

**SECTION B: 50 MARKS**  
**BAHAGIAN B: 50 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**

CLO1  
C1

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]

CLO1  
C1

- (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*

[10 marks]  
[10 markah]

**QUESTION 2****SOALAN 2**CLO2  
C2

- (a) Explain **FIVE (5)** effective telephone procedures.  
*Terangkan LIMA (5) prosedur telefon berkesan.*

[10 marks]  
[10 markah]CLO2  
C3

- (b) Jerry: "Aman Holdings. Jerry Ong speaking."  
Caller: "I want to speak to Anna Yong."  
Jerry: "May I tell Ms. Yong who is calling?"  
Caller: "My name is not important. Stupid! Just let me talk to Anna."  
Jerry: "I'm very sorry sir, but I have been instructed not to transfer a call without first identifying the caller."  
Caller: "Okay, I understand. I'm Robert Yong, Anna's uncle."

Based on the telephone conversation above, choose **THREE (3)** guidelines when dealing with difficult callers.

*Berdasarkan perbualan telefon di atas, pilih TIGA (3) garis panduan apabila berurusan dengan pemanggil yang bermasalah.*

[9 marks]  
[9 markah]CLO2  
C2

- (c) Choose **SIX (6)** techniques for controlling telephone cost.  
*Pilih ENAM (6) teknik untuk mengawal kos telefon.*

[6 marks]  
[6 markah]

## QUESTION 3

## SOALAN 3

- CLO3  
C1 (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