



FINAL
Examination Paper

(COVER PAGE)

Session : January 2017

Programme : Diploma In Business (DIB)

Course : COM2111: Writing Skills

Date of Examination : 07 March, 2017 (Tuesday)

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) : Ting Zhao Ying, Wan Nurul Ezzati, Archanaa Maniappen, and Dolly Singh

Moderator : Iris Madona D'Cruz

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
COM2111: WRITING SKILLS
FINAL EXAMINATION: JANUARY 2017 SESSION

Instruction: This paper consists of **SIX (6)** questions. You are **ONLY** required to answer **FOUR (4)** questions. All questions carry equal marks.

Question 1

You have just applied for a degree program at Cambridge University. Write an **e-mail** to your lecturer requesting for a recommendation letter.

(25 marks)

Question 2

You are the president of INTI International College's basketball team. You have noticed that the number of members in your club has been steadily increasing. You have made arrangements with a national level coach to come over to your college once in a month to help with training sessions and theoretical lessons. You feel that this is insufficient as more INTI students are keen to join.

Write to the Management at INTI and enquire about increasing the number of coaching visits to twice a month. This arrangement will increase costs, but it is for the good of the students.

The other issue pertains to the rental of premises for training purposes in a local outdoor sports arena. Your club members will be able to use their facilities free once a month. You would like INTI to consider sponsoring an additional day as this would be a good opportunity for new members to gain hands-on experience.

You would like the management to consider your request as your club has already produced two world class champions and has the capability to produce more. In your **letter of enquiry**, mention that your team is ready to meet the management and present a formal proposal if necessary.

(25 marks)

Question 3

Ali Baba Sdn. Bhd. is a factory that manufactures plastic products. Mr James, the General Manager of the factory has noticed that the number of employees resigning in the previous year has increased compared to the year before.

Department	2015	2016
Human Resources	4	9
Production	13	17
Sales	2	8
Security	5	16

As the Head of Human Resource Department, you have been asked to write a **report** on the reasons for this increase in resignations. Include pertinent reasons for the outflow of staff.

(25 marks)

Question 4

You are the Secretary of the Public Speaking Club at INTI International College. Your club will be holding its first monthly meeting on 15 March 2017 to welcome new members, and introduce them to the club and to the Committee members. They will be familiarized with the rules and regulations of the club, and they will be introduced to those interesting events and activities that your club will be organizing.

Prepare an **agenda** and a **notice of meeting** to inform the members of this meeting. Include any other necessary details.

(25 marks)

Question 5

Applying for your first job is an exciting experience. Write an **application letter** for the following position:

News Straits Times – March 2nd 2017 JOB OPPORTUNITY Business Development Executive Sunshine Specialties Sdn Bhd	
Responsibilities:	<ul style="list-style-type: none"> • Oversee sales and business development activities for the company. • Ensure sales revenue and profitability are in-line with company targets • Manage key accounts • Liaise with principles/partners regarding technical and customer issues
Requirements:	<ul style="list-style-type: none"> • Candidate must possess at least a Professional Certificate / Diploma in Business Studies/ Administration or equivalent. • Result oriented with proven track record in sales • Dynamic, creative and self-motivated. • Excellent communication and inter-personal skills • Proficient in both writing and spoken English • Must be willing to work in Shah Alam • Willing to travel
Contact Person	Miss Nina Perez, Head of Business Development Unit
Address	Sunshine Specialties Sdn. Bhd., Lot C-125, KH Tower, Mentari Road, 43210 Shah Alam, Selangor.

(25 marks)

Question 6

You are the customer service officer of a flower vase company, Flora World Sdn Bhd. Your company has received the following letter. Write a reply, apologizing for the inconvenience caused.

162 Taman Sinaran
Jalan Harimau
43578 Subang Jaya

10 January 2017

Customer Service Department
Flora World Sdn Bhd
12 Jalan Gemilang
47544 Kajang

Dear Sir/ Madam

Broken Vase

A few weeks ago I ordered a terra cotta vase from your mail order catalogue, but when it arrived it was broken into several small pieces. The box had been crushed by something quite heavy. I hope you have another just like it because I would still like to purchase the vase.

I am returning the invoice that was in the box, and I will return the broken pieces, if necessary, to receive a replacement. Otherwise, I will eagerly await the arrival of a new vase. If it can be delivered before Chinese New Year, I will be most grateful.

Yours faithfully



Amanda Wong

(25 marks)

