FINAL
Examination Paper

(COVER PAGE)

Session : May 2008

Programme : M.Sc. in Management Information Systems, Coventry University

Course : ENL301: Advanced Professional English

Date of Examination : August 11, 2008

Time : 12.00 noon – 3.00 pm  Reading Time : Nil

Duration : 3 Hours

Special Instructions :

This paper consists of FIVE (5) questions. Answer ALL the questions in the answer booklet provided.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : Ding Eng Na, A.M. Prema Murugan, Kavita Thube

Moderator : Phawani Vijayaratnam

This paper consists of 7 printed pages, including the cover page.
INTI INTERNATIONAL UNIVERSITY COLLEGE

MASTER OF SCIENCE IN MANAGEMENT INFORMATION SYSTEMS
ENL301 : ADVANCED PROFESSIONAL ENGLISH
FINAL EXAMINATION : MAY 2008 SESSION

Instructions: This paper consists of FIVE (5) questions. Answer ALL questions and write the answers in the answer booklet provided.

Question 1

A) *Fill in the blanks with the correct form of the verbs in parentheses.*

The first text message was sent on December 3, 1992, when engineer Neil Papworth tapped out “Merry Christmas” and (1) _______ (send) it to his colleagues at Vodafone. Although phone companies 2._______(see) the potential, they underestimated how popular the service would be. It took some years to make text messaging available to the general public.

Ten years ago, typical handphone users (3) ____________ (be) executives on the go, but today a remarkable number of people (4) _______ (own) one. It is estimated that about 10 million out of 25 million Malaysians (5) ____________ (carry) a handphone.

The rising popularity of SMS (6) ____________ (go) hand-in-hand with the increasing availability of handphones. Not only have the phones themselves become cheaper, but prepaid packages attract younger users who (7) _______ (not, want) to figure out rates and tariffs every time they pick up the phone.

“Almost all my students (8) ____________ (have) handphones,” said English teacher Mary Xavier. “Handphones are not allowed to be switched on or used during class hours, but there is a general rush to (9) _______ (send) messages to friends during break times and after school. It is extremely popular.

As SMS has its own vocabulary and style, and as younger people are the biggest SMS users, there is a concern that this fad will (10) ____________ (have) negative long-term effects on spelling proficiency and fluency, especially in the English language.

(10 marks)

*Adapted from: New Straits Times, 2004*
B. Edit the following passage by identifying and correcting 10 errors (excluding the example). The passage contains errors of parallelism, subject-verb agreement and inconsistency of tense, number and person. For each error, identify the line number, and correct the error in the answer booklet provided.

Example: L1) are = is

1. The sale of goods and services are not restricted to local, regional, or national
2. markets; it often take place on an international basis. Nations imports goods
3. that they lack or cannot producing as efficiently as other nations, and
4. they exported goods that they can produce more efficiently. This exchange
5. of goods and services in the world, or global market is known as
6. international trade. There are two main benefit to be gained from this
7. types of exchange. First, international trade makes scarce goods available
8. to nations that need or desiring them. When a nation lacks the resources
9. needed to produce goods domestically,
10. it may import them from another country. For example, Saudi Arabia
11. import automobiles; the United States, bananas; and Mexico,
12. computers. Second, international trade allows a nation to specialize
13. in production of those goods for which its is particularly suited.
14. This often results in increased output, decreasing costs, and higher
15. national standard of living.

(10 marks)
Question 2 Reading Comprehension

Read the passage below and answer the questions that follow.

Anak, meaning child of Krakatau, was born out of the great eruption of 1883. Located in the Sunda Straits, between Sumatra and Java, Krakatau was a familiar landmark to passing ships. On August 27, 1883, Krakatau put itself in the record books with the latest bang recorded on Earth. The blast was heard in Australia and Myanmar — thousands of kilometres away. Ash was thrown 80 kilometres into the sky falling hundreds of kilometres away in places such as Singapore. What followed was a tidal wave (tsunami). The 40-metre tsunami inundated some 100 villages on both sides of the busy waterway, killing an estimated 36,000 people.

Krakatau's eruption in 1883 is known throughout the world, but what about today? What was Krakatau is all but swallowed by the sea. Three islands, Rakata, Panjang and Sertung form a ring indicating the size of the drowned calderas (collapsed crater). In 1930, a new volcano — Anak Krakatau — appeared at the centre of the old volcano. The Child of Krakatau is now growing five metres a year and has already reached a height of nearly 400 metres.

It is easy to hire a boat from Java to go there. Powerboats shoot across the strait in about two hours; slower vessels make the trip in three to five hours. The journey is not always possible as the sea dictates when to cross and when not to. 'We still take tourists over even when there is fire and smoke coming out of Anak, but we charge a little more,' said Sharan, a sailor and guide from one of the tourist boats plying the route.

It is possible to camp on the north side of the island, but check conditions at the seismic station in Carita before departure. Here you can see seismographs in action recording the activity on Anak Krakatau. If you stay a night, be warned it may not be an easy night's sleep. The rumbles of the volcano above you, the crashes of rock bombs dropping and the possibility of ash raining over your camp make it an unforgettable night. These factors combined with the knowledge that volcanoes are totally unpredictable, sometimes erupting with no warning, add to the excitement.

During active periods, Anak Krakatau erupts 20–30 times a day, sending up sulphurous smoke and raining ash and molten rocks down the hillsides. Few people have ever climbed to the crater rim as it is generally far too dangerous. At the top it is extremely sulphurous and due to the danger it does to video and photographic equipment, few pictures exist of the inside of the volcano. Climbing from the campsite is a ridge before a dip and then on to the summit. If the volcano is quiet, it may be possible to reach the rim but not the summit. Even at the first ridge, it is not wise to hang around, as rocks will take just a couple of seconds to reach you if they are thrown out of the crater. The scree-like surface of the volcano makes climbing much harder than you would imagine on the steeper areas.

The morning after our night on Anak Krakatau, we calculated she had not released much for about 3 hours, so at about 5.30 a.m. we set off for the first ridge. Four of us decided to go for the ridge along with the guide who was still uneasy about the trek up. As the slope got steeper, the crater went out of sight. It was at this point the climb got more dangerous because you did not have any idea what was going on at the summit. Fortunately for us several people down below could see a phenomenal explosion of gas, dust and rocks being thrown out as Anak Krakatau gave its first sign of activity of the new day. We could not see what all the fuss was about but when the clouds came into sight, there was only one option. We had crossed the safety zone and at any point a boulder could crash down. Evidence of past boulders and the craters they created as they smashed down was all around us. Our now terrified guide was running down the mountain with ourselves in hot pursuit. Sadly this was our last attempt at reaching the rim. After this narrow escape our guide, who was experienced in guiding on the island, was not going to lead another trip up the volcano. The golden rule here is not to go against the word of the guide.

The overriding feature of Anak Krakatau is that it is a legend in the making. Today it is puffing out gas every day, as it is incredibly young. Like all volcanoes, it will continue to erupt for years to come. Geologists predict that eventually there will be another big eruption similar to the one in 1883.

(Adapted from 'Deadly child of Krakatau', The New Straits Times, 8 June 2004)
Answer all questions.

1. Why was the eruption of Krakatau in 1883 significant? (2 marks)

2. Mention one disaster as a result of the eruption. (2 marks)

3. Give evidence that Anak Krakatau is growing rapidly? (1 mark)

4. With reference to paragraph 3, “... as the sea dictates when to cross and when not to.” What can you infer about the condition of the sea at the Sunda Straits? (2 marks)

5. Why do guides risk taking tourists to Anak even when there is volcanic activity? (2 marks)

6. Mention two possible experiences when one stays overnight on Anak Krakatau. (3 marks)

7. Give one word to describe people who like to climb the volcano. (1 mark)

8. According to the author, at which stage was the climb to the summit considered to be risky? (2 marks)

9. The author felt sad that he could not climb again. If you were in his shoes, would you feel that way too? Give a reason using your own words. (3 marks)

10. What was the author’s advice for those wishing to climb the summit after his narrow escape? (2 marks)
Question 3 – Report Writing

(20 marks)

James Watts, Managing Director of World Lightings, Birmingham, has contacted the Paris branch of the company, where you work. He is very concerned about the high staff turnover rate. He asks you to look into this problem and give him a full report on the high staff turnover for the last two years, together with recommendations. You have gathered the data, along with the comparable data collected for year 2005, and have organized it into draft table which is shown below.

A summary of staff turnover for years 2005 and 2006

<table>
<thead>
<tr>
<th>Departments</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing</td>
<td>15/40</td>
<td>16/40</td>
</tr>
<tr>
<td>Production line</td>
<td>68/200</td>
<td>55/200</td>
</tr>
<tr>
<td>Finance</td>
<td>3/12</td>
<td>2/12</td>
</tr>
<tr>
<td>Administration</td>
<td>6/20</td>
<td>4/20</td>
</tr>
<tr>
<td>Security</td>
<td>12/35</td>
<td>18/35</td>
</tr>
<tr>
<td>Total staff</td>
<td>307</td>
<td>307</td>
</tr>
</tbody>
</table>

You are now ready to put this table into the final report format and analyze the content. Write your report based on your findings from the data collected and include some recommendations. You are to submit your report to the Managing Director. Your report should be around 200 words.
Question 4 Memo

You are the director of Human Resources. Write a memo to all employees informing them of the new policy for employee loans. Inform them of the criteria and the steps needed in order to apply for the loan. Make sure you include some of the information given in your memo. You can add in other details to make your memo complete.

- Eligibility: Staff who had served the company for more than two years.
- Types of Loan: Study (For personal or family), Hire purchase (Car) and Emergency (For personal and family).
- Loan form needed: Form RT-23 (From HR Department)
- A memo explaining the reason for applying the loan
- Approval from own head of department

Lastly, inform the staff that the amount of loan approved is subject to the management’s approval.

Question 5

Choose ONE (1) of the following topics and write an argumentative essay of approximately 300 words.

1. Students should be allowed to work part-time if they are able to cope with their studies.
2. Companies should concentrate on attracting more customers than retaining old customers.
3. Public Speaking should be made a required course for all college students.

THE END