



**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2012

Programme : Diploma In Information And Communication Technology (DICTN)

Course : COM 2111 : WRITING SKILLS

Date of Examination : December 7, 2012

Time : 5:00pm – 7:00pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Answer any FOUR (4) questions.

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Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms. Jenny Goh Lay Choo, Irene Chin.

Moderator : Mr. Nicholas Yii Kwang Heui

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

INTI INTERNATIONAL COLLEGE SUBANG

DIPLOMA IN INFORMATION & COMMUNICATION TECHNOLOGY PROGRAMME  
(DICTN)

COM2111 : WRITING SKILLS  
FINAL EXAMINATION: AUGUST 2012 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**

- (a) Effective messages are crucial to effective communication. Effective communication is about being understood. Discuss this statement with reference to the basic principles and elements of clear writing. (15 marks)
- (b) Wordiness can hinder the understanding of written messages. Attempt to rewrite the following paragraph in a clear and concise manner. (10 marks)

*A recent survey done by a company in the month of August showed that majority of the staff in the company are said to be sad and they are not happy with their work in the company. The most dissatisfied employees are the employees who work in the customer service department, as the employees in the customer service department have the misfortune of having to deal with many customers who happen to be of the rude category and who do not delight in being courteous but take delight in shouting at and abusing staff.*

**Question 2**

You are the Human Resources Manager and you have noted that there has been a high rate of absenteeism among the staff in the past few months. Many of them have been ill while others have gone on emergency leave. This has upset work schedules and affected sales. Write a memo to all the staff to address this problem and suggest ways to improve the situation.

(25 marks)

**Question 3**

(a) The following email was written by an Administration Executive in the Accounts Department and it is obvious that she did not pay much thought to the tone. Read the email and attempt to rewrite the email, giving it a more appropriate tone.

From: [nancyloo@chatime.com](mailto:nancyloo@chatime.com)  
Date: 25 June 2012  
To: [johnncash@marketdivision.com](mailto:johnncash@marketdivision.com)  
Subject: REMINDER!!!

John

Appreciate it if you would consider and bear in mind that I am no longer responsible for dealing with petty cash. Some of your staff keep bringing their vouchers to me, but this responsibility has been taken over by Tan in the Accounts, he is the one who should be contacted henceforth for all petty cash matters. They must stop bothering me from now on as I have lots of work to clear. I have no time to tell them the same message over and over again. You must stop annoying me with this immediately.

Your co-operation is appreciated in making sure all your staff are aware of this is appreciated.

Nancy Loo (15 marks)

(b) Discuss the advantages and disadvantages of using emails. (10 marks)

**Question 4**

Seagate Instruments has advertised vacancies for the post of Trainee Computer Consultant in *The Star* newspaper. The candidate must have the following:

- At least a diploma/degree in IT related disciplines
- Positive work attitudes
- Willing to work overtime and travel regularly
- Able to work in a team

You would like to apply for the job. Write a letter of application to:

The Human Resources Manager  
Seagate Instruments Pte Ltd  
215 Jalan Templer  
47600 Selangor, Malaysia

(25 marks)

**Question 5**

- (a) Discuss the importance of graphics in business writing. (10 marks)
- (d) You are the Regional Marketing Director of TransMix Corporation. You have collected sales data for vans in four different regions. What type of graphic would be most appropriate to compare data by region? Using the chosen graphic, present the following data: Kelantan (20%), Malacca (18%), Kedah (7%), Selangor (55%).

(15 marks)

**Question 6**

There has been an alarming rate of robbery cases in the basement car park of your office building. As the Welfare Officer of your company, you would like to educate and caution your staff on possible safety measures. Write a short report that will help disseminate the information to the staff.

(25 marks)

**-THE END-**

*Comm2111(F)/August 2012/JennyGoh*