

**FACULTY OF LIBERAL ARTS**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Subject Code & Name : **MPU2232 Thinking Skills**  
 Semester & Year : September – December 2016  
 Lecturer/Examiner : Harizah Faiz, Ahmadiliman  
 Duration : 2 hours

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:
  - PART A (60 marks) : READING COMPREHENSION**  
 There are **TWO (2)** sections in this part. Read the passages and answer all questions in the space provided.
  - PART B (40 marks) : PROBLEM SOLVING**  
 There is only **ONE (1)** section in this part. Write your answers in the space provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

**WARNING:** The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students’ Handbook, up to and including expulsion from BERJAYA University College of Hospitality.

**Total Number of pages = 11 (including the cover page)**

**PART A : READING COMPREHENSION (60 marks)**

**INSTRUCTION(S)** : There are **TWO (2)** sections in this part. Read the passages and answer **ALL** questions in the space provided.

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**SECTION 1: Questions 1 – 10 (30 marks)**

Every day at airports across the world, airline cabin crews have to deal with the lack of overhead bin space. We flight attendants do have wings, but unfortunately we do not have magic wands that allow us to fit every passenger's bag aboard every flight. Airplane overhead bins are not designed to hold large amounts of suitcases, duffel bags, or musical instruments.

5 That's what the cargo space in the belly of the plane is for.

Luckily, not everyone brings on two bags and, if they do, they're not all the same size which means we flight attendants usually have something to work with. You see, during boarding one of my jobs is to help with luggage. This ends up being more like solving an over-sized puzzle.

10 It usually goes like this: "If I move this bag here and place that suitcase there, then turn this shopping bag sideways and you put your laptop case under your seat, then you can squeeze your roller bag in the overhead bin instead of having to check it."

Time permitting, that's what I do on every flight, whether it's oversold or not. But sometimes it just doesn't work. Perhaps you're in the last boarding group and the bins are already full, which means I've already helped a dozen people stow their bags. Or, maybe your bag is too thick and physically won't fit.

20 But there are also some things to take into consideration when you're traveling with carry-on luggage, as well as some actions every passenger can take to ensure the best possible outcome for your carry-on bags as well as your fellow passengers. Keep these facts in mind for your next flight:

**Not all bins are created equal.** Every time I work on the *Embraer* 170 or 175 passengers comment on the smaller bin space and say, "It fit on the last plane." Mainline and international flights usually have much larger equipment than regional aircraft, which means the bins are probably bigger, too. If you're on a super small regional aircraft, it's likely you will have to check-in all of your carry-on luggage. As for the larger aircraft, an *Airbus* 320 for example, the 22-inch roller bag I use for work will fit perfectly if I slide the top handle inward with the wheels out. If I turn it around and have the handle facing out, the bin won't close. On some *Boeing* 737s, I have to turn it sideways for the bin door to close. It simply comes down to the shape of the overhead bin.

**30 There isn't space for every passenger to bring on a roller bag.** Even though everyone who boards has a confirmed seat, not everyone has confirmed stowage space. The closest you get to that is under the seat in front of you, assuming you're not in row one. Otherwise, the overhead bin space is first-come, first-served. If your bag does have to be checked-in because of this, you won't have to pay – at least on the carrier I work for.

**35 Crowded bins have always been a problem.** Despite the fact that the airlines are charging a nice chunk of change for checked-in bags, the truth is, passengers have always brought on too many bags. Long before airlines started charging luggage fees, in the late '90s, I spent many boardings standing in the back galley surrounded by piles of luggage that needed to be checked-in because the bin space was full. Luggage fee is also a reason that worsened the bin space problem. When airlines announced that they would start charging for checked-in bags I knew what that meant. Luggage was going to be overstuffed and even more bags would be brought on. That's exactly what happened.

**40 People don't follow the rules.** Even though passengers are supposed to limit their carry-on bags to two per person, they don't. Look around the next time you fly and you'll see. You will also observe people sneak bags on or past busy employees. Some people suffer from luggage separation anxiety. This isn't a joke. Passengers have various reasons for wanting to keep their luggage with them. For some it's time, such as they don't want to wait at baggage claim, and for others it's a fear of their bags getting lost or damaged.

**45 Over-filling.** I've seen one person fill up an entire bin. It's not fair to your fellow passengers. Unless you're sitting at a bulkhead or first row, please place only one bag in the bin and the other under the seat in front of you. And please don't break the bin. Please don't ever force a bag in a bin. Bins can crack as well as the bin door – and guess what: if a bin is broken the plane can't fly. And that's a whole other debacle.

**50** Lastly, you can always prepare for the worst – having to eventually check-in your bag and pray that no extra charges are incurred. So hope for the best and good luck finding space in the overhead bins!

**Adapted from <http://thevacationgals.com/the-truth-about-airplane-overhead-bin-space/>**

1. What is the purpose of this article? (3 marks)

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2. Who wrote the article? (2 marks)

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3. What is the writer describing in the third paragraph (*lines 10 to 12*)? (3 marks)

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4. What are **TWO (2)** possible reasons passengers cannot fit their luggage into the overhead bin? (4 marks)

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5. What does '*Not all bins are created equal*' (*line 21*) mean? (3 marks)

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6. What example did the writer use to explain the size of the overhead bin on an *Airbus 320* aircraft? (3 marks)

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7. Where on an aircraft is it considered confirmed stowage space for a passenger? (2 marks)

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8. Why was there an increase in carry-on luggage on flights after the late 90's? (2 marks)

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9. List the **FOUR (4)** ways passengers contribute to the problem of limited storage space on a flight. (6 marks)

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10. What is the worst that passengers have to be prepared for in the case of no storage space on board an aircraft? (2 marks)

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**SECTION 2: Questions 11 – 17 (30 marks)**

Back in 2010 news broke that a Philadelphia schoolboy called Blake Robbins had been confronted by a school official who suspected Robbins had taken drugs in his bedroom.

- 5 Robbins, who maintained he was eating sweets and not popping pills, found himself presented with a photo taken of him at home by the webcam of a laptop that his school had provided him with. He and his parents launched legal action, claiming a violation of his civil rights. It became clear that Robbins was not the only student affected. Around 2300 other school pupils had been given laptops by this school district, which had captured more than 50,000 ‘peeping Tom’ webcam images without any of them knowing it.

- 10 Robbins settled his legal case for a reported US\$610,000 but his mother Holly remained uneasy, explaining to CBS News that she had three other children including a daughter whom she believed had also been spied on. “I’m even concerned when I walk into a dressing room,” she said. “I just always feel the fear of being watched.”

- 15 She is not alone. Michael Wilkinson, the director of security and intelligence for the Asia-Pacific operations of Nuix, a Sydney-based international software company specialising in cybersecurity, routinely blocks his laptop’s webcam by covering it with a tiny piece of sticky black paper.

“My paranoia level is fairly high,” he admits, citing “the huge range of different malware out there that gives you remote access to the camera, the microphone, the keyboard of a laptop”.

- 20 Wilkinson has worked as a digital forensics specialist with the NSW Police Force, helped develop a Masters programme on the topic at a US college and lead a global team of consultants at Trustwave SpiderLabs, a company specialising in online security threats. He argues that leading a truly private life is increasingly difficult as more people use mobile phones, cameras and even cars with the GPS capacity to pinpoint your location at any time.

- 25 “The number of devices that people have now and the low cost of electronics – a GPS receiver can cost a couple of dollars – means that for any manufacturer of electronic equipment to install that kind of tracking device into equipment is close to zero cost.”

30 Wilkinson describes mobile phones as a “classic example” because “if you have the GPS enabled they are tracking you everywhere you go. Even without the GPS enabled, the cell towers, the wireless access point that you’re going near, are also able to locate you. You are getting tracked everywhere.”

35 While this form of electronic surveillance has been going on for some time, companies are increasingly exploring different ways of making money from it. Enter a large shopping centre and you may find they suggest you download an app onto your phone, Wilkinson says. “They will then use that app to track you as you move around ... as you go in and out of different stores, they will start tailoring advertising to meet your movements, based on the type of shops you are going into, and then try to convince you to go in and spend more money in those different locations.”

40 Wilkinson does not use an iPhone and only enables his android phone’s GPS when he wants to use it for directions. He carefully considers installing any app. When it comes to computer use he bounces between different web browsers and employs multiple user accounts “to try and prevent people from being able to identify me as coming back to a particular website, or to correlate my activity between different locations”.

45 Wilkinson advises thinking carefully about how much information you volunteer to hand over, when and to whom. He advocates avoiding online competitions that demand personal details in return for entering, or doing quizzes such as those continually promoted by Facebook.

“It basically comes down to trust: am I giving this information to the organisation I think I am giving it to, and do I trust this organisation to be keeping it securely and only using it in the manner in which I find acceptable?”

50 Most companies collecting this information are not doing so with a malicious intent; they are collecting it to push targeted online advertising to you, he says.

**Adapted from <http://www.rdasia.com/magazine/Private-Lives.asp>**

11. Explain who Holly is and why she is concerned when she walks into a dressing room. (5 marks)

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12. What does the sentence '*It became clear that Robbins was not the only student affected*' (lines 5 to 6) mean? (3 marks)

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13. Why does Michael Wilkinson block his laptop's webcam by covering it with a tiny piece of sticky black paper? (4 marks)

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14. What is the cost for any manufacturer to install tracking devices into equipment? (2 marks)

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15. Explain in your own words the reason large shopping centres may suggest that you download their app onto your phone. (6 marks)

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16. List **THREE (3)** ways mentioned in the article which help prevent giving out unnecessary information. (6 marks)

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17. State whether you agree or disagree with the statement “*Most companies collecting this information are not doing so with a malicious intent*” (**line 49**) and provide an example to explain why. (4 marks)

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**END OF PART A**



**PART B : PROBLEM SOLVING (40 marks)**

**INSTRUCTION(S)** : There is only **ONE (1)** section in this part. Write your answer in the space provided.

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**SECTION 1: (40 marks)**

*Write a 300 word essay to discuss the situation given below. In your essay, you must **identify the main problem, analyse the possible causes of the problem, and propose at least TWO (2) solutions that can help solve the problem.** You must write in detail with explanations and examples taken from the given situation.*

When Brian's dad helped him get a job hosting at a popular restaurant near his neighbourhood he figured his holiday was set. The restaurant owner was a good friend of his dad's and was letting him work four times a week with Brian's choice of shifts. He could sleep in and make enough money to go to the beach and hang out with his friends the rest of the time. He had just finished a gruelling year in high school and was ready for a break from the stress of starting college soon.

Brian knew everyone's name at the restaurant by the end of his first week on the job. Although his supervisor told him that he can arrive right before opening and order anything from the menu to eat, Brian often arrive early to work and eat with the other staff before setting up the dining room. One of the members of the kitchen staff had been working at the restaurant for four years chopping vegetables for the salad bar and was especially kind to Brian as he was learning how to do his job. Her name was Rosa and she is an immigrant from Ecuador. Brian often took his breaks with her because they made each other laugh and he felt comfortable with her. Rosa introduced Brian to her husband and children as well, and after his first month on the job, he felt like a real member of the restaurant "family".

One night, during a break in the rush, all that changed for Brian. Rosa casually mentioned her hourly wage in the middle of a conversation they were having. Rosa was talking about the cost of childcare and how hard it is for her and her husband to find affordable help with their kids while they both worked. When Brian heard how much money Rosa was making he suddenly felt sick. It was half what he was making. She had been there for four years and he had been there for less than three months! He felt guilty. He felt ashamed. And he felt angry. How could that even happen?

When he tried to talk to Rosa about how their wages were different, she grew uncomfortable and appeared nervous. "Please don't say anything to our boss, Brian. Anyone, especially an immigrant, who complains from the kitchen is usually fired. I can't afford to lose this job. You don't understand how hard it is for people in my shoes. You are young. Trust me, I'm not the only one with their families on the line here in the kitchen."



