

**FINAL  
ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session : April 2020

Programme : Diploma In Information Technology (DITN)  
Diploma In Computer Science (DCS)

Course : COM2111: Writing Skills

Date of Examination : August 3, 2020 (Monday)

Time : 8.00am – 10.15am Reading Time : Nil

Duration : 2 Hours : 15 Minutes

**Special Instructions** :

Answer any **FOUR (4)** questions..

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : Wan Nur Ezzati, Francis Wong Hao Seng, and Charlote Nalina  
Jothy

Moderator : Jayakumari Janardhanan Pillai

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

DIPLOMA IN INFORMATION TECHNOLOGY PROGRAMME (DITN)  
DIPLOMA IN COMPUTER SCIENCE PROGRAMME (DCS)  
COM 2111: WRITING SKILLS ALTERNATIVE  
FINAL ALTERNATIVE ASSESSMENT: APRIL 2020 SESSION

**Instructions:** This paper consists of **FOUR (4)** questions. Students are required to answer **ALL** questions.

**Question 1** – Complaint letter

You recently went to a local restaurant to take away dinner for you and your family. As a precautionary measure against the Covid-19 pandemic, the Malaysian government has emphasized strict standard operating procedures (SOP) for businesses to follow. During your visit, you realized that the restaurant did not manage to follow the SOP.

Write a **complaint letter** to the management of the restaurant to share your experience and express your concern. Include all the necessary details. Your letter should be about 200-250 words. **(25 marks)**

**Question 2** – E-mail

You are a first semester student in your college. The college decided to go online until the end of December 2020 due to the Covid-19 pandemic. You would like to know more about the online teaching and learning process.

Write an **e-mail** to your Head of Programme (HOP) to enquire about the online learning platform, books, and assessments. Your email should be about 150-200 words. **(25 marks)**

**Question 3** – Notice & Agenda of Meeting

You are the president of the student council at INTI. You would like to organize a series of online events to keep students active in co-curricular activities despite the Covid-19 pandemic.

Write a **notice** and an **agenda** to all other student society presidents. Call for an online meeting to discuss the matter. Your notice should be about 100-150 words.

**(25 marks)**

**Question 4 – Memo**

You are the Head of IT Department in your company. Your department needs to shut down the main server of the company for system maintenance.

Write a **memo** to announce about the maintenance. Include necessary details. Your memo should be about 200-250 words.

**(25 marks)**

**≈ The End ≈**

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