



**UNIVERSITI KUALA LUMPUR
MALAYSIAN SPANISH INSTITUTE**

**FINAL EXAMINATION
JULY 2023 SEMESTER**

COURSE CODE : SSP 01103
COURSE NAME : ENGLISH 1
PROGRAMME NAME : FOUNDATION OF SCIENCE AND ARTS
DATE : 8 JANUARY 2024
TIME : 09.00 AM – 11.00 AM
DURATION : 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please **CAREFULLY** read the instructions given in the question paper.
2. This question paper has information printed on both sides of the paper.
3. This question paper consists of **TWO (2)** sections; Section A and Section B.
4. Answer **ALL** questions in Section A. For Section B, answer **TWO (2)** questions only.
5. Please write your answers on the answer booklet provided.
6. Answer all questions in English language **ONLY**.

THERE ARE 14 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A (Total: 60 marks)

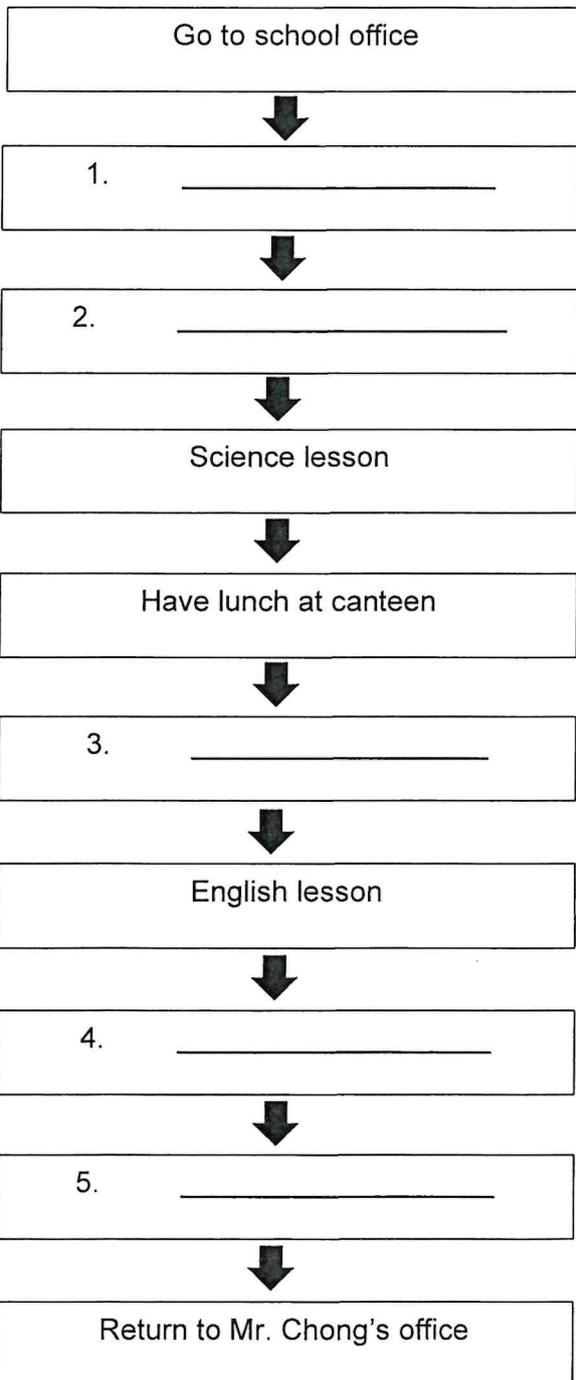
INSTRUCTION: Answer ALL questions.

Listen to the audio. The audio will be played twice.

Fill in the blanks with the correct answer.

Please use the answer booklet provided.

Audio 1: First Day at New School (Question 1 – 10: 10 marks)



6. _____ is the name of the new student.
7. _____ will be the guide for the new student.
8. Mrs. Kumar is the best _____ teacher at the school.
9. The new student will have lunch at _____ at the canteen.
10. Mr. Lau is the _____ of the school.

Audio 2: Workshop (Question 11 – 20: 10 marks)

Speaker	Mr. Arshad
Date of workshop	11. _____
Venue of the workshop	12. _____
Workshop ends at	13. _____
Prize	14. _____
Miss Malar's phone number	15. _____

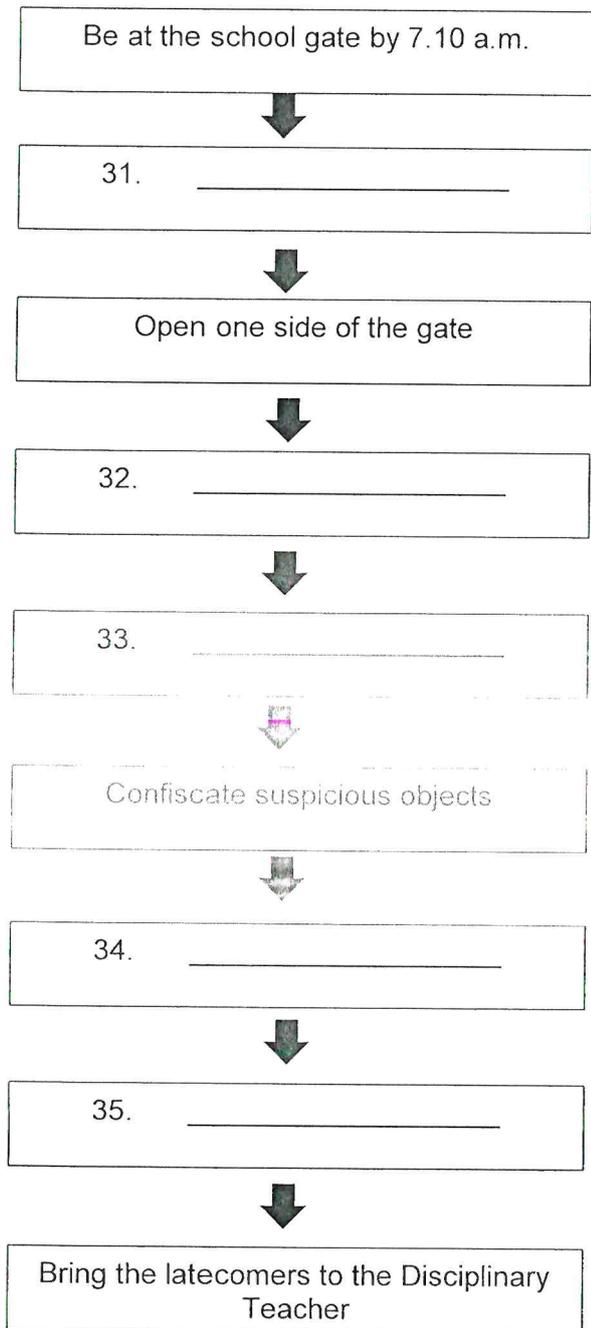
16. The workshop is about _____.
17. The previous venue for the workshop was at _____.
18. School library has been considered as the venue, but it is not very _____.
19. Registration starts at _____.
20. The fee covers lunch, material for the talk and the _____.

Audio 3: School Trip (Question 21 – 30: 10 marks)

Destination	Taman Negara National Park
Date of trip	21. _____
Everyone must bring	22. _____
Travel to park by	23. _____ and boat
Arrival time	24. _____
First activity	25. _____

26. The initial plan was to go on 28th of September, but they have _____ on that day.
27. _____ will be provided by the school.
28. They will leave at _____.
29. The boat takes about _____.
30. At Taman Negara, they can see a lot of rare animals such as the _____.

Audio 4: New Prefect's Duty (Question 31 – 40: 10 marks)



- 36. The morning session is before the school starts and the prefect needs to be at the school _____.
- 37. The prefect needs to stand at the side of the _____.
- 38. – 39. If the prefect sees any student bringing anything _____ to the school, _____ them and check what they are bringing.
- 40. The prefect needs to _____ down the names of the latecomers.

Audio 5: Bukit Cahaya Camping Trip (Question 41 – 50: 10 marks)

Meeting Point	School canteen
Time to arrive at meeting point	41. _____
What they must bring	42. _____
Type of shoes to wear	43. _____
Teacher-in-charge	44. _____
Group leader	45. _____

- 46. The teacher mentioned that it is just a _____ briefing as the details have been informed earlier.
- 47. If any participant is not at the gathering point by the mentioned time, it is assumed that he or she is not _____.
- 48. – 49. Do not wear _____ heels, as the trip is for camping, not _____.

50. If the participants have any problem and cannot find the teacher-in-charge, please ask the group _____ for help.

Audio 6: Stella’s Holiday (Question 51 – 60: 10 marks)

Destination	51. _____
Length of stay	52. _____
Mode of transport	53. _____
Favourite places	fjords and mountains
Tastiest food	54. _____
Souvenir	55. _____

53 - 57. _____ got the news of Stella's holiday from _____.

58. Stella went for the trip with her _____.

59. - 60 The country Stella went consists of two very _____ islands and Stella spent all her trip days in the _____ island.

SECTION B (Total: 40 marks)

INSTRUCTION: Read the conversation and answer the following questions.

Answer only TWO questions.

Please use the answer booklet provided.

Question 1

Sheila : Good morning everyone. We're here today to talk about whether we need to take on more staff in our call centre. Now, Vanessa won't be able to make it because she's on a training course. She has told me that she supports the idea of increasing the size of the call centre team. Paul can't be with us either. His daughter is **ill** and he has to take her to the doctor.

Sheila : I think we've talked this over enough now. Can we just have a show of hands? Right. All those in favour of increasing the size of the call centre team? Ok. Four. And then Vanessa's vote, that makes five. All those against? Two. Right. Well, sorry you two, but it looks like we'll be hiring new people.

Sheila : Right, can we just go over who's going to do what? Otherwise, I'm going to get really confused. So, I'm going to let Human Resources know that we want to hire more staff. And Susie, you're going to write a job description for the call centre staff.

Susie : Right, Sheila.

Sheila : Ok. And David, you're going to write a draft of the job advertisement for Human Resources.

David : That's right, Sheila. And what about booking the training centre for the new staff? Am I doing that as well?

Sheila : No, I'm going to do that. Unless you want to do it as well.

David : No, no, Sheila, you can do it.

Sheila : Right. Thanks for that everyone. I look forward to our call centre having a **decent** number of staff. We've needed to do this for some time. I'm sure the existing staff will welcome the increase in manpower. Right, now don't forget that we'll meet again next Wednesday. That's the 20th of May at 10.30 a.m.

David : Didn't we say 11.00 a.m.?

Sheila : Sorry, that's right. 11.00 a.m.

Susie : Where are we meeting, Sheila?

Sheila : That's a good question. I think the meeting rooms are booked for sales training for

the whole of next week. Why don't we just meet in my office?

Susie : Sounds good.

- (a) Identify the reason for having the meeting. (1 mark)
- (b) List two staff members who cannot attend the meeting and explain their reasons. (4 marks)
- (c) State the results of the voting of increasing the size of the call centre team. (2 marks)
- (d) Describe the staff members' tasks
- i. Sheila (2 marks)
 - ii. Susie (1 mark)
 - iii. David (1 mark)
- (e) Outline the details of the next meeting.
- i. Date (1 mark)
 - ii. Time (1 mark)
 - iii. Venue (1 mark)

(f) Predict two agendas for the next meeting.

(4 marks)

(g) Provide the synonym for the following words.

i. Ill

(1 mark)

ii. Decent

(1 mark)

Question 2

John : Let's wrap things up here. Good work as always. Before you all go, I just want to go over what we've decided this afternoon. We've decided to redesign our current offices rather than moving into new premises. So, we've decided that we'll contact three interior designers and ask them to give quotations for redesigning the office. Mike, I think we agreed that you're going to investigate that for us.

Mike : Right, John. And I'll look some interior design software which might **help** us do the job ourselves.

John : Ok, but don't spend too much time on that. As we agreed, it'll be better to leave the job to the professionals. We also talked about employing a facility manager who will coordinate the redesign at our end. Sue, you're going to talk to Human Resources in Dundee and ask them to agree to this.

Sue : That's right, John.

John : **Splendid**. Andy, you'll get in touch with the building company that did some work for us three years ago to see if they'd like to submit a quotation for the building work.

Andy : Will do, John. And I'll ask two other builders to put in quotes as well.

John : Great. And Steffi you're going to look for some new office furniture for us.

Steffi : Yes, that's right.

John : Steffi, don't forget that we agreed we don't want to spend too much on furniture. Try to find something modern and stylish at a price that we can afford.

Steffi : Ok, John.

John : Nick, we agreed that we need to plan carefully how we'll keep the office running smoothly during the building and redesigning work. You're going to plan how we can best do this.

Nick : That's right John.

John : And that just leaves me. I'll talk to our bank and see how they can help us cover the work. Now, let's fix a time for our next meeting. Does the 8th of March at 3.30 p.m. suit everyone? Yes? Splendid. Well, that concludes our business for today. Thanks for your active participation this afternoon. We really go through a lot of business.

- (a) List three decisions made in the meeting. (3 marks)
- (b) State Mike's suggestion to help them to redesign their office themselves. (1 mark)
- (c) Explain the staff members' tasks.
- i. Sue (1 mark)
 - ii. Andy (1 mark)
 - iii. Steffi (1 mark)
 - iv. Nick (1 mark)
 - v. John (1 mark)
- (d) Indicate three criteria of the new office furniture mentioned by John. (3 marks)
- (e) Identify the date and the time of the next meeting. (2 marks)
- (f) Infer the reasons for assigning the mentioned tasks to these staff members.
- i. Sue (2 marks)
 - ii. Andy (2 marks)

(g) Provide the synonym for the following words.

i. Help

(1 mark)

ii. Splendid

(1 mark)

Question 3

Carla : Is everybody here? We're still waiting for Nigel. Oh, here he is. Good morning, Nigel. Take a seat. It's nice to see everyone. Before we begin, can I introduce Tim McCarthy to you all. For those of you who don't already know, Tim is from our advertising agency and he's going to give us an overview of his plans for our new advertising campaign. Welcome, Tim.

Tim : Hello, nice to meet you all.

Carla : Sally Jones has sent her apologies. She can't be with us today because she had to go to a meeting in Brussels. And Pierre Kaufmann can't make it either. As I said in the agenda I emailed last week, we'll be discussing our strategies for increasing sales. You all know that our sales have been slower **recently** and we need to do something to change this. John Lawson from marketing will be giving us an overview of what our competitors are doing. After that, Alison King will present an analysis of some of the **problems** with our sales strategy at the moment. We need to make some **important** decisions today. So, let's have some clear, constructive thinking, everybody. Right. Now, let's get down to business.

- (a) Explain who Tim McCarthy is and his purpose in joining the meeting. (2 marks)
- (b) List 2 staff members who are absent for the meeting. (2 marks)
- (c) State the main agenda of the meeting and justify the reason of discussing the agenda. (3 marks)
- (d) Identify 2 staff members who are going to present in the meeting and explain the content of their presentation. (4 marks)

(e) Provide the synonym for the following words.

i. Recently

(1 mark)

ii. Problems

(1 mark)

iii. Important

(f) If you are the CEO of the organization, decide three ways to increase the sales.

(6 marks)

END OF EXAMINATION PAPER

