

	Activities	Icons	Examples						
1.	Activity		Circle the words that are used at the beginning of "closed questions". why where did who when is what how do would will can						
2.	Assignment		Write a 600-word report comparing and contrasting inflation with stagflation.						
3.	Audio		Load the CD provided with the course materials and open the file 'xyz.mp3'. Play the recorded message and answer the questions in section 2.4 on page 34 of your course materials.						
4.	Case Study		Read the following case study on "Adidas versus Adventa" on copyright infringement. Proceed to answer all the questions that follow. This task should take 45–60 minutes.						
5.	Diagnostic test		A substance releases heat when it changes from: A. liquid to solid B. solid to gas C. liquid to gas D. solid to liquid Note: Diagnostic tests are activities that function to test students' background understanding of the content. It usually appears at the beginning of each section.						
6.	Feedback		Great! You have completed the exercises and we hope you have got them right. Here is an example of the suggested answers. If you have most of these keywords, you have done well!						
7.	Grammar		Fill in the blanks using the phrases listed in the box (you may use the phrases more than once): <table border="1" data-bbox="651 1543 1161 1644"> <tr> <td>be over</td> <td>call back</td> <td>hang up</td> </tr> <tr> <td>give up</td> <td>put through</td> <td></td> </tr> </table> 1. Could you _____ in a moment? I'll check if she is around. 2. Don't _____ on me, I will _____.	be over	call back	hang up	give up	put through	
be over	call back	hang up							
give up	put through								
8.	Multimedia		Run the Flash file uploaded to <i>WawasanLearn</i> and answer the following question Submit your answer to the tutor through your tutorial discussion board.						

9.	Reading		Please read “How monopolies make production and pricing decisions” on pages 318–325 of your textbook.
10.	Reminder		The description about the e-filing system in section 2.1 that you have just read is a useful guide for you to answer question 2b of TMA 2. Please attend to TMA 2 as soon as you can.
11.	Self-test		Answer the following questions using your own words. Please do not look at the suggested answers at the end of this unit until you have completed this self-test.
12.	Summary		It takes enormous effort and great soft skills to placate an irate phone-in customer. You need patience and diplomacy to reduce the anger expressed and to persuade the irate customer to become a satisfied customer. This section discusses some of the many strategies at your disposal.
13.	Telephone Feedback		<p>“Hi! I am Roger, your tutor for WOU 333/03 ... I called to check if you have received my email about ... as I am awaiting your confirmation about the group meeting the following week.”</p> <p>OR</p> <p>Make an effort to call your tutor within the next two weeks and see if he/she has any new guidance for you.</p>
14.	Tutorial		<p>Please use the following question to prepare for your next tutorial:</p> <p>“Elaborate on the FOUR major economic activities considered essential for the New Economic Policy to succeed within 20 years.”</p>
15.	Video		Load the VCD provided with the course materials and open the file ‘xyz.wma’. Play the video and answer the questions in section 3.8 on page 53 of your course materials.
16.	Vocabulary		<p>Inferring the meaning of words</p> <p>Look at the underlined words in the passage above. Match each word with its corresponding synonym. The first one has been done for you.</p>
17.	Web Reference		To know more about Malaysia’s New Economic Policy, try browsing the Web by typing the keywords or log onto the following website: http://members.tripod.com/formulapm/razak2.html