



INTI
International College Penang

FINAL
Examination Paper

(COVER PAGE)

Session : August 2018

Programme : CERTIFICATE IN BUSINESS STUDIES (CBSI)

Course : COM1001: BUSINESS COMMUNICATION SKILLS

Date of Examination : 11 December 2018 (Tuesday)

Time : 11:00AM – 1:00PM Reading Time : Nil

Duration : 2 Hours

Special Instructions :

This paper consists of TWO (2) sections.

Section A: Answer only TWO (2) questions out of the THREE (3) questions in the answer booklet provided.

Section B: Consists of FOUR (4) Essay questions. Answer ONLY TWO (2) questions in the answer booklet provided. All questions carry equal marks.

Materials permitted :

Materials provided :

Answer booklet

Examiner(s) : Ms. Charlotte Nalina Jothy

Moderator : Dr. Ting Su Hie

This paper consists of ~~4~~ printed pages, including the cover page.

INTI INTERNATIONAL COLLEGE PENANG

CERTIFICATE IN BUSINESS STUDIES (CBSI)
COM1001: BUSINESS COMMUNICATION SKILLS
FINAL EXAMINATION : AUGUST 2018 SESSION

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

Read the questions carefully and answer accordingly in the answer booklet provided.

SECTION A: SHORT ANSWER QUESTIONS

(30 marks)

This section consists of three (3) questions. Answer ONLY two (2) questions. All questions carry equal marks.

Question 1

(15 marks)

Communicating in the workplace is not an easy task. However, it can be done effectively if we consider and follow the 4C's of successful workplace communication. List and describe each with relevant examples.

Question 2

(15 marks)

Bryan is a new employee at a prominent law firm. He receives a call from a client requesting for another employee. Since the client has the wrong extension number, he informs her that she has the wrong number and ends the call. The client calls again and this time he asks her to call the receptionist. He receives a call for the third time from the same person and upon hearing her voice asking for the employee, he hangs up the phone with no answer. What should have Barry done to handle the situation better with less issues? List **THREE (3)** things he did wrong and how should have handled them.

Question 3

(15 marks)

Barry is a fresh graduate with a degree in Business Management. He has been looking for a job for a few months now and has finally landed an interview with a well-established organization. List and explain **FIVE (5)** main things Barry should do during the interview to land the job.

SECTION B: ESSAY QUESTIONS**(70 marks)**

This section consists of four (4) questions. Answer **ONLY** two (2) questions. All questions carry equal marks.

Question 1**(35 marks)**

Write a cover letter based on the job advertised on Jobstreet.com on the 28th of November 2018 (see below).

INTERNSHIP FOR BUSINESS STUDIES/ADMINISTRATION STUDIES

Job description: An established electronic manufactures company offers an attractive **internship position** to Business Studies/Administration Studies students.

During the internship period, you will be exposed to these areas: Training, Supply Chain and Program Department

Candidates must be: - pursuing a Diploma or Bachelor's Degree in Business Studies/
Administration/ Management or equivalent
- willing to intern for 4 months and above
- able to communicate in English

Benefits: Medical, Dental, Parking, Vision, and Transport allowances

Interested candidates may write in to: **The Human Resource Department**, Celestica Sdn. Bhd.
Plot 15 & 16, Jalan Hi-Tech, 2/3 Phase 1, 11900 Bayan
Lepas, Penang.

Write a cover/job application letter based on either job advertisements

Question 2**(35 marks)**

As the Human Resource manager, your company is planning to start a new flexi-time work schedule for the staff to increase employee satisfaction. This new policy would mean that the employees will be able to choose one of three work slots as follows: 8am-4pm, 9am-5pm, or 10am-6pm, and sign up for their preferred choice at the Human Resource Department in two weeks' time.

Write a memo to inform the staff about this new policy.

Question 3

(35 marks)

For the past few months, the staff in your company have been late reporting 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

Question 4

(35 marks)

You purchased a new television set a week ago. However the new set malfunctioned. You have called customer service to make a report but you have not heard back from them. Write an email to the company highlighting your problem. Include all relevant details to ensure that your email is effective.

~ The End ~
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