

FINAL
Examination Paper

(COVER PAGE)

Session : APRIL 2017

Programme : Diploma In Business (DIB)
Diploma In Information And Communication Technology (DICTN)

Course : COM2111: Writing Skills

Date of Examination : 28 July, 2017 (Friday)

Time : 11:00am – 1:00pm Reading Time : Nil

Duration : 2 Hours

Special Instructions :

Answer any **FOUR (4)** questions in the answer booklet provided.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : Otta Mok, Ting Zhao Ying, Dolly Singh, Charlotte Nalina
Jothy and Francis Wong

Moderator : Iris Madona D'Cruz

This paper consists of 5 printed pages, including the cover page

DIPLOMA IN BUSINESS PROGRAMME (DIB)
DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY (DICTN)
COM2111: WRITING SKILLS
FINAL EXAMINATION: APRIL 2017 SESSION

Instruction: This paper consists of **SIX (6)** questions. Answer **ANY FOUR (4)** questions in the answer booklet provided. Attempt all parts in every question. All questions carry equal marks.

Question 1

You have come across this job advertisement in the New Straits Times. You have always wanted to work in a well-known company. Write an **application letter** to the said company.

Include necessary details. Your letter should be around 150 words.

Business Administrative Executive
ETIQA TAKAFUL BERHAD

Requirements

- Fresh graduates (degree/diploma with minimum CGPA of 2.50) with a strong interest in finance and sales are encouraged to send in their application.
- Malaysian – 20 years old and above
- Good oral and written communication skills in English and Bahasa Malaysia
- Self-confidence & pleasant personality will be an added advantage.
- Able to travel, abroad and locally

Interested candidates may send their applications to:

Human Resource Department
ETIQA TAKAFUL BERHAD
21 Jalan Abdul Aziz
40890 Kuala Lumpur

(25 marks)

Question 2

(a) You have just applied for a scholarship to study at British Columbia University. Write **an email** to one of your lecturers asking for a recommendation letter. Your e-mail should be about **80 – 120 words long**.

(12.5 marks)

(b) You are the Supervisor in a small IT company, Thunderthunder Technology. The company plans to relocate from Puchong Business Park to Kelana Jaya Business Centre. Write a **memorandum** to all employees to:

- Inform them of the move (include details such as date and reasons).
- Describe the new office (the facilities and the surrounding area).
- Instruct the employees to prepare for the move.

You may add any other appropriate information. Your memo should be between **80 -100 words** in length.

(12.5 marks)

Question 3

A customer, Michelle Lim wrote to Danial Mohammed, the owner of Only Fine Books (Address: 190-196 Jalan Damai, 36800 Kuala Lumpur), complaining that the book she received was not the one she had ordered. She requested that Mr. Danial correct the mistake.

Write **an adjustment letter** to Michelle Lim:

- Apologize for the mistake.
- Inform that you were unaware of the problem (your firm recently has undergone some restructuring).
- Ensure that you will rectify the mistake immediately and will compensate accordingly for the inconvenience (give one example).

You are encouraged to include necessary details, and your letter should be around **120-150 words**. The letter should be written in block method using the open punctuation style.

(25 marks)

Question 4

You are the President of the Employees' Welfare Committee. Recently there have been a lot of complaints from the staff about the canteen in your company's premises. The HR Director, Mr Henry Martin has requested that you submit a report on this grievance and provide possible solutions to solve this problem by August 15.

Your committee has collected some data (tabulated below) through an online survey sent out on August 1.

Area of complaint	Percentage (120 employees)	Additional comments
Price	72%	Price has gone up 3 times this year
Facilities	40%	Aircon not cold; washrooms dirty
Service	34%	Servers rude; smoke while serving
Food	54%	Same old dishes; portions getting smaller. Some stalls have remained closed.

Your **report** should be between **120 – 180 words**.

(25 marks)

Question 5

Your business sells and distributes electrical appliances for homes. You wish to extend your business by including a variety of brands. You have recently visited a home fair and are interested in carrying the "Homebuy" brand. This is a new brand and your interest is not only to sell the product but also to become the sole distributor.

Write an **enquiry letter** to them, asking for more information on sole distribution rights as well as a copy of their current catalogue.

Address your letter to:

Adam Banks
Homebuy Sdn. Bhd
21st Avenue Mall
Persiaran Bayan Indah
11900 Bayan Lepas, Pulau Pinang

Your letter should be around **120-150 words** and written in modified block format, using the standard punctuation style.

(25 marks)

Question 6

You are the Secretary of the CSR Committee in your company. As part of your annual activity, you and your team organize a charity event whereby all proceeds would go to a list of charitable organizations. This year, your team has decided to organize a charity dinner. The first meeting has been conducted. Prepare the minutes based on the following agenda and notes taken during the meeting.

MEETING OF THE CSR COMMITTEE

To be held in Staff Meeting Room on 1 August 2017 at 4 p.m.

AGENDA

1. Apologies for Absence
~ Jack Mah (Sales Mgr; attend training)
2. Minutes of last meeting
~ Ok, proposed - Yusof, seconded - Rex
3. Matters Arising
~ None.
4. Annual Charity Event
~ Date & Time - Nov 29, 6 - 9:30 p.m.
~ Type of event - Magic Competition cum Dinner
~ Tasks - source venue (Brianna); invite special guest - Harris Iskanda (Ted), design tickets and poster for competition (Yusof)
5. Any Other Business
~ None.
6. Date of Next Meeting
~ 15/8, 4 p.m.; place TBC
**Present: Ted Chong (PR Mgr, CSR Chair), Brianna (Purchasing Mgr), Rex Wan (HR Mgr), Yusof Ismail (MKT Mgr)

(end 5.05 p.m.)

(25 marks)

~THE END~

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