

QUICKSTEPS

**PRESERVING THE COUNTRY'S
INDEPENDENCE**
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The National Day of Malaysia is celebrated throughout the country on every 31 August each year to mark a nation free from colonization. National Day is a major event and is widely welcomed to commemorate the service and sacrifices of national soldiers who have sacrificed to liberate the country from colonialism and achieve independence. Their courage and prestige need to be appreciated. Their heroism has given us the freedom to transform this beloved Malaysian home. Now, it's time for us in turn, to continue their struggle to maintain the independence of the country.

Preserving Historical Buildings and Manuscripts

Heritage buildings are a piece of history and evidence of past ruling of colonial power like the British, Dutch and Portuguese leaving behind their legacy through the many buildings built during the pre-independence days. These artefacts exude features of a different time and inducing images of the colonial power so that the post-independence people will be constantly reminded of the colonial presence that once ruled the country in cold blood.

Maintaining Country's Sovereignty

Spirit of patriotism should be fostered among the people ceaselessly. We need to know and respect the kings and leaders of our country as those who strive to maintain the peace and prosperity of the nation. Their efforts to improve the nation should always be supported and not criticized. The struggles of historical figures such as Tunku Abdul Rahman who plays an important role in initiating the effort for independence and together, with a delegation of ministers and political leaders of Malaya, he negotiated with the British officials in London for independence. Without such warriors, our country may still be in the hands of foreign invaders.

Instil love within youngsters towards the nation

Spirit of love for the country should be nurtured in every child since the very beginning regardless of age. Parents and academic parties should play a role to tackle this matter. The country needs to develop young generations who are patriotic and with love and devotion for their country and defend their dignity and nationality by sacrificing anything to defend the dignity and independence of the

country on their own will. Some ways for making it possible by joining the armed forces. Military is needed at all times as war can explode suddenly. With great military force, sovereign sovereignty can be maintained.

Citizen Must Stay United and Abide By the Law

The spirit of togetherness can be practiced by cultivating

tolerance among the community. Activities involving multi-racial engagements such as mutual co-operation, "gotong-royong" have encouraged the spirit of inter-racial society. Their efforts to advance the nation should always be supported, not criticized. The people should also conserve the country's prosperity by



abiding the law and be prepared to accept any challenge or reform in the country. They must endure and accept government's changes in policy for example when the 1998 Economic Crisis took place, Malaysians were united to face the challenges faced and joined forces to advance the country's economy.

Campaigns Should Be Held As a Reminder

People living in the post-colonization era need to be constantly reminded of the history and past to be able to appreciate the country's worth and the fallen heroes' sacrifices. Campaigns and activities related to the Independence Day should be held at all times and not limited to the Independence Month only. Mass media such as television and radio need to publish patriotic songs regularly. Written manuscripts regarding histories and historical figures should be reproduced and marketed vigorously.

Independence Day, therefore, is an important day for every Malaysian. It reminds us of the great sacrifices made by our freedom fighters to free our motherland. It also reminds us that our ancestors have performed their share of duties with great motivation and dedication and now it's our turn to give even a better shape to our country so that our country remains equally respectable worldwide as it ever is.

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70 INTERESTING FACTS ABOUT MALAYSIA

([HTTPS://WWW.FACTRETRIEVER.COM/MALAYSIA-FACTS](https://www.factretriever.com/malaysia-facts))



One of Malaysia's oldest names, Aurea Chersonesus, means "peninsula of gold." It was given by Greco-Roman geographer Ptolemy in his book Geographia, written about A.D. 150. Malaysia is actually more famous as the world's second largest producer of refined tin

The name Malaysia may derive from the word Melayu, or Malay, that could come from the Sungai Melayu (Melayu River) in Sumatra. The river's name is derived from the Dravidian (Tamil) word malai, or "hill."

Malaysia is the only country that includes territory both on the mainland of Southeast Asia and in the islands that stretch between the Asian continental mass and Oceania.

Borneo is the third largest island in the world, after Greenland and New Guinea. Three countries share the island: the Independent Sultanate of Brunei, Indonesia, and Malaysia.

Malaysia's Kuala Kangsar district office is the home of the last surviving rubber tree from the original batch brought by Englishman H.N. Ridley from London's Kew Gardens in 1877.

Local time has been adjusted in peninsular Malaysia a total of eight times. The last adjustment happened on January 1, 1982, when Tun Dr. Mahathir Mohamad, then prime minister, decided that the entire country would follow the time in Sabah



and Sarawak. Before that, both islands were 30 minutes ahead of peninsular Malaysia.

Malaysia's total highway length is longer than the Earth's circumference

Malaysia has 40,934 miles (65,877 km) of highway. This is more than Earth's circumference of 24,901 miles (40,075 km).

The biggest roundabout in the world is located at Putrajaya in Malaysia. It is 2.2 miles (3.5 km) in diameter.

Tongkat Ali—a small tree with thick, deep, and straight roots and very common in the forest hills of Malaysia—is called Malay Viagra because it has shown to have a testosterone-like effect on mice. Extracts of tongkat ali are being used in "power drinks" combined with coffee and ginseng.

The largest undivided leaf in the world, Alocasia macrorrhiza, comes from the Malaysian state of Sabah. A specimen found in 1966 measured 9.9 feet (3.02 m) long by 6.3 (1.92 m) wide.

The Japanese invaded Malaysia on December 6, 1941, the same day they bombed Pearl Harbor. They landed at Khota Baru and stole bicycles in every town they took on their way to Singapore, making the trip in 45 days.

Before the 19th century, the sultans of the Malay Peninsula would order some executions to be carried out using the keris, a ceremonial dagger.

Found in 1991, Perak Man is the oldest (about 11,000 years old) and the only complete human skeleton to be found in Peninsular Malaysia.

Malaysia's currency is called the ringgit, which means "jagged" in



Malay, and originally referred to the separated edges of Spanish silver dollars widely circulated in the region.[4]

Seventeen-year-old Kok Shoo Yin became the first Malaysia citizen certificate holder when he received his official documentation on November 14, 1957.

Among the Iban community on Malaysia's Sarawak province, before a newborn baby is named, they are affectionately called ulat ("worm"), irrespective of their gender. When the baby is named, they must be named after a deceased relative, for fear that using a living relative's name might shorten the baby's life. When the parents have chosen a few names, rice balls are made, each representing a name. The first rice ball pecked at by a manok tawai (fighting cock) determines the child's name.

One of the indigenous fruits found in Malaysia is the pomelo (Citrus maxima), which is the largest citrus fruit in the world. It can reach the size of a small football and weighs from 2.2–6.7 lbs. (1–3 kg).



Malaysia is reported to have more than 1,000 species of plants that have medicinal properties that are used for treating ailments from headaches to malaria and cholera. The Bintangor trees (*Callophylum lanigerum* var. *austroriciaceum*), found only on Sarawak, are believed to have properties that could help cure the HIV virus, which causes AIDS.

Kuala Lumpur, Malaysia, has recorded 200 rainy days in a year. The city of Kuching in Sarawak holds the unenviable record of rainy days in a year with 253.

Caning is a common punishment under Malaysian law. The maximum number of strokes that can be ordered is 24. Women can never be caned, nor can boys under the age of 10 or men over 50, except for rape.



The largest cave chamber in the world by area is the Sarawak Chamber in Gunung

Mulu National Park in Malaysia's Sarawak. It is often claimed that the corridor of Deer Cave, a 1-mile-/1.6-km-long passage of the caves, could house five rows of eight Boeing 747 jetliners parked nose to tail.

Malaysia boasts some of the largest and longest caves in the world

The Sultanate of Kedah on the Malay Peninsula is one of the oldest in the world, established in A.D. 1136.

Some buildings in Malaysia do not have a fourth floor. They are replaced by "3A" as the sound of four (si) is similar to the sound of death in Chinese (sǐ).

Malaysia has nine distinct royal families, or hereditary state rulers, the highest number in the world. The Malaysian king (Yang di-Pertuan Agong) is elected from these for

a 5-year term as ceremonial head of state.



Bario, in Sarawak's Kelabit Highlands, is the most isolated settlement in Malaysia, There are no roads available in this remote corner and everything has to be transported by airplane.

Covering only 27 acres (11 ha), Bukit Nanas, in the heart of Kuala Lumpur, is among the smallest patches of rainforest in the world. It is Malaysia's oldest nature reserve.

In Malaysia, a heart bypass surgery can be done for approximately US\$9,000. The same operation costs around \$130,000 in the U.S.

Malaysia's Kinabalu National Park is home to the parasitic *Rafflesia arnoldii*, or corpse flower. It totally embeds itself into the host plant and the only part that is visible is the flower. Its bloom can be up to 3-feet (1-m) wide and weigh 15 lbs. (6.8 kg).



The Petronas Towers in Kuala Lumpur, Malaysia, were the world's tallest buildings from 1998-2004. They are still regarded as the world's tallest "twin" buildings. The two buildings are joined by a sky bridge at levels 41 and 41, which are 558 feet (170 m) off the ground.

What is known as the "Sidek serve" in badminton was invented by the Malaysian Sidek brothers in the early 1980s. It caused the shuttle to move in a deceptively, erratic manner, and which confused both opponents and officials. It was later banned by the International Badminton Association.[

Malaysia is the only place in the world where the war against Communism was won. The 12-year guerrilla warfare conducted by Communist forces was finally put down in 1960. This period was





Malaysia's Taman Negara (literally, "national park") is one of the oldest rainforests on Earth. At 130,000 million years, it is older than the tropical rainforests of the Amazon and the Congo Basins. It supports more than 10,000 species of plants, 1,000 types of butterflies, 140 types of animals, 350 bird species, 100 kinds of snakes, and 150,000 kinds of insects.

The diversity of trees is higher than almost any other site in the world. According to the World Tourism Organization (WTO), Malaysia has developed into the ninth most visited country in the world, with 23.6 million visitors in 2009.

Malaysia is the world's third largest natural rubber producer. In 2011, the country produced 996,673 metric tons of

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rubber. It is also famous for being the world's largest supplier of rubber gloves.

Malaysia boasts being the home of the world's tallest tropical tree, the Tualang, which has a base diameter of over 10 feet (3 m) and reaches heights of around 262 feet (80 m).

Orangutan, or "man of the forest" in Malay, is humans' closest relative and Asia's only great ape. Orangutans can be found only in the wild in Borneo and Sumatra.

Traditionally, pregnant Malaysian women may not kill, tie, or mangle anything, for this may result in birth marks or a deformed baby. They also may not carry fire or water behind their backs or look at anything ugly or frightening.

Muslims make up 61.3% of the Malaysian population. Islam is the official religion of Malaysia, mainly practiced by the Malays. Non-Malays mainly follow the religions of Taoism, Buddhism, Christianity, and Hinduism.

Bahasa Malay, the official language of

Malaysia, has no written script of its own. Islamic missionaries brought with them the Koran and a system of writing that could be used to transcribe Malay quite accurately. This script is known as jawi and is still used for some religious and formal purposes.

The history of Malaysia has been recorded in Seharah Melayu (The Malay Annals). It begins with Alexander the Great, who is said to be the ancestor of Malay royalty.

The Malaysian sport sepak takraw ("hit the ball") resembles volleyball. Originating in the courts of Siam (Thailand) and Melaka, Exact rules were drawn up and the game was formally introduced in the Southeast Asia Games in 1965.

The largest insect egg in Malaysia comes from the 6-inch (15-cm) Malaysian Stick Insect (*Heteopteryx dilitata*), which lays eggs that measure 0.5 inch (1.3 cm), making them larger than a peanut.

Malaysia is home to one of the world's largest populations of king cobras (*Ophiophagus Hannah*). They are the world's longest venomous snakes with lengths up to 18.8 feet (5.7 m). The longest known king cobra was kept captive at the London Zoo and grew to around 18.8 feet before being put down at the outbreak of World War II.

The Gomantong Caves are Sabah's most famous source of the swiftlet nest, used for the rarest, most revered, and "strength-inducing" of Chinese dishes, Birds' Nest Soup. Swiftlets make their nests out of their own dried spit, which is the main ingredient in the soup. When added to the broth, the swiftlet spit dissolves and becomes gelatinous. There are two types of swiftlet nests, black and white. White are more valuable because they are made entirely of spit. A kilogram of white swiftlet spit can bring in over US \$4,000.

The Malay word laksa is thought to derive from the Persian word for noodle, lakhsha (slippery). The Oxford Companion to Food speculates that pasta was introduced to Indonesia and then Malaysia by Arab traders or Indian Muslims in the 13th century.



Betel nuts, the dried seed of the Areca or Pinang palm tree, are prized for their mildly narcotic and supposedly aphrodisiac qualities. Chewing it is said to freshen the breath, relax the mind, and stimulate passion. The ritual chewing of this nut used to be common across Malaysia, but is mainly confined to rural areas today.

The ultimate sunken treasure trove lies in what remains of the Flor de la Mar at the bottom of Malaysia's Strait of Melaka. The Portuguese vessel, captained by Admiral Alfonso d'Albuquerque, is thought to be the richest ship ever lost. In July 1511, the ship cap-



sized in a storm off the northeastern coast of Sumatra, along with its spoils taken from Malacca

over a course of eight years. The wreck was discovered in 1989 by an Italian specialist in underwater wrecks and an Australian marine historian. Sotheby's of London valued the treasure recovered from the Flor de la Mar at US\$9 billion. Sarawak's capital is the city of Kuching, which means "cat" in Malay. Local legend has it that James Brooke, the first of the White Rajahs, pointed toward the settlement across the river and asked what it was called. Whoever he asked mistakenly thought Brooke was pointing to a passing cat. Or, Kuching may have been named after the wild cats (*kucing hutan*) that were commonly seen along the banks of the Sarawak River in the 19th century. Most likely, the town may have been originally known as Cochin ("port"), a common word used across India and Indochina.

Known as "condominiums of the jungle," the average Malaysian longhouse may have 20 to 25 doors, and some have as many as 60. Each door represents one family, and many families may share one longhouse.

The states of Sabah and Sarawak have their own immigration laws, so a passport is required for all Malaysians when travelling between East and Peninsular Malays

Telephone Etiquettes

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OBJECTIVES

The objectives of this booklet are to let the user:

- 1) Learn the basics of providing quality customer service (telephone etiquette)
- 2) Understand some proper telephone skills.
- 3) Discover the essential role a person plays in creating a favourable impression of the organization through phone call.



ANSWERING THE PHONE

The Moment You Answer the Phone:

- You are your organization.
- You are the most important person at work.
- You are the front-liner of your organization.
- Your behavior throughout the call will be seen as the attitude of the organization.
- Use "Thank You" and "Please" liberally during your conversation.



TELEPHONE COURTESY

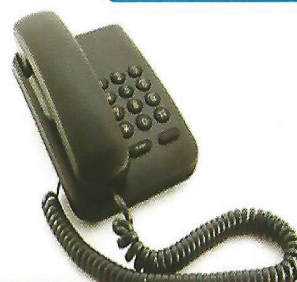
COURTESY is as important in speaking over the phone as in talking to people face to face. The person at the other end of the phone cannot see your facial expressions or gestures and the impression he/she receives depends on what he/she hears. A voice on the telephone is often the first impression a future customer, potential client or stakeholder has of an organization. The tone, pleasantness and politeness of the individuals in their telephone communications are responsible for the image the organization projects to the public. The telephone carries your voice at its natural volume and pitch. Try not to shout but speak clearly and distinctly. Telephone courtesy not only smoothes your relationship with callers, it also helps you become the best you can be as a professional member of your organization's team.



MAKING A PHONE CALL

Common Telephone Courtesy Hints When Making a Call:

- Make sure you are calling the correct number so as not to risk disturbing strangers.
- Make sure that your conversations with busy people are as brief as possible.
- When calling friends who do not recognize your voice, announce yourself right away.
- Make business calls well before the close of the office hours.
- After dialing a wrong number simply say, "Sorry, wrong number".



- **Efficient**
- **Friendly**
- **Progressive**
- **Good Service**
- **Good Public Relation**



CONGRATULATIONS



Happy reading
everybody!!

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