



FINAL
Examination Paper

(COVER PAGE)

Session : April 2013

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

Course : COM 2111 : WRITING SKILLS

Date of Examination : July 29, 2013

Time : 2:00pm – 4:00pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

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

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Tina Cheah Saw Sim, Astina Devi Naidu, Subarshini Ramakrishnan.

Moderator : Ms. Iris Madona D’Cruz

This paper consists of 6 printed pages, including the cover page.

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN BUSINESS PROGRAMME
DIPLOMA IN INFORMATION & COMMUNICATION TECHNOLOGY PROGRAMME
COM2111: WRITING SKILLS
FINAL EXAMINATION: APRIL 2013 SESSION

This exam paper consists of SIX (6) questions.

You are only required to answer **FOUR (4)** questions. Each question is worth 25 marks.

Question 1 (25 marks)

1(a) List the three (3) types of minutes. (3 marks @ 1 mark each)

1(b) You are the Secretary of your Company's Social Club. Expand the following notes taken during the monthly committee on the agenda for presentation as **Minutes of Meeting** (22 marks)

EVERGREEN TECHNOLOGY SOCIAL CLUB

COMMITTEE MEETING

The monthly Committee Meeting will be held in the Conference Room at 10.30am on Saturday 27 July 2013.

AGENDA

1. Apologies for absence – *Victor Yeap / Lu Wen Ting - on annual leave*
2. Minutes of last meeting – *OK*
3. Matters arising from the Minutes – *None*
4. Report from Social Committee – *Report from Anusiah:*
 - *Georgetown Heritage Day Fun Raising - success - made RM20000*
 - *Merdeka Day Dinner & Dance - preps going on - tickets printed - on sale at reception fr next 5 Aug*
5. Badminton Sessions
 - *Dexter - good weekly attendance - 15 to 20 regulars. Renting 2 extra courts from August*
 - *Amin- requested for Swallow brand shuttlecocks, present brand not good - OK!*
6. Community Outreach
 - *Alfred - Visit to Sg. Dua Silver Jubilee Home - 16 Sept 2013 - all encouraged to go - more details will be given later*
 - *Prepare gifts & ang-pows for distribution - Cherrie in-charge*
7. Any other business – *Chairman- AGM - 14th Aug*
8. Date of next meeting – *7 Sept 2013 at 10.30am*

Meeting ended - 1.45pm

Present: Jeff Seo, Lim Jun Kai, Alfred Tan, Amin Ali, Dexter Ong, Anusiah Kumar, Mandy Chen, Cherrie Chew, Sirajudeen Akbar (Chair)

Question 2

(25 marks)

Situation:

The monthly photocopying bill for your company, Glory Corporation Sdn Bhd, has recently increased enormously. As Office Manager, you must do something about this, but at the moment it is impossible to check how many photocopies each employee is making each month.

You have decided to fit a “Copygard” to the photocopier. This is a small computer which keeps a record of how many copies each employee makes. Each employee will have a six-figure personal access number and this must be typed into the “Copygard” in order to switch the photocopier on. The photocopier will not work if the access number is not typed into the “Copygard” and so anyone without a number will not be able to use it.

Task:

Write a **memo** to all employees using a company memo form. Include the following information in your memo:

- a. An explanation of the problem with the photocopier.
- b. Your views on the cause of this problem.
- c. What you are doing to overcome the problem.
- d. A brief explanation of how the system will work.
- e. Details of when the new system will come into operation
- f. A tear-off slip at the bottom of the memo for employees to return to the IT Department. This must show the employees name, job and the six-figure access number they have chosen.

Set out your memo appropriately, using today’s date.

Question 3

(25 marks)

You are Secretary to Mr. Peter Tan, the Manager of Fabulous Coach Company. Your company has just received a letter from Ms. Jasmine Lee, Recreation Secretary of Lovable Toys Sdn Bhd Ms Lee has enquired about the cost for 3 forty-four-seater coaches for her firm’s staff outing to The Lost World of Tambun Water Theme Park in Ipoh on Saturday 24 August 2013. The itinerary includes shopping for pomelos and biscuits on the return journey.

Your Manager has asked you to prepare a **reply to** Ms Lee’s **enquiry** for him to sign.

Take note of the following points highlighted by Mr Tan:

- The total cost for three coaches for the day – the same price charged for their outing last year
- Cost for detours to buy pomelos and biscuits
- Confirmation of acceptance of the quotation from Ms Lee
- Time of departure to Ipoh and time of return from Ipoh
- Give information about the approximate duration of the journey for both ways

- The coaches are for non-smoking passengers only.
- Information (venue & duration) for stops on the highway at the R & R (Rest and Recreation) for light refreshments and for the use of the rest-rooms.
- Set out the letter appropriately, using your company's letterhead and today's date.

Your address: Fabulous Coach Company
123 Kelawei Road
10350 Penang
Tel. No.: 04-2252388
Fax.: 04-2252377
Email: fabulouscc@fabtours.com

Addressee: Lovable Toys Sdn. Bhd
100 Tun Awang Road
11900 Bayan Lepas
Penang

Question 4

(25 marks)

After attending an interview on 9 July 2013, you received a letter from Priority Resources Sdn Bhd dated 10 July 2013 signed by its Group General Manager, Mr Jason Tan, offering you, a student of INTI International College Penang, an internship for three (3) months as part of your course requirements for Industrial Training. The internship will begin on 1 August 2013. However, you have received another offer from another company in your hometown and you have decided to do your internship there.

Write a **letter rejecting the offer** from Priority Resources Sdn Bhd.

When writing this letter, pay attention to the following:

- Use a suitable format and tone
- Set out the letter appropriately, using today's date.

Receiver's address:

Priority Resources Sdn. Bhd.
Plot 110 Hala Kampung Jawa
11900 Bayan Lepas,
Penang.
Tel.: 04-6445860
Fax: 04-6445850
Email: priority@priority.com.my

Question 5

(25 marks)

DTR Info Products Sdn Bhd a compact disc wholesaler received the following letter dated 12 July 2013, from Mr Wilson Quek, the Manager of Mighty Computers Sdn Bhd:

COMPACT DISCS - ORDER NUMBER R569

Dear Sirs

The 210 compact discs that we ordered on 1 July 2013 were delivered yesterday. Unfortunately, 18 of them were badly scratched.

The package containing these goods appeared to be in perfect condition and I accepted and signed for it without question. It was when I unpacked the contents that I noticed the damaged CDs. I can only assume that this was due to careless handling at some stage prior to packing.

I am enclosing a list of the damaged goods and hope you will replace them soon. They have been kept aside in case you need them to support a claim on your suppliers for compensation.

I look forward to your prompt reply.

Task:

You are the Marketing Manager of DTR Info Products Sdn Bhd. Compose a reply to your customer, Mighty Computers Sdn Bhd, complying with Mr Quek's request. Give details about replacements (when and how they were sent) and let him know that there is no necessity to return the damaged goods. Provide some explanation about packing and indicate a desire to improve your services. Give an assurance that this will not happen again in future.

When writing this letter, pay attention to the following:

- Create a simple letterhead
- Use a suitable format and tone
- Set out the letter appropriately, using today's date.

Your company's address: DTR Info Products Sdn Bhd
 25 Jalan 3/5 Diamond Square
 53000 Kuala Lumpur
 Tel: 603 4024 8011
 Fax: 603 4024 9011

Your client's address: Mighty Computers Sdn. Bhd.
 12 Jalan Sungai Dua
 12100 Butterworth
 Penang
 Tel: (604) 333-7733
 Fax: (604) 333- 7744

Question 6

(25 marks)

You are a junior business executive. You have been asked to write a short **report** on the 2011 World Airline Awards. Your report should integrate all the information given below.

Table 1: World Airline Awards 2011

Rank	Airline	Rank 2010
1	Qatar Airways	3
2	Singapore Airlines	2
3	Asiana Airlines	1
4	Cathay Pacific	4
5	Thai Airways	9
6	Etihad Airways	6
7	Air New Zealand	5
8	Qantas Airways	7
9	Turkish Airlines	10
10	Emirates	8

Source: <http://www.worldairlineawards.com>

Table 2: World Airline Awards 2011

Best Cabin Staff	Asiana Airlines
Best Inflight Entertainment	Emirates
Best First Class	Etihad Airways
Best Business Class	Singapore Airlines
Best Economy Class	Asiana Airlines

The data was gathered using a range of input sources:

- Online Customer Surveys
- Business Research Group Interviews
- Customer Telephone Interviews
- Selected Passenger Interviews

-THE END-

(COM2111/F/April 13/Tina Cheah/11Apr2013)