



GROUP & INDIVIDUAL ASSIGNMENT

TECHNOLOGY PARK MALAYSIA

MPU3272 - WPCS

Workplace Professional Communication Skills

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WEIGHTAGE: 80%

INSTRUCTIONS TO CANDIDATES:

- 1 Submit your assignment at the administrative counter**
- 2 Students are advised to underpin their answers with the use of references (cited using the Harvard Name System of Referencing)**
- 3 Late submission will be awarded zero (0) unless Extenuating Circumstances (EC) are upheld**
- 4 Cases of plagiarism will be penalized**
- 5 The assignment should be bound in an appropriate style (comb bound or stapled).**
- 6 Where the assignment should be submitted in both hardcopy and soft, the softcopy of the written assignment and source code (where appropriate) should be on a CD in an envelope / CD cover and attached to the hardcopy.**
- 7 You must obtain 50% overall to pass this module.**

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Abstract

This assignment is created with the intention of rising Interpersonal Skills and Barrier to Communication as topics. In this project, three points that are under the classification of interpersonal skills will be elaborated. They are *Empathy*, *Openness* and *Active Listening*, each completed with clear definition and examples. The same goes for barrier to communications which will elaborate on three main points which are *Low Self-Esteem*, *Psychological Barrier* and *Language Barrier* followed by supporting examples and ways to overcome them. On last September, our group was required to do a presentation regarding the topics and all of the main points will be invoked with more details and examples in this report.

Workload Matrix

Name	Work Scope	Percentage	Signature
Chan Jin Hao	Empathy	18%	
Zhang Ziteng	Active Listening	18%	
Ayudyasari Maharani	Low Self-Esteem	18%	
Chen Chee Kin	Openness	18%	
Chang Chew Yang	Psychological Barrier	18%	
Bekbauova Adel	Language Barrier	10%	

GROUP ASSIGNMENT REPORT

I. Introduction

Interpersonal communication is a process of exchanging information between two people. The person sharing the idea is called as the 'sender' meanwhile the person obtaining the information is called as the 'receiver'. Interpersonal communication process is done in order for every involved party to reach a mutual understanding and come to have the same idea of the discussion. There are six aspects that are needed in an interpersonal communication process. They are communicators who are willing to share and receive the information, message of the topic, noise, feedback, context and channel in which the communicators use to communicate. Interpersonal communication process can function in many different areas. Some of them are to give and get information, to maintain a relationship, to influence other people, to make decisions and do problem solving, to anticipate a scenario of behavior, it can also be used as an emotional support toward somebody.

In this report, six points will be discussed whereby three will elaborate about the skills that are required during an interpersonal communication process, and the rest three will demonstrate about the types of barriers that can be found during communication process, examples on it and ways to overcome those obstacles. Barriers to communication may be commonly found in real life within the society, including workplace environment, so it is very important for a person to overcome if they feel like they own a limitation in communicating.

II. Interpersonal Communication at Workplace

A. Empathy

Empathy is an interpersonal communication skill that gives the ability to understand and comprehend the emotions and behaviors of another person. By being empathy, we put our self in someone else's shoes to understand others' situations, perceptions and feelings from their point of view and able to communicate back with them. Empathy is a crucial skill for a leader to have as it helps to give an accurate understanding of employees' perceptions and concerns. It also improves our communication skills by seeing things from another's point of view, understand them and give an appropriate feedback. Having empathy in work environment is crucial to the business success. Keeping calm and collected in the working environment is considered a professional composure to maintain. Sometimes employees have pride in themselves for keeping a professional composure in the workplace, the emotional state tends to be neglected or wrapped up. However, without feeling being encouraged, they will fail to bring their most authentic selves to commit which means potential lost. (Staff, 2019)

Case study for empathy in workplace

A study that is carried out by Harvard Business Review found out that comparing to their uncaring equivalent, companies that adopt emphatic work environment outperform them by 20 percent. When people feel they are being understood themselves, they become more open-minded to others' opinions which helps in team bonding and collaboration. While believing they will have the support rather than being punished, they are also most likely to take the risk. (Staff, 2019)

Lacking empathy at the company-wide level explains why the representative of best customer service wrote rude emails, or why the software developer in every daily stand-up seems unfriendly. The team is not at their best and most effective state because they start to hold back when they don't feel understood or even cared for.

An empathetic workplace environment means an engaged workforce, and that would help in company achieving their business goals. According to Rise Staff of, there are few ways for people to adopt empathy which is listed down below.

Active listening

Active listening being one of interpersonal communication skills and the best ways to express empathy in the workplace, as it lets the other person acknowledge that they are being understood. As a listener, response should not be form while others are speaking. Instead, listen carefully without judgment and repeating the message that they said to them to let them know they've been heard. Asking direct questions and make arguments about what is being said should be avoided. Be flexible and prepare for the change of direction in conversation as the change of other person's thoughts and feelings. (Staff, 2019)

Full attention

When someone is trying to tell something, listen carefully to them. Use our senses which are ears, eyes and intuition to fully understand the whole message that they're sending. Start with listening out to catch for what key words and phrases they use, specifically if they use them constantly. Afterwards, think about their tone and body language. For example, are they angry or scared or nervous. (Team, 2019)

Understanding attitude

There is a saying that goes "Before you criticize someone, walk a mile in their shoes." Examine our own attitude and bias and keep an open mind. Giving too much attention to our own assumptions and beliefs leaves no room for empathy. Once we start understanding why others believe what they believe, we can acknowledge it. However, this doesn't mean that we should agree with it and its not time for debate. Instead, show respect and to keep listening to others. (Team, 2019)

Other than that, being empathic in workplace also creates benefits like:

Better Teamwork

In a company, employees are often work as a team with shared goals to achieve. It gives us a clear understanding of how our actions affect others and understand nonverbal signs from

college when working in a team situation. This gives us a better team coordination which helps in achieving company goals more effectively and efficiently.

Sparks Creativity

Sometimes employers' idea is not always the best, and their company will never grow if they are close-minded. Creative employees are often coming up with great ideas that requires their upper's attention. An arrogant and close-minded upper would certainly reject the employee's proposal without giving attention to, resulting in employee's questioning his own ability. While an open-minded upper would hear out the employee's voice and give a proper feedback to them. This makes employee feels that they are being heard and willing to submit more ideas with their creativity.

Better leader

For leadership and management leaders, from HR managers to executives and various positions, to be an effective leader to lead their people, empathy needs to be integrated into their communication with their staff. An understanding attitude makes the staff feel appreciated and willing to commit to work. It gives leaders the ability to motivate others.

Improving organizational culture

Improving the relationship between the people within the organization improves its culture as well. Chance should be given to people in an organization to both create value and be valued at work. By treating each other with empathy, employees tend to feel belonged and connected at work.

Trust-building

By genuinely and habitually asking employees how they feel when there is a big changes or sudden changes happen within the organization helps in trust-building. Leaders and managers are encouraged to pay more time and attention to their team in fostering a greater empathy, which in return improves overall performance and their effectiveness at perception when it comes to figuring out the emotions and feelings of others.

B. Openness

Open communication is an important element of successful personal relationships, and workplace relationships are no different. The definition for openness is to be without obstructions to passage or view. In other words, to accept opposite opinions from others during communication. Don't just speak with people who have similar views to your own, we should also speak to those who have opposing opinions.

Show an interest in what they say with the aim of understanding how they think. Change your perspective. People with high levels of openness are more likely to seek out a variety of experiences, be comfortable with the unfamiliar, and pay attention to their inner feelings more than those who are lower on the trait. They tend to exhibit high levels of curiosity and often enjoy being surprised. Open people are less dogmatic and more intellectually humble. They hold their beliefs less strongly, and they're open to considering new ideas and thinking about the world in new ways. They also enjoy trying new things. They show an openness to novel experiences. They're also more flexible in their behavior. They're willing to try new ways of doing things, and they're less concerned about doing things a certain way just because we've always done them that way. As a result of being open to new ideas, experiences, and ways of doing things, people who are high in openness live somewhat less traditional and conventional lives. They don't feel a strong need to conform to social expectations. People who score higher in openness tend to enjoy aesthetic experiences more than people who are lower in openness. They're higher in what researchers call "aesthetic sensitivity." People higher in openness enjoy sensory experiences such as art and music and beautiful scenery more than people low in openness do, and they report feeling more absorbed and more emotionally moved by these kinds of experiences. They even report that they get chills or goosebumps more often when they see beautiful things or hear beautiful music.

Those with low levels of openness prefer familiar routines, people, and ideas and can be perceived as closed-minded. People who are low in openness show less of each of these tendencies. They're less inherently curious, they're more certain that their personal beliefs are correct, they usually don't like to try new things just for the sake of having a new experience, they tend to be more conventional, and they're more set in their ways. Openness is positively

correlated with creativity—those who are particularly open to experience have been shown to have more active imaginations and a greater appreciation for aesthetics and beauty—as well as some measures of well-being, including overall happiness.

The benefits for having this skill is that this will help with your own development as it challenges you. You get to learn much more by changing your point of view or perspective. At the end of the day, people will admire you for this because it shows a willingness to learn from others even if you disagree and they will be happier to communicate with you.

On the other hand, this does not mean that openness is always appropriate. In fact, too much openness is likely to lead to a decrease in your relationship satisfaction. So at what level or “amount” is considered enough? I have a few ideas and tips that I would like to share to “predict” how much is enough.

Some of the key ideas that can be use when communicating with different people are:

1. Own your own feelings and thoughts. Take responsibility for what you say. Listen to the kinds of messages you’re using and use I-messages instead of you-messages. For example, instead of saying, “You make me feel stupid when you don’t ask my opinion,” own your feelings and say, “I feel stupid when you ask everyone else what they think but don’t ask me.” When you use I-messages, this will in effect tell the others how YOU felt, how YOU see the situation.
2. Communicate a clear willingness to listen. Let others or the person you talking to know that you’re open to listening to his or her thoughts and feelings. Listen, first then make the next move accordingly.
3. Self-disclose when appropriate. Be mindful about whatever you say about yourself. Listen carefully to the disclosures of others; these reciprocal disclosures (or the lack of them) will help guide your own disclosures

In a nut shell, openness is a very important skill that I strongly agree that everyone one should have. This skill can help a person not just in workspace but also in different situation such as talking to our family members or other strangers.

C. Active Listening

Listening is one of the most important communication skills that people must have as a successful person in the workplace. How well people listen has a significant impact on the performance of our work and the value of relationships with others. Listening skills can be improved by practicing "active listening." This is where people make a conscious effort to hear not only the words that another person is saying but also the whole message that is being communicated is more important. To do this, the listener must pay quite careful attention to the speaker.

The world's most famous salesman, Joe Gillard, experienced an invaluable lesson on the road to success. Joe Gillard was trying to sell a car to a customer and the transaction process was very smooth. However, while the customer was paying for the payment, another salesperson was talking to Gillard about the basketball game yesterday. Gillard talked with his companion and smiled, and reached for the car payment, but the customer suddenly turned around and left, and didn't even buy a car. Gillard pondered over the day and didn't understand why the customer suddenly gave up on the already selected car. At 11 o'clock in the evening, he finally couldn't find out the problem, so he called the customer and asked the customer why he suddenly changed his mind. The customer was unhappy to tell him on the phone: "When I paid this afternoon, I talked to you about my younger son. He just got into the University of Michigan. It is the pride of our family, but you haven't heard it at all. You were talking with the companion about the basketball game." Gillard understood that the root cause of this business failure was because he did not seriously listen to the customers talking about their most proud son. Through this incident, Joe Gillard learned the importance of active listening and giving customers wholeheartedly. Active listening is one of the indispensable factors for his successful sales life. Active listening is not only suitable for sales staff but also very important for all the jobs.

Active listening is not only an ear hearing process but also an emotional activity. It needs to convey a message to the speaker through facial expressions, body language, and discourse about "I want to hear you, care for you, and respect you." There are several active listening skills that can help people communicate effectively:

When listening, the listener should maintain a high degree of psychological alertness and pay attention to the conversation at any time. Everyone has their position and values, people

must stand on the other side's position and listen carefully to every sentence they say. Don't use own values to blame or judge the speaker's ideas and keep a common understanding with speakers' attitude.

Firstly, listening to other people's speech is a kind of courtesy. Willing to listen to means that people are willing to objectively consider other people's views. This will make the speaker feel that people respect his opinion. Help us build a harmonious relationship and accept each other. Secondly, encouraging the other party to open first can reduce the competition in the conversation. Our listening can foster an open atmosphere and help to exchange views. People who talk can concentrate on the key points because they don't have to worry about the pressure of competition. Thirdly, the other party first puts forward his views, and people have the opportunity to grasp the consensus of both sides before expressing their opinions. Listening can make the other party more willing to accept our opinions so that when people talk again, it is easier to convince each other.

Say goodbye to absent-minded actions and performance. People can practice how to exclude things that distract you from the ability to cultivate concentration. Nodding or smiling can agree to what you are saying. It shows that people agree with the speaker. Put aside things that can be used to distract people (such as keychains, cell phones, etc.). People can be saved from distractions. People always explain that they are looking at the phone or watching a watch as absent-minded. These should cause our attention and attention.

What the other person's mouth says may contradict the non-verbal expression and learn to interpret the situation. When people talk, even if they haven't spoken yet, the listener's inner feelings have been clearly expressed through body language. If the listener is closed or indifferent, the speaker will naturally be particularly concerned about his/her own actions, and he/she is less willing to open his heart. On the other hand. If the obedient person is open and interested, it means that he/she is willing to accept the other party and would like to know the other person's thoughts. The person who speaks will be encouraged.

When talking to people, it usually takes a few seconds to review the other person's words and sort out the key points. The listener must delete the insignificant details, focus on what the other party wants to say and the other party's main ideas, and memorize these key points and ideas in the heart, and give the speaker clear feedback in the appropriate situation.

In conclusion, there are many ways to improve active listening skills. American female entrepreneur Mary Kay said: "Not good at listening to different voices is the biggest negligence of managers." When dealing with people, be good at listening to other people's personality, so that the other party feels your respect and interest. Otherwise, it is very rude. Therefore effective listening during communication is the foundation of success.

III. Barriers to Communication

In an interpersonal communication process, there are elements required to fulfill the objective. They are the sender, receiver, noise, message, feedback, context and channel. Communication process is called to be successful when all parties involved reach a mutual understanding through elaboration and evaluation of everyone's point of view. Nevertheless, some aspects may become barricades in achieving an effective communication, which is called barriers to communication. In this section, a few points which can be barriers to communication will be discussed.

A. Low Self-Esteem

Self-esteem is one's belief of the level of their own worth and possession of respect toward oneself. Self-esteem is linked to aspiration of qualities that one wishes to possess. So, when a person has low self-esteem, they value themselves lowly in which it may harm them in some ways. According to N. Emler in his journal, *The Costs and Causes of Low Self-Worth*, the most important influences in one's level of self-esteem are their parents. There are certain characteristics shown from a person who has low self-esteem stated in the journal. Some of them are showing symptoms of depression, experience in eating disorder, failure in responding to social influences and having difficulty in forming and sustaining a successful close relationship.

According to K. Button and Rossera – in the journal, *Barriers to Communication* – trust and confidence are a lot required to undergo a complete communication process between individuals. Otherwise, distortion of information flow may happen in the form of miscommunication. To elaborate more on low self-esteem as a barrier to communication, a scenario regarding a new employee in a company will be discussed. When a fresh graduate is new to a company, there is a high chance for him to lack confidence considering the people that surround within that particular place which is the office. One day the boss wants him to execute a task together with a working partner who happens to be a masters graduate and has worked for the company for years. Barrier to communication may happen in this state as there are few factors such as difference in educational characteristics, difference in level of understanding in accordance to work matter, thus, difference in the portrayal of confidence.

That particular situation may happen a lot in daily lives. Sometimes what is thought is not well-matched with what is felt. Situations that are unexpectedly thrilling may come regardless of time and place. As a solution, there are ways in overcoming low self-esteem, to reduce the probability of an infliction in communication process which will be thoroughly elaborated in the next section.

Overcoming Low Self Esteem

There are a lot of ways in which a person can overcome low self-esteem. Overcoming an obstacle is a very important matter as self-improvement and enhancement of one's way of living. In overcoming low self-esteem, it is important for one to have a strong courage and belief that one must change for the better as a supportive reason to start off. There are three points regarding ways to overcome low self-esteem that will be further explained, which are self-connection, meditation practice and self-love.

1. Self-connection - The first thing that can be done is by staying connected to oneself. Self-understanding and openness can improve confidence as knowing his or her own situation opens a new perspective rather than being subjectively negative about themselves. For example, if an employee has just started his or her career, he or she must be fully aware of their positions and have a conscience that it is understandable if they do not perform as how their senior colleagues do.
2. Meditation practice - It is possible to overcome low self-esteem by practicing meditation. Although it is not directly related to help in interpersonal communication, meditation helps in keeping and maintaining uncontrollable heart beats and heavy breathings due to nervousness.
3. Self-love - The last point to be discussed regarding overcoming low self-esteem is by showing compassion toward oneself. By loving and accepting oneself, a person can perceive themselves differently in which can very much help them improve confidence. People must consider and care for themselves no matter how much they feel that they still lack in a lot of fields, but as long as they are willing to work hard and learn to achieve what they expect then nothing is impossible.

D. Psychological Barrier

Communication are affected by the mental condition that the person is experiencing, if the person engaged in communication is not emotionally well, they will be a hindrance to the communication process (Businesstopia, 2019). This is also referred as the psychological state, the psychological state of the sender will affect how the message is received by the receiver, such examples of psychological states emotions, attitudes and opinions, can affect a person's ability to communicate effectively. It involves a person's state of mind.

The people involved in the communication matters as much as the message, for example, if your boss doesn't trust you, he/she will only send selective information, which makes the [communication ineffective](#) (Businesstopia, 2019).

Examples of Psychological Barriers :

- Stress. if someone has personal worries and is stressed, they may be preoccupied by personal concerns and not as receptive to the message compared to when they are not stressed (Phicare.com, 2019).
- Filtering. If you are having a bad day, or just experienced some emotional trauma such as illness or the death of a loved one, you will find it very difficult to either speak or listen in a manner of understanding the intended messages. This is known as filtering; you are so consumed by your own needs that your emotional state is guiding and dictating the communication (Johnson, 2019).

Causes of Psychological Barriers :

1. Lack of Attention: When a person is occupied by other things and do not listen to what the other person is talking about, then arises the psychological barrier in communication. When the person does not listen to others, then he won't be able to comprehend the message as it was intended (Business Jargons, 2019).
2. Poor Retention: Refers to the capacity of how much information a person's brain is able to store. The brain does not store all the information came across, it only retains some of the

important information. Therefore, a lot of information gets lost during communication, and this acts as a barrier to effective communication (Business Jargons, 2019).

3. Distrust: To have an effective communication, there must be trust between the sender and the receiver. If there are any kind of distrust between either one of the parties, then they will tend to derive negative meaning out of the message that was delivered and often ignore what has been communicated (Business Jargons, 2019).

4. Emotions: Communication is greatly influenced by the emotions. If a person is not in a good mood, then he would not listen properly to whatever is said and sometimes, he even might say things that offends the other party. Several examples of emotions are anger, nervousness and fear. (Business Jargons, 2019). As an example, anger. When we are angry it is easy to say things that we may later regret, and we may misinterpret what others are saying (SkillsYouNeed, 2019).

5. Premature Evaluation: Many people have a tendency of jumping to conclusions without considering all the aspects of information. Usually this is done by impatient and this premature evaluation of information acts as a barrier to effective communication and lowers the morale of the sender (Business Jargons, 2019).

6. Loss by Transmission: Loss by transmission means that information exchanges have its credibility reduces. It is most often observed in an oral communication where people handle information carelessly and transmits information which has lost some of its truth. Thus, the improper and lack of information are being transmitted to others which acts as a hindrance in the communication process (Business Jargons, 2019).

Ways to Overcome Psychological Barrier :

1. Emotional Management

A person needs to manage their own emotions to be able to have an effective communication (Campbell, 2019). If we let our emotions dictate how we converse or how we respond, then there would be a communication issue. For example, when we get nervous during a company presentation, we need to take a deep breath and calm down, thinking about points that needs to be presented before beginning or continuing the session.

2. Have a purpose

Having a purpose will help us overcome psychological barrier in communication, in the sense that we would pay more attention rather than stressing on personal issue (Campbell, 2019). For example, we would pay more attention to company meeting because it is important as we need to present the result of certain projects.

3. Active Listening

Actively listening means fully concentrating on what is being said rather than just 'hearing' the message of the speaker (Anon, 2019). In other words, it involves listening and giving your full attention to the speaker. There are both verbal and non-verbal cues that convey active listening. Non-verbal signs include smiling, making eye contact, nodding at appropriate times, and avoiding distractions. These non-verbal cues convey the message that you are paying attention. Offering verbal signs of active listening can also be useful. Reflecting on something the speaker has said by asking a clarifying question is a terrific way to do this.

4. Consistency of Message

Information sent to receiver should not be contradictory, it should be a clear message and in accordance with the objectives. When a new message is sent in place of the old message, changes should be described, or the message can become misleading (Anon, 2019).

E. Language Barrier

Another obstacle that can commonly be encountered by most people is language barrier. It is the type of barrier to communication that involves limitation in one's ability to convey their message because of their language background. It is mainly caused by the difference in accents that one possess which results in unclear delivery of information. Accent is something that cannot be avoided for every person comes from different parts of the world thus having different languages and they use their own unique way of pronouncing. Accent may set a limit when a person is having interpersonal communication process. It matters especially in workplace since all workers need to extract their ideas and present their own opinion in order to run the project and be able to fulfill and achieve the targeted objectives.

There are several ways in which a person can overcome language barrier, particularly accent. First, one can slow down their speech and make sure to say every word right. It is not important to be able to speak English fast and fluently. What matters the most is that they are able to portray the main idea and elaborate the objective of the conversation clearly. Second, one can learn to pronounce English words in a way that is correct. Other than it helps one to deliver clearer message to the opposite party, but it also boosts one's confidence for they will feel like they have better skill in English. The last but not least is that one can practice by recording and listening them speaking. By that, they will be able to identify their mistakes and work more on their pronunciations.

IV. Conclusion

Interpersonal communication is very important in it is commonly encountered as people need to work together and combine their knowledge in order to achieve certain goals within a workplace. But regardless, not everyone has the ability to conduct an effective and good interpersonal communication process. That is because of the presence of barriers to communications. Barriers to communication are the aspects that prevent someone from having a good communication as what have been discussed in this report. In conclusion, skill in communication and overcoming barriers to communication is needed in workplace as it is important to plant a good impression toward colleagues as well as the superiors in order to maintain good relationship and do the works in a nice environment.

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Dear Mr,

I am writing to show my interest for an internship in your company. I am currently a second-year in Intelligence System from Asia Pacific University. I studied Intelligence System because I have learnt that it is becoming popular and is crucial for future development. While having experience of only a fresh graduate, I have also gained experience through part time jobs and co-curricular activities. Experience gained throughout the part time jobs and co-curricular activities would certainly assist me in pursuing my career.

I have possessed skills in multiple programming languages which are C, Python, Java. The process of learning them is fun and I am looking forward to making more additions. I have also included one of the domain-specific language which is Structured Query Language (SQL) in my skill set which is used in data management system. I have also created a tourism advisor chatbot for Malaysia region with my team at the first year of study.

Other than being skillful, I have good communication ,relationship-building and time management skills. Being a logistic handler in one of the events that I have been involved in which is Holi festival helped me learnt in managing my time for both academics and co-curricular activities. After I graduated from my high school, I started to work as a part timer occasionally for 3 years. Most of the part time jobs that I have work are as a promoter which mostly needs to handle customers and promoting the product. In order to build relationships with customers and communicate effectively, good communication skills and relationship-building skills need to be developed to achieve it. By having a good communication skill in a company dictates that I am a good team player.

Please review my attached resume for more details of my experience and skills. I may be inexperienced, but I will contribute with continuous efforts Please do not hesitate to reach out if you have any questions or clarification on my experience.

Thank you for considering my application.

Yours sincerely,
Jin Hao Chan

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10, Jln Mahkota 10,
Tmn Vista Hill,
43200, Kajang, Selangor

27th September 2019
No26-01 Jalan Kempas 1A,
Bandar Baru Kota Puteri,
[Masai, Johor](#),
81750, Malaysia

Dear sir/mdm,

Good day, my name is Chen Chee Kin. I am writing this letter because I am very interested in applying for internship in your company. I will be finishing my degree of Intelligence System which is related to Artificial Intelligence in year 2020. I will be ready to join your company to work as a team if you are willing to hire me.

During my 20 years lifespan, I have participated in various competition and bootcamps which had helped me a lot in sharpening skills that can benefit the company such as machine learning and programming skill. Besides that, I am a person which is very passionate about Natural Processing Language and have quite a good amount of experience with it which also satisfied the requirement I need for this position. On the programming side, I am also have a good knowledge on quite amount of programming language and databases such as Python, Java and MySQL. I also have the knowledge of multiple vocal language such as chinese, bahasa Malaysia and English. This can help to me communicate efficiently with different kinds of people from different background.

I can be reached anytime via my email at chencheekin1234@gmail.com or by cell phone at 018-9491101.

Thank you for your valuable time for reading this letter. I will be looking forward for your reply about this employment and to become one of the member of SmartPeep.

Sincerely,
Chen Chee Kin

ZHANG ZITENG
Asia Pacific University of Technology & Innovation (APU)
Technology Park Malaysia
Bukit Jalil, Kuala Lumpur 57000, Malaysia
+6010-284-2706
TP052096@mail.apu.edu.my

Cougman Chan
Director
Ambient Technovation
Oasis@Pinnacle, A-05, 12
Persiaran Multimedia
Tamarind Square, 63000 Cyberjaya, Selangor

September 23, 2019

Dear Mr. Chan,

I am looking for an internship within Conversational AI Developers & Machine Learning from June to December 2020. Like the job that I am trying to apply, the program that I currently take in APU is “intelligent system”. I had several years of work experience in VXi China as AppleCare Advisor. My responsibilities included providing customers with all available software technical support, and guide customers to solve problems by themselves to increase their satisfaction with Apple products. It is a good job, however, I decided to go back to university last year. I found that AI is becoming more popular nowadays, this job must be instead of AI in the future. Therefore, I think it is time for me to go back to school and stick to my dreams.

I had tried to make APU admin by using Verbot in the first year of university. I am very interested in AI development. I can speak two languages which are English and Mandarin. I can use several programming languages to code and also interest in coding.

I clearly know that the skills that I have mastered may not be perfect. However, I believe that with my continuous efforts, I can definitely get the recognition of the company. If you require any other information such as transcripts, feel free to call me or email me at your convenience.

Thank you for your consideration.

Sincerely yours,

ZHANG ZITENG.

AYUDYASARI MAHARANI
Fortune Park Apartment Persiaran Serdang Perdana 43300 Selangor
+60 166 850 330
maharani_ayudya@ymail.com

12 November 2019
TtwoWeb Company
B1-33A-05, Soho Suites @ KLCC 20 Jalan Perak, 50450 Kuala Lumpur

Dear Sir / Madam,

I am Ayu, an undergraduate of bachelor in Multimedia Technology at Asia Pacific University, Malaysia. I am writing to apply for an internship as a requirement in my course's compulsory program. I would like to express my interest in the position of web designer for your company, as I have seen on your website.

I have sufficient knowledge and skills in terms of designing UI. I am also keen to work in a team with people from different fields. The combination of technology, creativity and knowledge that your company brings, as well as the hard-working team that your company possesses, are the main reasons on why I am hoping that I can be a part of your company. My passion toward designing and the fresh ideas that I can come up with will surely bring positive impact in the achievement of the organizational goals. I am interested to work in your company, and I am certain that my knowledge and experiences make me a perfect candidate for the position.

My goal after I graduate from my degree is to become a professional Web Developer as well as UI designer. I believe that I am well-prepared since I major in Multimedia Technology course. Other than learning about multimedia related subjects, my course is based with IT, which allows me to understand and know more about computer matters.

The compulsory applications that I learned in the university are suitable to support the process of design for user interface. I have the skill in image processing applications such as Adobe Photoshop and Adobe Illustrator. I am also exposed to applications for web designing like Adobe XD and Microsoft Expression Web 4, which allow me to show my skills in HTML, CSS and Javascript. Some other software that I can use are Visual Studio using Visual Basic programming language, Python, Audacity and Adobe Animate. I also learned other applications that are relevant to designing process. I enjoy teamwork and I am very open to any kind of suggestions and advices from others that can help me to improve.

Thankyou for your time and consideration. I would be glad to elaborate more about these and other qualifications with you. Please feel free to inquire by contacting me via call or text at +60 166 850 330 or email me at maharani_ayudya@ymail.com.

Sincerely,

Ayu
Ayudyasari Maharani
CHANG CHEW YANG

No.29 Jalan BK5/11a,
Bandar Kinrara, 47180,
Puchong, Selangor.

Asia Assistance Network (M) Sdn Bhd.
Petaling Jaya, Selangor
Jaya One, Jalan Universiti

15th September 2019

Dear Sir/ Madam,

Application of Internship for Computer/ IT Students

I wish to be considered for the internship position of artificial intelligence solution engineer trainee offered by your company. I am currently enrolled in degree level of education in Bs (Hons) in Intelligent System in Asia Pacific University, I will be available for work immediately after graduating in January 2022.

I believe that I have fulfilled the necessary criteria and have the required abilities to apply for the position in your company. I have knowledge on Microsoft tools such as Microsoft Words, Microsoft Excel and Microsoft PowerPoint. I have basic knowledge in Java programming, HTML, CSS, website development and Visual Basic.

I do not have the work experience pertaining to the related industry, but I have the desire and passion to continue progressing in this field and I wish to gain more practical experience by serving as an asset in your company.

The resume attached to this letter will provide more information regarding my qualifications and abilities, I believe that my academic background is suitable for your company's requirement. I can be contacted at any time via mobile number at 016-6242308 or through email at brianchangcy@gmail.com.

I look forward to having an interview session with you. Thank you for your time and consideration.

Yours sincerely,

Chang Chew Yang.

Bekbauova adel

Address: Nadayu28 Residences, Jalan PJS 11/7, Bandar Sunway, 47500 Subang Jaya, Selangor, Malaysia

E-mail: adelbeka018@gmail.com **Phone:** +601111276049

November 24, 2019

Dear sIR/MADAM,

I'm writing to apply for the position of flight attendant on board. I'm a fresh graduate of Asia Pacific University. With a strong enthusiasm for working in your company and eager to learn new spheres tourism and management. I'm confident in my knowledge of tourism and management, furthermore I am a confident user of Microsoft office programs and, I have basic knowledge in photos and video editing.

As a student, I learned the wide majority of subjects related to tourism and management. I have skills and experience in conducting events, tour trips and holidays. I also have experience in drawing and dancing.


I am very professional in communication skills and teamwork. I open-minded and always welcome new experiences and visiting new places. I have leadership potential. I am open to new ideas and meeting new people, I am ready to improve my skills in all areas and learning new information.

I know how to achieve goals and create unique events, also I have knowledge of marketing and brand promotion. I am keen on sports such as swimming, athletics, fitness. 8 years I was professionally involved in Athletics. Also, I am a Kazakhstan champion of pole vaulting. I am interested in music I can dance and sing. If I talk about other interests I love traveling to different countries, I think sharing cultures and seeing new places make us more open-minded and, in my opinion, this kind of experience helps me to easily adapt to a new environment and stress-resistant.

You can contact me via my e-mail **adelbeka018@gmail.com** or WhatsApp **+601111276049**.

Thank you for your time, and I look forward to hearing from you soon.

Sincerely,



Bekbauova Adel

Best regards