

FINAL
Alternative Assessment

(COVER PAGE)

Session : April 2020

Programme : Certificate in Business Studies (CBSI)

Course : COM1001: Business Communication Skills

Date of Examination : 4 August 2020 (Tuesday)

Time : 2:00pm – 4.30pm Reading Time : NIL

Duration : 2 hours 30 minutes

Special Instructions :

Section A: This section consists of **TWO (2)** questions. Answer **BOTH** questions in the template provided.

Section B: This section consists of **TWO (2)** questions. Answer **BOTH** questions in the template provided.

Materials permitted :

Nil

Materials provided :

Nil

Examiner(s) : Ms. Charlotte Nalina Jothy

Chief Moderator : Ms. Archanaa A/P Maniappen

This paper consists of 3 printed pages, including the cover page.

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CERTIFICATE IN BUSINESS STUDIES (CBSI)
COM1001: BUSINESS COMMUNICATION SKILLS
FINAL ALTERNATIVE ASSESSMENT: APRIL 2020 SESSION

This paper consists of **TWO** (2) sections.

Read the questions carefully and answer **ALL** questions in the template provided.

SECTION A: SHORT ANSWER QUESTIONS

(40 marks)

This section consists of TWO (2) questions. Answer BOTH questions in the template provided. All questions carry equal marks.

Question 1

(20 marks)

Daniel has been asked to create and manage a team responsible for the upcoming customer appreciation programme for his company. The team will be in charge of customer communication and would require interdependency as well as individual responsibility. Assist him in creating this team by **listing the EIGHT (8) characteristics** of an effective team with **relevant explanations and examples**. Ensure that your examples and explanation fit the type of team needed for this programme.

Question 2

(20 marks)

Narresh is a new employee fresh out of college. He was tasked with presenting a short report on the recent team building activity. He was given 15 minutes for this task. Narresh was very excited and nervous as this was his first presentation. He copied and pasted most of his report onto his slides and tried to make his presentation as detailed as possible. He prepared around 40 slides and on the day of his presentation, he only made it to his 8th slide before he was asked to 'wrap up' his presentation. This made him very nervous as he tried to conclude the presentation. The team did not seem very impressed nor interested in his presentation. Narresh was rather unhappy as he put in much effort into the content.

- a) What should Narresh have done to ensure a smooth and effective presentation? **List** what he did wrong and **explain** what he should have done instead. (15 marks)
- b) If you were in his position, how would you have handled this presentation? (5 marks)

SECTION B: ESSAY QUESTIONS

(60 marks)

This section consists of TWO (2) questions. Answer BOTH questions in the template provided. All questions carry equal marks.

Question 1

(30 marks)

You are the Human Resource manager. The company is looking at starting a new 'flexi-time' working slots for the staff to increase employee satisfaction. This new policy would mean that the employees are able to choose one of three working slots; 8am-4pm, 9am-5pm, or 10am-6pm. The employees would need to sign up for their preferred working slots at the Human Resource Department in two weeks' time.

Write a **memo** to inform the staff on this new policy.

Question 2

(30 marks)

For the past few months, the staff in your company have been reporting late for work. Your manager has noticed this worrying trend and has asked you, the HR executive, to send him a **report** on this issue along with some recommendations to overcome this problem.

Some necessary information:

- July - 3% late for 5 times or more in a month.
- August - 10% late for 5 times or more in a month.
- September - 20% late for 5 times or more in a month.
- October - 25% late for 5 times or more in a month.
- Working hours: 9am to 6pm