

Angka Giliran:.....

No. Tempat Duduk:.....

UNIVERSITI SAINS MALAYSIA

Peperiksaan Semester Pertama  
Sidang Akademik 1995/96

Oktober/November 1995

**LBI 300 - Penulisan Berkomunikasi di Dalam Pekerjaan**

Masa: [ 2 jam ]

**INSTRUCTIONS:**

1. Please note that this examination booklet contains **FOUR (4)** printed pages.
2. Answer **ALL** questions.
3. Write **ALL** answers in the answer booklet.

UNTUK KEGUNAAN PEMERIKSA SAHAJA		
SOALAN	MARKAH PENUH	MARKAH DIPEROLEH
I	25	
II	25	
III	20	
IV	15	
V	15	
JUMLAH	100	

...2/-

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**QUESTION 1**

(25 marks)

Reply to the following letter of complaint. You may accept or reject responsibility for the damage.

33 USJ 3/15  
47600 Subang Jaya  
Selangor

9 September 1995

Musical Excellence Pte Ltd  
Clementi Crescent  
Singapore 2159  
Republic of Singapore

Dear Sirs

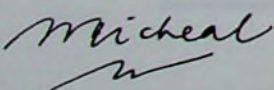
I really must complain about a Lechstein piano (serial number 188965) which I purchased brand new from your sole agent in Kuala Lumpur, the Starsky Piano Company, in August 1994.

Six months ago, a bass string broke while I was practising. Since then, no fewer than five additional bass strings have broken. The most recent occurrence was only two days ago. I have certainly never abused or neglected the piano in any way. So I am sure you know how upsetting I feel when I had to call in the piano tuner.

I realized that the one-year guarantee period on the instrument has just expired, but I think you will agree that your company should stand by the quality of the product it produces, particularly since it is so highly priced.

I strongly hope that you will look into the matter immediately and take steps either to replace the defective instrument or refund me the full amount.

Yours faithfully



(Micheal Chuah)

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**QUESTION II**

(25 marks)

You are the secretary of Sharp Roxy Corporation. The Board Meeting was held on 23 September 1995 at 9.00 a.m. in the factory's Boardroom. 10 people were present.

Based on the notes below, write out the minutes of the meeting. Add relevant details to complete the minutes.

- i. Attendance: Everyone present
- ii. Minutes of previous meeting: Ok  
Minutes passed (Mr. Chong proposed, Mrs. Ranjit seconded)
- iii. Project progress report:  
VHS 500 series project ---approved. Start production beginning November.  
CTV project--- needs improvement (visual not clear)  
Cost reduction team members--- succeeded to cut  $\frac{1}{4}$  cost  
(production of CRS 300 series)
- iv. New members: Encik Osman Ayub--- technician with 4 years experience.  
Cik Rosnah Aris---typist
- v. Tea party to welcome the new staff---Osman and Rosnah. Date: Thursday next week.  
Time: 5.30 p.m
- vi. AOB - none
- vii. Announce next Board Meeting (4 weeks from today)
- viii. Adjourn (11.05 a.m)

...4/-

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**QUESTION III** (20 marks)

Write a memo to your accounts clerk based on the notes below:-

Mrs Ong leaving --- confirmed. Last day of service 31 October. Given contractual one-month notice. No leave. Prepare her final pay cheque according to standard procedures.

Make necessary arrangements --- issue ½ month salary in advance.

**QUESTION IV** (15 marks)

You are the Manager of a factory. The regular working hours for the staff is from 8 a.m to 5 p.m. For the past three weeks all your staff have been working from 1 p.m to 9 p.m due to the power failure that occurred from 8.00 a.m to 1.00 p.m. every day. Write a letter of appreciation thanking the staff for their cooperation in carrying out duties beyond regular hours.

**QUESTION V** (15 marks)

You are the director of Mara Language Academy. You are resigning from the post due to poor health. Write a letter of resignation to Yayasan Pelajaran Mara. Include the following:

1. The reasons for leaving
2. Show appreciation for what Yayasan Pelajaran Mara has offered you
3. Indicate date of resignation

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