

**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2016

Programme : Diploma In Business (DIB)

Course : COM2111: Writing Skills

Date of Examination : 08 December, 2016 (Thursday)

Time : 8:00am – 10:00am 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) : Dr Eizan Azira, Wan Nurul Ezzati, Francis Wong, and  
Nadiawati Mahmood

Moderator : Iris Madona D’Cruz

*This paper consists of 4 printed pages, including the cover page*

DIPLOMA IN BUSINESS PROGRAMME (DIB)  
DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY PROGRAMME  
(DICTN)  
COM2111: WRITING SKILLS  
FINAL EXAMINATION: AUGUST 2016 SESSION

**Instruction:** This paper consists of **SIX (6)** questions. You are **ONLY** required to answer **FOUR (4)** questions. Each question is worth 25 marks.

**Question 1**

You are the Customer Service Manager of Precision Supplies, a computer hardware supplier in Kuala Lumpur. You have recently received a **complaint letter** from the Office Manager for Smart System, Inc. who had recently purchased 10 modems from your company.

These are the issues highlighted:

1. Two weeks the installation of the modems to the computer systems in their office, two of the modems failed to function properly.
2. Since they had already paid the full amount for the modems, they are entitled to a two-year warranty that comes with the product, including free replacement for any product bought within one month.
3. They called the customer service department to ask for a replacement last Friday and was told that the replacement would be delivered the following Monday.
4. It is now Friday almost a week and they still have not received the modems.
5. They really need the two modems urgently.
6. This is the first time they have ordered from Precision Supplies.

**Write a reply to the complaint received.**

Your address:  
**Precision Supplies**  
12/F, Menara ING,  
Jalan Raja Chulan,  
50200 Kuala Lumpur

Receiver's address:  
**Smart System, Inc**  
Lot 13-2-3A,  
Lorong Macalister,  
11300 Georgetown,  
Pulau Pinang

(25 marks)

**Question 2**

You are the Head of Human Resource Department. Your company has advertised a job vacancy for the post of a general admin executive.

- a) Compare the following the details of the two candidates below and choose **ONE** candidate for an interview. Provide **four** reasons your choice. Your answer **should not exceed 100 words**. (10 marks)
- b) Write an **email** to the candidate of your choice, inviting them for the interview. Include all relevant details for the interview, together with the list of documents that the candidate would needs to bring for the interview. (15 marks)

**Candidate A**

**Sara Mitchell**  
28 years old

Marital Status: Divorced with two children  
Email Address: sara.m@gmail.com

Education:  
Bachelor of Office Management,  
University of Kentucky

Experience:  
Four years experience, working as a secretary in a local company

Other info:

- Unable work on weekends
- Possess own vehicle
- May need some weekdays off, at least once a month – to attend to the children's needs

**Candidate B**

**Cindy Hudson**  
23 years old

Marital Status: Engaged  
Email Address: hud.c@gmail.com

Education:

- Bachelor of Office Management, University of Kentucky
- Currently pursuing MBA

Experience:  
No working experience (fresh graduate)

Other info:

- Willing to work on weekends
- Does not possess own vehicle
- Unable work after 6pm, due to MBA classes

(25 marks)

**Question 3**

You are the Head of Human Resource Department in your organisation. Write a **memo in not less than 100 words** to your staff, informing them of a **Leadership Training Camp** organised by your organisation. Include all **relevant** details regarding the training camp in your memo.

(25 Marks)

**Question 4**

You have just returned from a book fair at PISA, Penang on 25<sup>th</sup> September 2016. You visited an exhibit on IELTS books and other IELTS preparatory materials. Due to time constraints, you were unable to obtain further information pertaining to these books.

Write an enquiry letter asking them about their IELTS preparatory books and materials for your book shop. Request for a price list, a detailed catalogue, the delivery date and the availability of discounts for bulk orders.

Address your letter to:

**Edward Lim**  
Bookworm Publishing  
*Queensbay Mall,*  
Persiaran Bayan Indah,  
11900 Bayan Lepas, Pulau Pinang

(25 marks)

**Question 5**

You have recently attended an English language course at your college. At the end of the course you were given the following letter:

*We hope you have enjoyed studying with us. In order to plan future courses we would be grateful if you could write a short report giving us your views about the course. Kindly forward any suggestion you may have as this would enable us to improve our course presentation.*

*Mrs. David (The Principal)*

Write your report to the Principal in **140-190** words.

(25 marks)

**Question 6**

You are the Human Resource Senior Manager at XYZ Enterprise. The General Manager has requested that you investigate the problem of employee absenteeism. Write your report to the General Manager in **200-290** words pertaining to you findings and suggest ways to arrest this problem.

(25 marks)

~ The End ~