



FINAL
Examination Paper

(COVER PAGE)

Session : April 2015

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

Course : COM 2111 : WRITING SKILLS

Date of Examination : August 4, 2015

Time : 8:00am – 10:00am Reading Time: Nil

Duration : 2 Hours

Special Instructions :

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

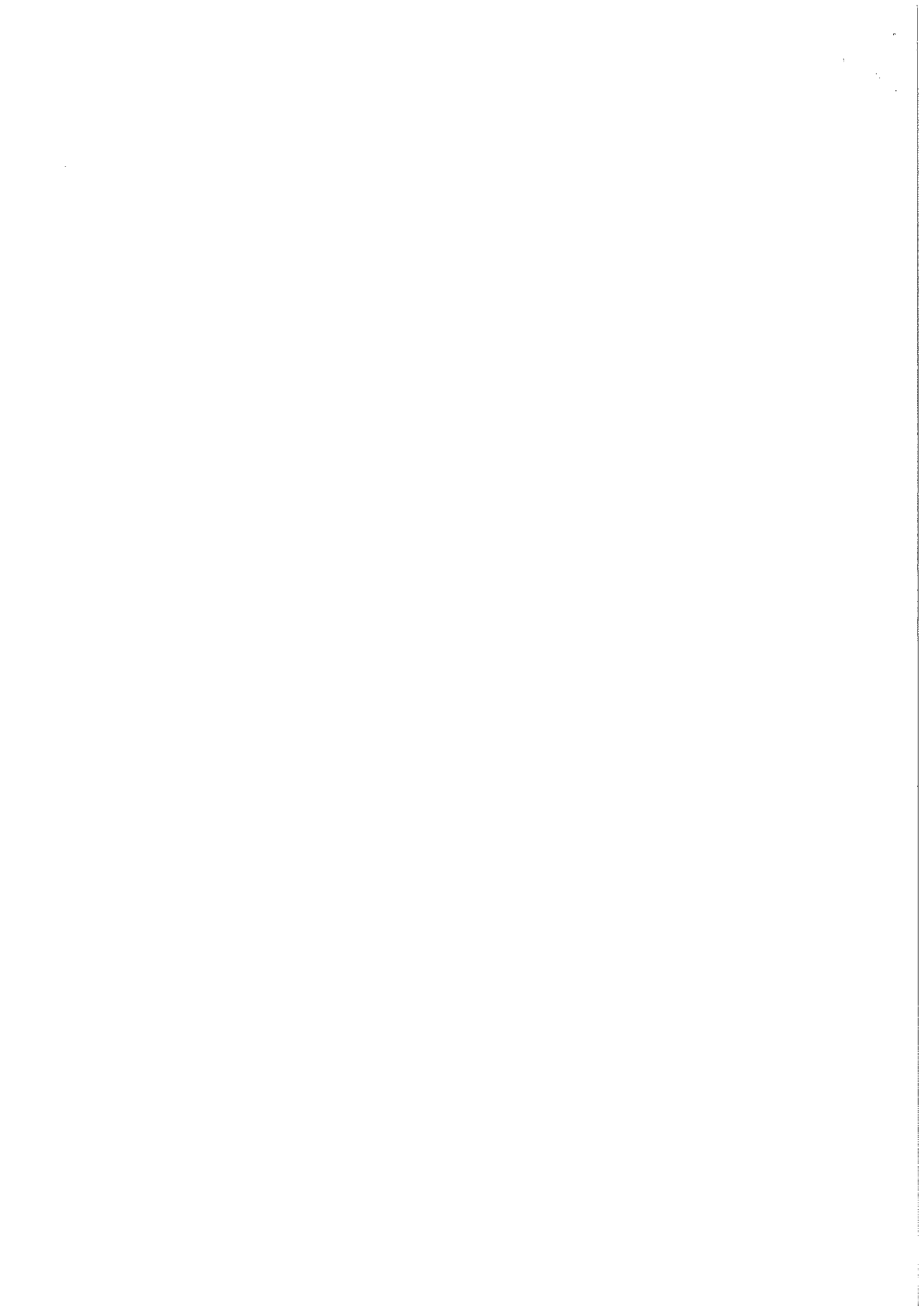
Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms. Julie Ting Zhao Ying, Archanaa Maniappen, Dolly Singh.

Moderator : Ms. Iris Madona D'Cruz

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



INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN BUSINESS PROGRAMME (DIB)

DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY (DICTN)

COM2111: WRITING SKILLS

FINAL EXAMINATION: APRIL 2015 SESSION

Instructions: 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 (25 marks)

You work with the managing director of a medium-sized sports equipment manufacturing company. Your employer will be going overseas soon on a business trip, and will be returning on 14 October. He has asked you to make preparations for a board meeting to be held on 16 October. The main items for discussion will be next year's budget, salary increase for regional managers and sponsorship.

Prepare the **agenda** and the **notice** for the meeting.

Question 2 (25 marks)

You have just applied for a scholarship entrance to study at Harvard University. Write a **letter requesting for a recommendation letter** from your lecturer.

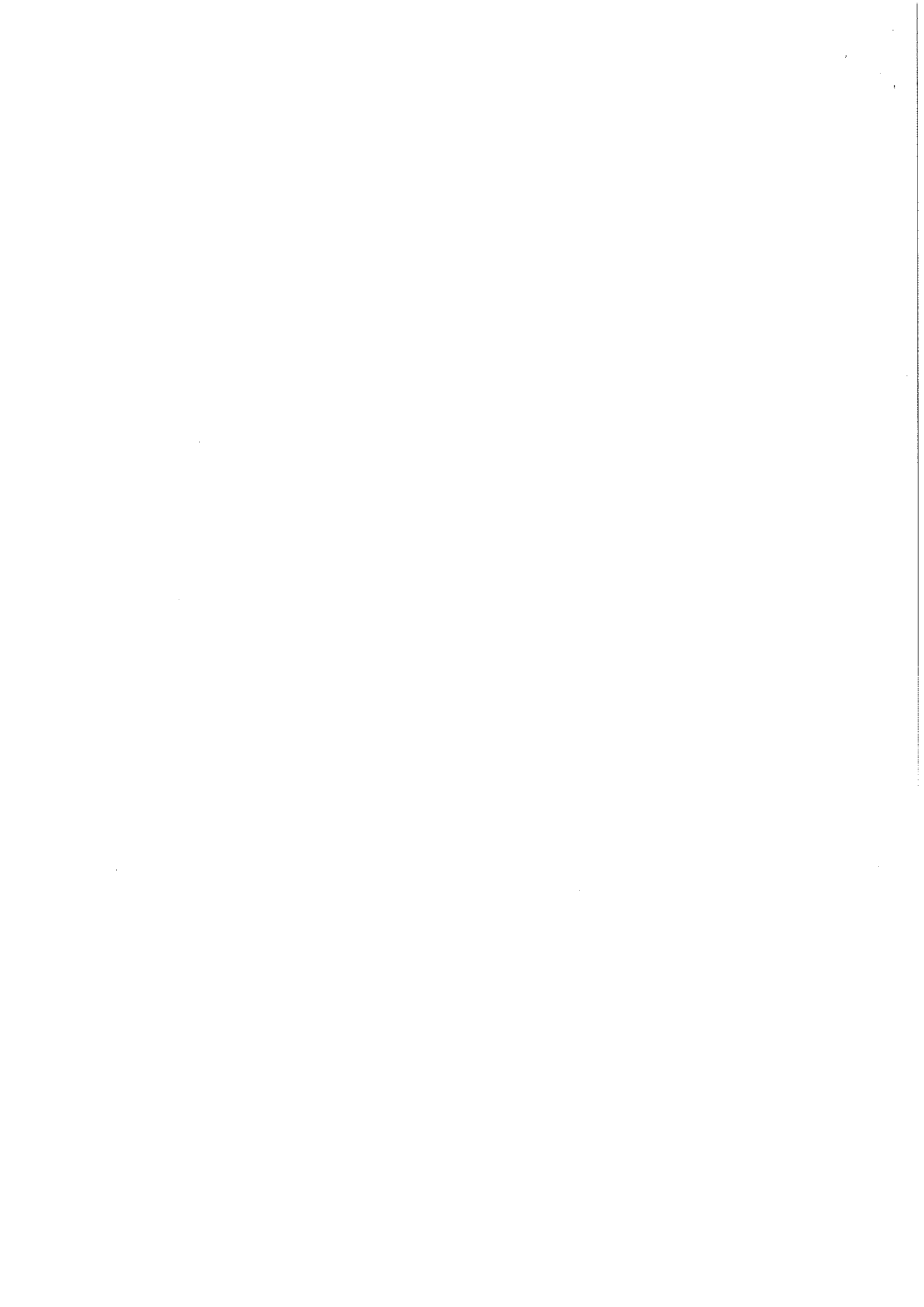
Question 3 (25 marks)

You are a member of Google International's Corporate Social Responsibility (CSR) committee. A CSR committee usually organizes events and gatherings that involve company administrators, staff and the general public with intentions of 'giving back to the community'.

This time, GOOGLE International has decided to organize a 'BOOKS for EVERYONE' activity to promote literacy amongst the young and needy.

Assume the role of the CSR committee's secretary (diana@googleint.org). Send an **email** to all CSR committee members (googleint_CSR@googleint.org) to call for a meeting to further discuss the 'BOOKS for EVERYONE' activity. This email will also serve as a memo on the office notice board. A suitable time for such subcommittee meetings in your company would be on Wednesdays at 3pm.

Also, request that all committee members to be equipped with ideas or suggestions in order to collect more books or raise funds to buy books that would be distributed to the young and needy. If a committee member is unable to attend the meeting, he or she should email and inform you in advance and if possible, email their suggestions or ideas for the activity as well.



Question 4 (25 marks)

Below is an advertisement for an internship position at Vision Communications Sdn Bhd. Based on the advertisement, prepare a suitable **cover letter** to be attached to your resume for the post advertised.

VISION Communications Sdn Bhd

VISION is a group of subsidiary companies offering brand communication solutions. We help brands reach their customers through a slew of services including advertising, events and social media. We love connecting brands to their consumers with killer ideas.

Internship for UNDERGRADUATE Students

Responsibilities:

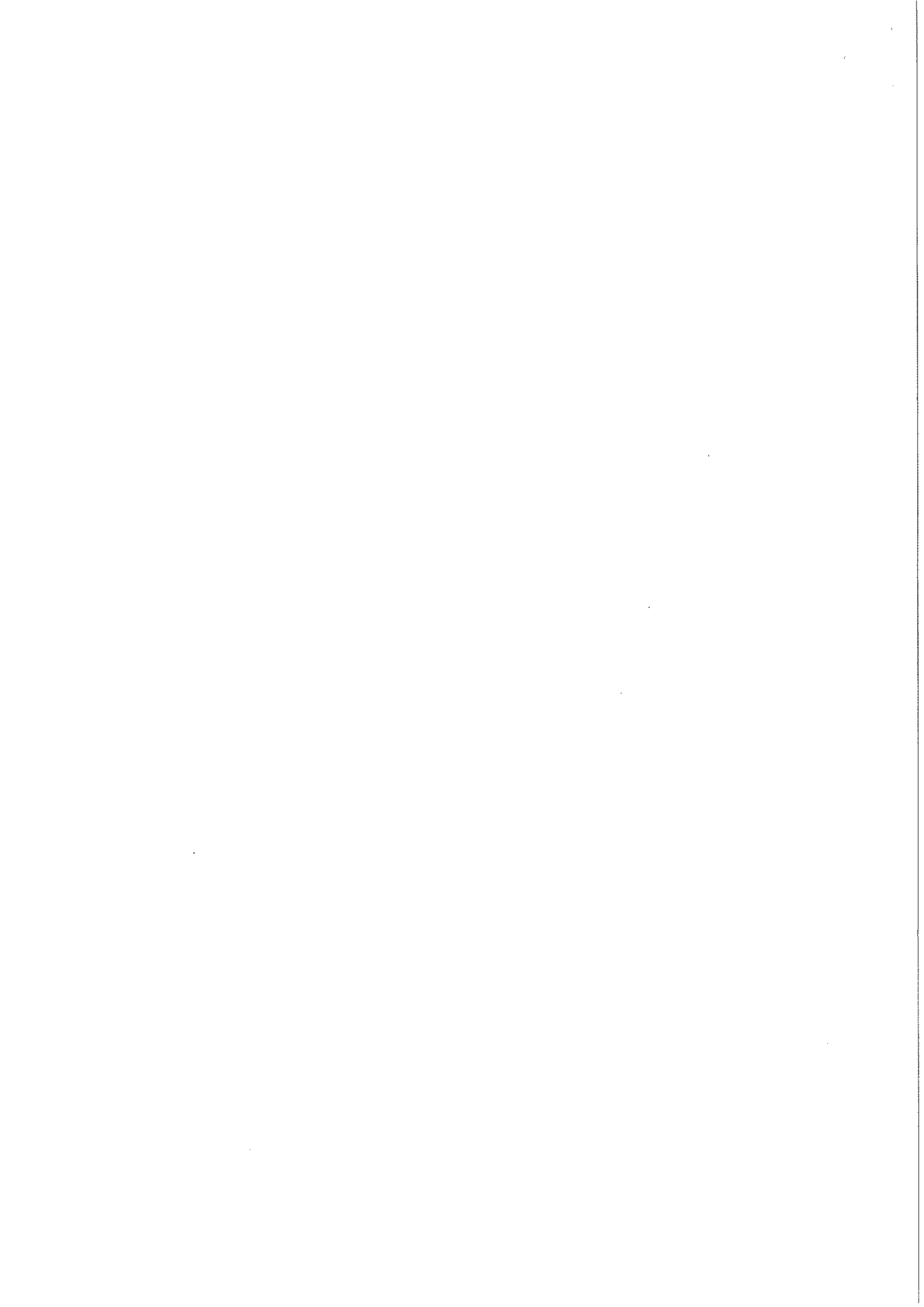
- Office administration task
- Follow up with customers
- Checking and responding to emails
- Preparing training materials
- Arranging meetings with clients

Requirements:

- Candidate must possess or be currently pursuing a Diploma in Business Studies / IT/Administration/Management, Human Resource Management, Finance/Accountancy/Banking, Secretarial or equivalent.
- Required language(s): English.
- 2 Internship position(s) for the duration of 3 month(s).
- If competent, internship will be prolonged

Interested candidates should mail in their resumes and supporting documents to Mr Matthew Roydon (Recruitment Officer, Human Resource Department) at:

VISION Communications Sdn Bhd
11th Floor, West Wing,
Menara Tun HS Lee,
No. 234, Off Jalan Persekutuan,
47400, Petaling Jaya, Selangor.



Question 5 (25 marks)

Write a letter to reply to the following business letter giving appropriate recommendations and offering discounts where necessary. Use the information provided below:

- burglar alarms, fire-resistant doors and safe deposit boxes available
- limited fire detectors
- network security solutions no longer available

Moore Finance

Moore Finance (M) Sdn Bhd
Menara Mutiara Jalan 12/4B
45678 Petaling Jaya
Selangor Darul Ehsan
Tel 03-7805 3456

23 April 2015

Mr Lee Kim Hong
The Sales & Marketing Manager
Plus Security Sdn Bhd
1123 Jalan Maju Bandar
56788 Kuala Lumpur

Dear Mr Lee

Security Systems

Moore Finance (M) Sdn Bhd is among the largest financial institutions in Malaysia with more than 55 branches throughout the country. We plan to implement state-of-the-art security systems in our Klang Valley branches.

We plan to install a comprehensive security system that incorporates the following:

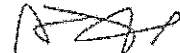
- Burglar alarms
- Fire detectors
- Safe deposit boxes
- Fire-resistant security doors

We are also interested in protecting our network from malicious attacks. Therefore, we require efficient firewalls and anti-virus software.

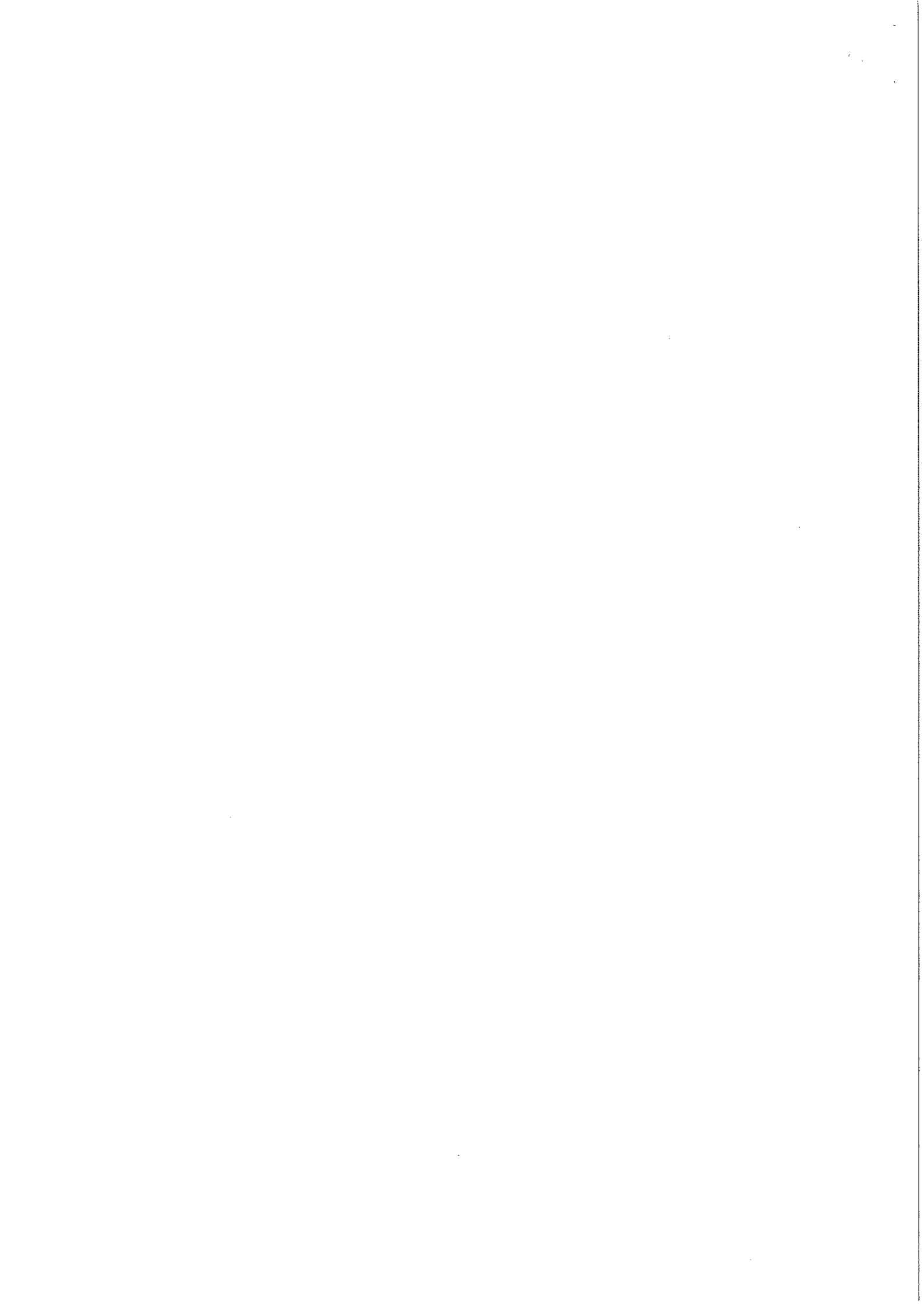
The security systems should be installed by the end of July 2015. Regular maintenance is expected after the installation.

We would be grateful if you could provide us a substantial discount as this project will involve more than 25 branches. A demonstration on the products would be appreciated.

Yours sincerely



Azira Saidah (Ms)
General Manager



Question 6 (25 marks)

You are the manager of a paper supply company, Paper4All Sdn. Bhd. Your company has just received the following letter. **Write a letter to reply**, giving explanations and apologizing where the complaint is justified.

Kolej Bestari
54567 Kuala Lumpur
Tel: 03-5678 5674 Fax: 03-5678 5675
Website: <http://www.kolejbestari.edu.my>

16 June 2015

Mr Matthew Ho
Manager
Paper4All Sdn Bhd
15 Jalan Prestasi
56885 Kuala Lumpur

Dear Mr Ho

Paper Supplies: Order No. 3421

The order arrived yesterday. However, when we opened the consignment, we discovered several problems.

We ordered 250 reams of A4 sized paper measuring 210 mm X 297 mm. However, 45 reams were A3 sized paper which is 297 mm X 420 mm. This poses a problem for us as we have to print our exam papers upon A4 sized paper only.

Furthermore, we also discovered that 10 reams were yellow paper. We requested for only white paper (with a whiteness of above ISO90%). Finally, which is even more disturbing, is the fact that at least 5 reams of paper were damaged by water, making them completely unusable.

I hope you understand that we are rather pressed for time as the exams are due to begin in two weeks and we have to print the exam papers within a week. I would appreciate it if you could take immediate action to rectify this mistake, and send us the paper as ordered.

Yours sincerely



Norman Alauddin
Assistant Registrar
Exam Section

