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UNIVERSITI SAINS MALAYSIA

Peperiksaan Kursus Semasa Cuti Panjang  
Sidang Akademik 2003/2004

April 2004

**JUE 401 – Bahasa Inggeris IV**

Masa : 1 jam

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INSTRUCTIONS:

Before you begin this paper, note that the booklet contains **FOUR** printed pages.

Answer ALL questions in this booklet.

Please check that your index number is written correctly. Failure to do this will result in your paper being **not graded**.

Reminder to Chief Invigilator

Please collect all test booklets.  
Return them to Bahagian Peperiksaan USM.

Index No.: .....

Seat No: .....

I/C No.: .....

Regional Centre: .....



**SECTION A – LISTENING**

1. Three ways of listening are total tune out, partial listening and total listening. Explain each of them.

(i) Total tune out

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(ii) Partial listening

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(iii) Total listening

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2. Interference is anything happening simultaneously within and outside the speaker or listener, making listening difficult. List five examples of interference from outside.

(i) \_\_\_\_\_

(ii) \_\_\_\_\_

(iii) \_\_\_\_\_

(iv) \_\_\_\_\_

(v) \_\_\_\_\_

3. To enhance your speaking and listening skills, you need to study the nonverbal body language communication. List five examples of such nonverbal body language.

- (i) \_\_\_\_\_
- (ii) \_\_\_\_\_
- (iii) \_\_\_\_\_
- (iv) \_\_\_\_\_
- (v) \_\_\_\_\_

**SECTION B – SPEAKING**

1. At some lectures, public speeches, seminars and professional courses, the listeners do not actively respond to the speaker’s messages. Why does this happen?

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2. (a) What is the aim of consultative conversation?

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(b) What is the difference between upward communication and horizontal communication of consultative conversation?

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3. Why are secretaries and telephone operators encouraged to smile when replying to customers?

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(100 marks)

