



**FINAL**  
Examination Paper

(COVER PAGE)

Session : April 2014

Programme : Diploma In Business (DIB)  
Diploma In Business Administration (DBADI)  
Diploma In Information & Communication Technology (DICTN)

Course : COM 2111/ENL2100 : WRITING SKILLS

Date of Examination : July 24, 2014

Time : 8:00am – 10:00am Reading Time: Nil

Duration : 2 Hours

Special Instructions :

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

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms. Tina Cheah Saw Sim, Priya Sivananda, Siti Hawa,  
Niranchna D/O Chandran.

Moderator : Ms. Iris Madona D’Cruz

This paper consists of 7 printed pages, including the cover page.

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN BUSINESS PROGRAMME  
DIPLOMA IN BUSINESS ADMINISTRATION PROGRAMME  
DIPLOMA IN INFORMATION & COMMUNICATION TECHNOLOGY PROGRAMME  
COM2111: WRITING SKILLS  
FINAL EXAMINATION: APRIL 2014 SESSION

This exam paper consists of **SIX (6)** questions.

You are only required to answer **FOUR (4)** questions. Each question is worth 25 marks. Write **ALL** your answers in the exam booklet provided.

**Question 1**

**(25 marks)**

You are the Personal Assistant to Mr. William Tan, General Manager of Paiola International Sdn Bhd. Since the acquisition of Paiola Security, Mr Tan has become increasingly concerned about security within Paiola International Sdn Bhd.

He makes his feelings clear in the following statement:

“I think it’s time we tightened security within Paiola. Many of our office staff have become too careless and need to be reminded of some necessary precautions. Apart from anything else, think of the bad publicity we would get if a break-in occurred at Paiola.

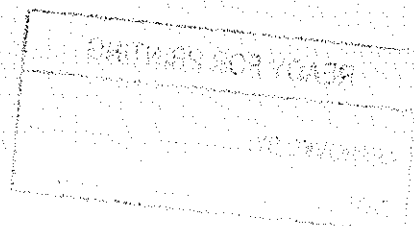
I should like you to prepare a memorandum to be sent to all office staff to stress that security must be improved. Remind them not to leave handbags on desks or wallets in coats while they are away from the office. Valuables should either be taken with them or locked away. Money should be kept in a safe place, either in a locked drawer or in a safe.

Special care should be taken with keys. Spare keys are sometimes left in drawers when they should be kept in a safe place and any loss of keys should be reported to their manager as soon as it is discovered.

Be wary of strangers. There is a tendency to assume that a stranger wandering in the building is a member of staff. Office equipment must never be allowed to be taken off the premises by strangers without checking with a superior first.

Occasionally the staff forgets to fasten windows at the end of the day. A staff from each department should be made responsible for checking that they have been secured. I’d like you to make the memorandum persuasive in order to obtain full cooperation. Above all, stress how important it is that everyone becomes more security-conscious.”

As the Personal Assistant, prepare the memorandum from Mr William Tan to all office staff. Use today’s date.



**Question 2****(25 marks)**

There are two (2) sections. Answer BOTH section (a) and (b).

a) If there are eleven (11) items on the agenda, list the ordinary business:

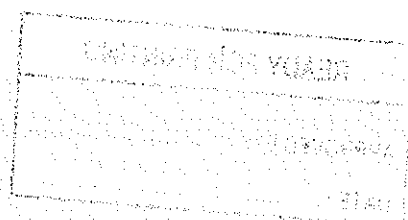
- i. for the beginning of the Agenda
- ii. at the end of the Agenda

(5 marks)

b) Read the situation given below. Then prepare the Notice and Agenda for the meeting of the Students' Union Committee. (20 marks)

As the secretary of the Students' Union Committee of Inti International College Penang, you have been asked by the Chairman, Leong Soon Wah, to prepare the agenda for the next meeting. In your conversation with the Chairman, he said, "The meeting's next Friday - usual time and place - I will report on my recent meeting with the Principal and Academic Director. This time we will need to have a discussion on lunchtime queues in the canteen - they're really very frustrating. I will also need the treasurer to give a report on our expenditure for the past six months. Steven Chuah will brief us on his discussion with the canteen operator. There's also the matter of student lockers to be resolved - the provision is quite inadequate, so we need some more urgently. Patrick Poh will need to give us an update on his discussion with the General Office Manager. John Loh should be able to give us his report on the recent dinner and dance held for charity - we had a great night didn't we? The Students' Common Room desperately needs to be decorated, so we must discuss what should be done. Tham Kuen May will have to nominate someone to take charge and brief us on the kind of decoration she has in mind. Apart from the usual other items, that should be all."

Date of next meeting is Friday 25 July 2014 at 6.00 pm in the Students' Union Committee Room.



## Question 3

(25 marks)

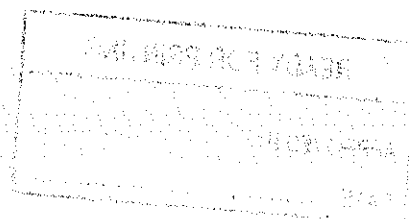
Read the given situation below.

You are the Personal Assistant to Mr Stanley Lim, the Managing Director of Stanfield Engineering, who is presently visiting clients of your company in Shanghai. During his absence, you receive **three** important quotations for major office renovations including the time frame for the completion of the work. You know your employer wants work to commence urgently on the renovations, and he is not expected back for some time.

Send an **email** to your employer, include the quotations, and ask for his instructions. Copy this email to the other two Directors, Mr Timothy Lee and Mr Robert Wong.

Use today's date for your email. Use the following email addresses:

Your email:	student's name@stanfielfeng.com
Managing Director's email:	stanleylim@stanfieldeng.com
Director's email:	timothylee@stanfieldeng.com
Director's email:	robertwong@stanfieldeng.com



## Question 4

(25 marks)

You are the Purchasing Officer with a clothing manufacturer. You received the following quotation from your supplier.

**Task:** Write an **order letter** to your supplier. You have decided to only order **10 reams each** of CR001 and CR004. You would like to have the ordered material as soon as possible. Use today's date.



*Rich Chance Textile & Apparel Ltd*

21F Kodak House Phase 2

39 Healthy Street

Hong Kong

7 July 2014

AG APPAREL INDUSTRIES SDN BHD

57 Jalan Seruling 58

41200 Klang

Selangor Darul Ehsan

Malaysia.

Dear Sirs

QUOTATION FOR NEW RANGE OF COTTON-RAY CLOTH

Thank you for your enquiry dated 1 July 2014. We have sent separately a package containing samples of our new range of Cotton-Ray cloth. Our quotations, based on minimum orders of five reams each, are as follows:

Order No.	Colour	Price per ream
CR001	Charcoal	\$3100
CR002	Deep Red	\$3500
CR003	Two-Tone Blue	\$3900
CR004	Beige & White Check	\$4150
CR005	Moss Green & Lilac Stripe	\$4300

These prices are quoted for a two-metre ream and include delivery to your premises. The prices as quoted are valid for two months from the date of this letter.

We have all the above materials currently in stock and will be able to dispatch them immediately upon receiving your order.

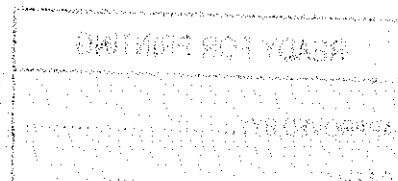
We look forward to receiving your order in due course.

Yours faithfully

*Nicholas Tze*

NICHOLAS TZE (Mr)

Sales Manager



Question 5

(25 marks)

You are currently pursuing a Diploma in Business in Malaysian International Business College. As part of your course requirements, you will need to do 3 months internship in your fourth semester which is from September to November 2014. You came across the following advertisement on JobStreet.com dated 2 July 2014 and you fulfill all the requirements.

Write a **letter of application** using today's date. You **do not** have to prepare a resume but you are required to mention that it is enclosed with the other necessary requirements as mentioned in the advertisement.

**Internship for Business Studies Students**

MYR 800 - 900

Selangor

**During the internship period, you will be exposed to these areas:**

Responsibilities:

- The internship position is applicable to candidates who are currently in college and are seeking academic credit or real-work experience unobtainable in the classroom setting.
- Involve in planning and executing marketing and business development activities
- Responsible to initiate contacts, leads and managing appointments with new prospects
- Provide market intelligence, assist company marketing direction and seek for new business opportunities

Requirements of the position:

- Candidate must possess or currently pursuing a Diploma or Bachelor's Degree in Business Studies or equivalent.
- Must have solid verbal and written communication skills in English and Bahasa Malaysia.
- Proficient and well versed with Microsoft Office applications.
- Well organized and flexible with strong decision making ability.
- Strong coordination skills, detail oriented, and self-initiative.
- Resourceful and efficient.
- 1 Internship position for duration of 3 months.

Interested candidates are invited to write-in with a detailed resume stating qualifications and experience. Enclose copies of your SPM and semester results and a recent passport-sized photograph (n.r.) to:

The Human Resource Manager  
Clicks Communication Sdn Bhd  
16-2 Jalan PJU 8/3A  
Damansara Perdana  
47820 Petaling Jaya  
Selangor Darul Ehsan

## Question 6

(25 marks)

You are currently working as Junior Administrative Assistant at DXC International. You have been offered the position of Corporate Communication Executive in Labrador International Pte Ltd, a telecommunication company which is in your hometown, Penang.

Write a **letter of resignation** using today's date to your Administrative Manager, Mr Chia Seng Tatt. Acknowledge your appreciation of his leadership and help in the last three years. You will need to give two (2) months' advance notice for your resignation.

Receiver's address: DXC International  
Jalan 14/2, Seksyen 14  
40000 Shah Alam  
Selangor

**-THE END-**  
COM2111/F/April2014

