

SECTION B: 75 MARKS**BAHAGIAN B: 75 MARKAH****INSTRUCTION:**

This section consists of **THREE (3)** structured questions. Answer **ALL** questions.

ARAHAN:

Bahagian ini mengandungi TIGA (3) soalan berstruktur. Jawab SEMUA soalan.

QUESTION 1**SOALAN 1**

The success of the business concern depends on the location of its office. The office should be established at such a place where customers can reach without any inconvenience

Kejayaan sesebuah perniagaan sangat bergantung kepada lokasi pejabatnya. Sesebuah pejabat perlu didirikan di suatu tempat yang membolehkan pelanggannya pergi dengan mudah.

(a) Define the following terms:

- (i) urban
- (ii) suburban

Takrifkan lokasi pejabat

- (i) kota
- (ii) pinggir kota

[5 marks]

[5 markah]

(b) (i) List **FIVE (5)** advantages of an urban location office.

Senaraikan LIMA (5) kebaikan lokasi pejabat di bandar.

[5 marks]

[5 markah]

(ii) List **FIVE (5)** disadvantages of an urban location office.

Senaraikan LIMA (5) keburukan lokasi pejabat di bandar.

[5 marks]

[5 markah]

CLO1
C1

- (c) Describe **FIVE (5)** factors that influence the selection of office location.
Terangkan LIMA (5) faktor yang mempengaruhi pemilihan lokasi pejabat.

[10 marks]

[10 markah]

QUESTION 2**SOALAN 2**CLO2
C2

- (a) Explain **FIVE (5)** guidelines that should be followed for controlling telephone costs and improving efficiency.
Terangkan LIMA (5) yang perlu diikuti untuk mengawal kos telefon dan meningkatkan kecekapan.

[10 marks]

[10 markah]

CLO2
C3

- (b) Record the information on message forms given accurately based on the voice mail message below
Catatkan maklumat di dalam borang mesej yang diberi dengan betul berdasarkan mesej suara di bawah

“Hi, Ms. Rosanna Robbins. My name is Jezra Kyle, from Advance Realty Corp. I’m calling about the bicycle you’re selling. If it’s still for sale, please call me at 123-456-7890. [voice mail record: 2.30 p.m]”

“Hi, Ms. Rosanna Robbins. Nama saya Jezra kyle, dari Advance Realty Corp. Saya telefon berkenaan basikal yang anda jual. Jika ia masih ada jualan, sila telefon saya di nombor 123-456-7890 [mesej suara direkod: 2.30 petang]”

To _____
 Date _____ Time _____

WHILE YOU WERE OUT

Name _____
 Of _____
 Phone _____

Telephone		Please call	
Called to see you		Will call again	
Wants to see you		Returned your call	

Message

By _____

[9 marks]

[9 markah]

CLO2
C2

- (c) Explain **THREE (3)** advantages of using a computer message.
Terangkan TIGA (3) kebaikan menggunakan mesej berkomputer.

[6 marks]

[6 markah]

QUESTION 3
SOALAN 3

- (a) Describe the procedure of sorting and distributing mail in a large company.
Huraikan prosedur menyusun dan mengedarkan mel dalam sebuah syarikat besar.

[5 marks]

[5 markah]

CLO3
C1

- (b) (i) List **FOUR (4)** classes of domestic mail.
Senaraikan EMPAT (4) daripada kelas mel domestik.

[2 marks]

[2 markah]

- (ii) Describe each of the **FOUR (4)** classes of domestic mail.
Huraikan setiap EMPAT (4) kelas mel domestic.

[8 marks]

[8 markah]

CLO3
C2

- (c) Explain the procedures in handling incoming mails.
Terangkan prosedur dalam pengendalian mel masuk

[10 marks]

[10 markah]

SOALAN TAMAT