



FINAL
Examination Paper

(COVER PAGE)

Session : AUGUST 2017

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

Course : COM2111: Writing Skills

Date of Examination : 13 December, 2017 (Wednesday)

Time : 2:00 pm – 4:00 pm 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) : Wan Nurul Ezzati and Charlote Nalina Jothy

Moderator : Iris Madona D'Cruz

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

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

Instruction: This paper consists of **SIX (6)** questions. Students are required to answer **FOUR (4)** questions.

Question 1 – Memorandum (25 marks)

As the Head of Human Resource Department in your organisation, compose a **memo** to your staff, informing them of a **Team Building Event** organised by your department. Include all **relevant** details about the event in your memo.

Question 2 – Interview Invitation (25 marks)

You are the Head of Human Resource Department. Your company has advertised for a job vacancy in the general administrative executive position. Write **an email** to the following candidate, inviting her for a job interview. Include all relevant details, together with the list of documents that the candidate needs to bring for the interview.

Candidate A

Cindy Hudson

23 years old

Email Address: hud.c@gmail.com

Education:

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

Experience:

No working experience (fresh graduate)

Question 3 – Adjustment letter (25 marks)

Read the following letter of complaint from a displeased customer, and write an **adjustment letter** to resolve the matter. Be polite and helpful in your reply.

18, Trevors Apartment,
Kingsley Road,
41562 Sunset Hills,
ENGLAND.

12 December 2017

415, Stardust Store,
Intro Avenue,
41562 Sunset Hills,
ENGLAND.

Dear Sir or Madam,

POOR DELIVERY SERVICE

I am writing to express my dissatisfaction concerning your delivery service.

I placed my order through your website on the 30th of November 2017. When I was about to make my payment, a message popped up, promoting your latest Magical Stardust perfume. It was a, "Buy one, free one" promotion, so I decided to place an order for the perfume as well.

I made my payment and according to the website, I would receive my order by the 2nd of December 2017. The goods failed to arrive. I then called your customer service on the 5th of December, but they claimed that my order had been processed and I should receive it by the 6th.

I waited and waited, and I only received my order this morning, the 12th of December. I was made to wait for twelve days, and I realized that the scarf delivered to me was not the colour of my choice, and there was only one bottle of perfume in the box. Not only my order was delivered late, but it was also wrongly packed! This is indeed very unbecoming of an established business set-up such as yours.

I hope you would be able to arrange for me to get my scarf and the other perfume before the Christmas Holiday, and I would not have to go through this horrible process again. Please let me know your intended course of action, and kindly contact me if you have any further query.

Thank you.

Yours faithfully,

T. Mowry

Tamera Mowry

Question 4 – Report (25 marks)

You were the project manager of a recent Staff Appreciation Night. Your General Manager has requested for a short report on the event. Write a **report** on the event, with the appropriate heading and sub-headings.

Question 5 – Notice & Agenda of Meeting (25 marks)

You are the president of the student council at INTI College Subang Jaya. Prepare a **notice** and an **agenda**, announcing an upcoming student committee meeting. The main point of discussion would be the budget and the upcoming events for 2018.

Question 6 – Enquiry Letter (25 marks)

You and your fellow classmates are interested in visiting the headquarters of DIGI Telecommunications in conjunction with an upcoming class project. Write an **enquiry letter** to the General Manager of the company about the possibility of having an educational visit to their headquarters. Include any other necessary details.

DIGI's address:

D'House (DiGi HQ)

Lot 10, Jalan Delima 1/1,

Subang Hi-Tech Industrial Park,

40000 Shah Alam, Selangor,

Malaysia.

~The End~