

FINAL ALTERNATIVE ASSESSMENT

Examination Paper

(COVER PAGE)

Session : August 2020

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

Course : COM2111: Writing Skills

Date of Examination : December 16, 2020 (Wednesday)

Time : 4.00pm – 6.30pm Reading Time : Nil

Duration : 2 Hours : 30 Minutes

Note: 30 minutes is added into the duration of the examination to factor in any connectivity matters and for you to scan and upload your scripts.

Special Instructions :

Answer all **FOUR (4)** questions in the answer sheet.

Materials permitted : NIL

Materials provided : NIL

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

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
FINAL ALTERNATIVE ASSESSMENTS: AUGUST 2020 SESSION

Instruction: This paper consists of **FOUR (4)** questions. Students are required to answer **ALL** questions in the answer sheet provided.

Question 1 (25 marks)

As the manager of Olive Garden, you have noticed that many of your staff members have been on their phones during office hours. Even though the usage of smartphones during office hours is not prohibited, of late, it has become a habit where it distracts them from customer enquiries. You have verbally mentioned this to your staff members, but the problem still persists.

Write a **memo** to your staff to inform them of the issues this has caused and some 'best practices' they should follow. Also, state the actions that will be taken on those who do not comply to the best practices. You may include other relevant details.

Your memo should be about **150-200 words**.

Question 2 (25 marks)

You are a student at Brainiac College. You have recently been asked to return to college for your face-to-face classes. You received an email from your Head of Programme (HOP) detailing the standard operating procedures (SOPs) that the college has taken and is enforcing to ensure that you have a safe and comfortable learning environment amid this pandemic.

However, upon arriving at your college, you immediately notice that there is no strict enforcement of the SOP. There is a station to record temperature and student details, but it is left unmanned. When you reach your class, most of the students are not following social distancing practice and have their masks off or under their chin. Your lecturer also does not enforce this despite noticing the problem.

Write an **email** of about **120-150 words** to your HOP to complain about the issues that you have encountered. State the actions that you wish the management would take before you feel safe to join face-to-face classes at your college.

Question 3 (25 marks)

You are the Head of Programme at your INTI College. You have received a complaint letter from the president of INTI Parent Association describing parents' concerns for the lack of face-to-face classes the college is offering to the students during the Recovery Movement Control Order (RMCO) period. The parents demand for more face-to-face classes to be conducted as they believe that online learning is not an effective and conducive learning method for their children.

Write an **adjustment letter** to justify and explain the college's decision of having mixed-mode practices. Highlight the importance of prioritising the health and safety of the students during this pandemic and suggest ways for the students to make online learning more effective.

Your letter should be about **200-250 words**.

Question 4 (25 marks)

You came across a job advertisement for English Speaking IT Helpdesk at IBM Malaysia Sdn. Bhd. on JobStreet Malaysia and are interested to apply. However, the information given is not sufficient. You have just graduated with Bachelor of Information Technology (Hons) from INTI and this would be your first job.

Write an e-mail to the HR Manager at sallyrodzen@ibm.com.my to introduce who you are and request for more information about the vacancy.

You are encouraged to create details and your e-mail should be around **120-150 words**.

≈ **The End** ≈

Formatted/COM2111(Aug2020)/Final/hizam