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Answer 1: (Leadership)

As Chief Executive Office of Multisoft Berhad, I could prefer to empower Participative Style of leadership. This type of leadership could encourage two ways of communication in the organization allowing me to give a suggestion and take a suggestion. This could be easier for 'downward' staffs to interaction with me without any fear or interruption. This leadership style also enables the communication to flow in-between my downward staffs. This enable them to exchange information either suggestions or ideas without the interruption. This style also allows my downward staffs to decide and react to a situation on their own way with a logic explanation. This is also a goal-oriented style of leadership where all the downward staffs and upward staffs work for one main goal which is to succeed Multisoft Berhad and increase its revenue.

Answer 2: (Report)

TO : Chief Executive Officer

FROM : Reservations and Ticketing Manager

DATE : 20<sup>th</sup> August 2005

SUBJECT : Flight overbooked due to Reservation System computer error

#### INTRODUCTION TO PROBLEM:

##### FLIGHT OVER OVERBOOKED

On this particular date, a Flight of Air Malaya was overbooked due to come internal problems. 20 Seats was overbooked on the flight whereas 140 Passenger was holding confirmed flight tickets while only 120 seats was available on flight.

#### THE PROBLEM:

##### RESERVATIONS SYSTEM COMPUTER ERROR

The flight overbooked problem occurred due to the Reservations System Computer Error. This caused all 40 reservations and ticketing staff to work on the flight seat reservation manually without a proper order. This happened because 10 of the staffs are part-time staffs and some of them failed to report that the flight seat booked to the main ticket reservation center because they are not trained to handle the ticket reservations manually while the computer systems are down.

## THE SOLUTION:

### ALTERNATIVE TRAVEL OPTIONS TO PASSENGERS

As a best solution for the problem where 20 extra passengers was holding confirmed flight ticket, they were provided with hotel accommodation and offered alternative travel options on other flights.

### RESULT OF THE PROBLEM:

Air Malaya incurred cost in term of providing hotel accommodation and offering alternative travel options on other flight. The cost is clearly stated by the Finance department that it is RM 28,500 in term of negative income.

### THE SOLUTION TO AVOID THE SIMILAR PROBLEM IN FUTURE:

#### PREPARE BACKUP AND/OR PROVIDE TRAINING

##### 1. Prepare Back-Up Reservation Systems Computers

Preparing back-up computer system for these reservation systems will be a best option to solve this problem from repeating in future. Whenever the Reservation System Computers go down or unavailable due to errors, a Back-Up Computer system must be activated to be used while the main Reservations Systems Computer errors being fixed by the technician and engineers. As quoted by the finance department, implementing this Reservation Back-Up Systems will cause RM 120,000

##### 2. Providing Training to Part-Time staffs

Another good option to solve this problem from repeating is by providing training and teach proper techniques to handle the Ticket Reservations manually whenever the computer system is not available. This will be cheap and effective way whereas the Finance Department had quoted that cost to provide this In-House training will be around RM 32,000. Although the amount of money seemed to be very few, but this step might not fully promise the airline to be out of this similar problem in future. This is because these part-time staffs are not permanent staff and they might resign at anytime. When such situations occur, the staffs might sign off the job while new staffs will be recruited. At this stage, once again these new staffs need to given the similar In-House training which will cost another RM 32,000.

#### CONCLUSION:

##### THIS PROBLEM MUST BE FIXED TO AVOID IT FROM REPEATING

The solution must be taken and implemented as soon as possible to avoid this similar problem from occurring and wasting RM 120,000.

Answer 3: (Letter)

Larkin Sdn Bhd  
No 123, Road of Street 6,  
North Zone, Malaysia Trading Zone,  
55500 Kuala Lumpur, Malaysia  
Tel: 03-5552251 Fax: 03-5552252

10<sup>th</sup> October 2005

Larkin Sdn Bhd  
No 123, Road of Street 6,  
North Zone, Malaysia Trading Zone,  
55500 Kuala Lumpur, Malaysia

**Attention: All Staffs**

Dear staffs,

Larkin Sdn Bhd is arranging a conference. The conference title is “Improving the Quality of Work”. The conference will be held for interested staffs. The main subject to be spoken in this conference is about working strategies which will be very useful to improve working quality and efficiency.

The conference will be held for two days which is on 19<sup>th</sup> and 20<sup>th</sup> of October 2005. The conference will start at 9.00 morning and ends at 5.00 evening. The conference will be held at Hall 6, Golden Horses Hotel, 53100 Kuala Lumpur.

To encourage staffs of Larkin Sdn Bhd to attend this conference, the company is willing to sponsor for those interested staffs. The company will sponsor RM 500 for each staff that interested to join this conference. This sponsored RM 500 will cover your travel charge, accommodation and breakfast. And you need to pay only for the lunch and dinner.

Your attendance and participation to this conference will ensure your working quality to improve and promises a brighter knowledge. The company encourages the staff to join in this conference. Any interested staffs please meet Mr. Johnson (Human Resources Officer) and confirm your attendance. Thank you.

Sincerely,

*Johnson*

Johnson

Human Resources Officer

Larkin Sdn Bhd

#### Answer 4: (Listening)

Listening is important in a person's life and business world because when a message is submitted to us orally, we need to be a good listener to fully understand and accept the message. Any carelessness in listening might cause us to misunderstand or misinterpret the message in general. Listening is a process which includes receiving, interpreting, understanding, remembering, analyzing and reacting to the subject purposefully.

An empathetic listener is who listens and understands the speaker's feeling, need, and wants. So, the listener might reflect by appreciating the speaker's point of view. By listening empathetically, the listener might understand the speaker's feelings and help the speaker to vent the emotions that prevent a dispassionate approach to the subject. The listener will also try to avoid giving any advice or judging the speaker's feelings. Besides, the listener might let the speaker continue talking without interrupting his or her talk.

#### (Listening Skills based on situations)

As a parent for two children aged 5 and 1, I should have the active listening skill. This is because the kids should be given enough space for them to talk and express their feelings on a subject. While I should continuously encourage the kids to talk and do not interrupt their talk but try to understand their feelings. Kids aged 5 and 1 would have many needs and wants that they can easily ask or put their request to their parents if they are an active listener.

As a student in class pursuing a degree, I should have the attending listening skill. Because as a student in a classroom, my main motive should be concentrating on the lecturer's or professor's talk or speech. This attending skill will help to me to show a good feedback to the lecturer's talk either by eye contact, posture, and body movements. This feedback will ensure the speaker that I am giving my full attention on the class and encourages the speaker to continue speaking with full of confidence.

As a senior manager who has 5 junior managers below me, I should have encouraging listening skill. This skill is important for myself to encourage all my 5 juniors to complete their task with full satisfactory. I should invite the speaker to talk and do not put any pressure to their feelings for them to express their opinions or ideas. Furthermore, I need to encourage their talks, ideas, and opinions to make them comfortable talking to me. For this, I should only encourage them to continue speaking by asking short questions which is relevant to the subject or topic of discussion. And I should also give them enough gap between the discussions such as leaving a small pause to the conversation in between to allow the speaker to decide either he or she want to continue the conversation or not.

As a customer service officer for credit card services, I should have the reflective listening skill. This skill will help me to understand the feelings of the speaker and respond them with a proper questions or answers. Besides, I should understand the speaker's feelings and let them know how much I understand their situation and feelings. I should concentrate on their key points rather than their feelings only. I should able to change up the main motive of conversation and capture the customer's talk accurately including the problem or difficulty that they are currently facing with the product. At the

end of the conversation, a short summary must be given to the customer on the matters that he or she had discussed with me. This might help the conversation to be fully captured without any points missed out.

Answer 5: (Covering Letter)

**Regan a/l Rajan**

No 12, Jalan Intan 1/5,, Taman Puchong Intan 1/5,

Puchong 47100, Selangor, Malaysia.

Home : +6 03 8062 2246

Mobile : +6 012 2977 3715

Email : reganrajan@gmail.com

4<sup>th</sup> June 2005

Mr. David

Human Resource Manager

Giat Solutions (M) Sdn Bhd

No 1, Jalan Puchong Industry,

North Industrial Park,

47100 Puchong, Selangor.

Dear Mr. David,

According to your internet advertisement on JobStreet.com.my, your company is currently recruiting people have experience in this computer and IT field to work with

Giat Solutions. I am highly interested with the job and agree to all rules and conditions which were stated on the advertisement such as working time and salary.

I believe I am qualified for the job and my job experience also matches your company's need. In general I had worked with 2 IT based companies which is Smartnet Coverage Marketing and GIT Unitech (M) Sdn Bhd. Both of these companies had focused on computer and IT maintenance. This had gained me a good experience while I worked with those companies.

Besides that, it was stated clearly in your advertisement that you are looking for people around Puchong area which is where Giat Solutions company is located. In this case, I matched the criteria as I live at Taman Puchong Intan. The trip from my house to your company will only be around 10 minutes. This enables the company to employ a staff near to your company.

Furthermore, my skills in Microsoft based applications such as Microsoft Windows and Microsoft Office is also a 'compulsory skills' for the job and will make me to do the works more effectively.

I would appreciate an interview with you. Please call me on your preferred time to my mobile phone number which is stated at the top of this letter.

Sincerely,

*Regan Rajan*

Regan Rajan

Enclosure: Curriculum Vitae

Answer 5: (Curriculum Vitae)

**Regan a/l Rajan**

No 12, Jalan Intan 1/5,, Taman Puchong Intan 1/5,

Puchong 47100, Selangor, Malaysia.

Home : +6 03 8062 2246

Mobile : +6 012 2977 3715

Email : reganrajan@gmail.com

**Personal Particulars**

- Age : 22
- Date of Birth : 21-February-1983
- Nationality : Malaysian
- Gender : Males
- Marital Status : Singles
- C No. : 870221-14-6417
- Willing to travel : Yes
- Willing to relocate : Yes
- Possess Own Transport : Yes
- Availability : Immediately

## **Educational Background**

- Bachelors in Computer Science  
Binary University College  
From March 2001 to September 2005

## **Achievements and Certification**

- Participated in Telekom Malaysia Web Designing – Certified
- Participated in Selangor IT/Computer Quiz – Certified
- Participated in Sony Science Education Award 2004 – Certified
- Won First prize in Petaling District PowerPoint Presentation – Certified
- BrainBench.com MS Access & MS FrontPage Assessment – Certified

## **Working History**

- Company : Smartnet Coverage Marketing  
Working Period : 2 Years (2001-2002)  
Position Title : IT Assistant  
Industry : Insurance  
Monthly Salary : RM 900.00  
Work : Designing and managing the customer database system
- Company : GIT Unitech (M) Sdn Bhd  
Working Period : 2 Years (2003-2004)  
Position Title : Computer Technician  
Industry : Computer & IT

Monthly Salary : RM 1200.00

Work : In charge for Computer repairing and servicing

### **Skills**

- MS Words – advanced
- MS FrontPage – advanced
- MS Excel – advanced
- MS PowerPoint – advanced
- MS Access – intermediate
- SMS and MMS management – intermediate
- Wireless Application Protocol – beginner
- Macromedia Flash – beginner
- Adobe PhotoShop – beginner
- Visual Basic – beginner
- Coral 9.0 (Designing) – beginner
- Lotus SmartSuite – beginner

### **Languages**

- Spoken : English  
Bahasa Melayu (Malay)  
Tamil
- Written : English  
Bahasa Melayu (Malay)

## References

- Miss Renah (IT Manager)  
Smartnet Coverage Marketing  
renah@scm.com.my  
+6 016 3082246
- Miss Ritah (IT Director)  
GIT Unitech (M) Sdn Bhd  
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