



**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2014

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

Course : COM 2111 : WRITING SKILLS

Date of Examination : December 8, 2014

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. Sitti Hawa, Liyana Shazleen Mohd Nizar, Charlote Nalina Jothy.

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: AUGUST 2014 SESSION

**Instructions:** This paper consists of **SIX (6)** questions. Answer any **FOUR (4)** in the answer booklet provided. Attempt all parts in every question. All questions carry equal marks.

**Question 1**

(a) Change each of these informal phrases to formal phrases

- (i) Hi/ Hello Mary
- (ii) Thanks for your e-mail.
- (iii) I got your e-mail from...
- (iv) Let me know if you need anything else.
- (v) Bye for now.

(5 marks)

(b) You have just graduated from INTI College, Subang Jaya and seeking employment. You came across a job advertisement on Jobsdb.com dated 1<sup>st</sup> December, 2014. The advertisement is as follows:

**VISCERA (M) SDN. BHD.**

**Human Resource & Administrative Executive**

The position advertised entails responsibilities that are linked to the services provided by the Human Resource department.

**Job Description:**

- Liaise with and support the strategic business partnership established with the Malaysian Business and Regional Manager.
- Oversee recruitment of staff.
- Plan and lead in payroll processing and handle performance management.
- Ability to engage and deal with senior management.
- Develop and nurture strategic and innovative HR support.
- Ensure that all Human Resource processes, policies, and procedures are carried out legally and effectively.
- Implement projects assigned by the Human Resource Regional Manager.

## Requirements:

- Degree / Diploma in Human Resource Management, Business Administration, Corporate Administration, or any related field (fresh graduates are encouraged to apply).
- Good communication skills and fluency in spoken and written Malay & English.
- Computer literate in Microsoft Office (Word, Excel, and PowerPoint).
- People-oriented and has the ability to work proactively and independently.
- Determined and passionate about completing assigned tasks.
- Good interpersonal skills with strong customer service traits.
- Good administrative and negotiation skills, meticulous, mature, and with a pleasant personality.
- Dynamic and able to adapt to last minute changes.

Write an **application letter** for the position as advertised. Use the address given below:

Sender's address	Recipient's address
(student's personal address)	Ms. Maria Chung, Viscera (M) Sdn. Bhd. Lot 52, Jalan 1/6 PKNK, Kawasan Perusahaan Klang, 08000, Klang, Selangor, Malaysia

(20 marks)

## Question 2

You are the manager at GFC Design, a graphic design agency that specialises in design solutions for businesses. The Look Out Security advertisement, a company that specialises in supplying home and business security products at the MATTA Trade Fair, attracted your attention. You have recently moved to a new business premise and are currently planning to replace your security cameras.

Write an **enquiry letter** to Look Out Security. In your letter, enquire about the following:

- latest catalogues;
- full price lists;
- discounts offered for businesses;
- installation and maintenance of security systems.

Use the address given below:

Sender's address	Receiver's address
GFC Designs Unit 10, Tingkat Tong Shin, Bukit Bintang, 50200, Kuala Lumpur	Look Out Security B-8-12 PV6 Platinum Hill, Tmn Melati Mukim , Setapak 53100, Kuala Lumpur.

(25 marks)

### Question 3

You are applying for the position of Senior Marketing Executive at Boustead Industries (M) Sdn. Bhd, a company that specialises in ship building, engineering, and defence service-related fields. However, the Human Resource Department of the company needs a recommendation letter from your previous employer which was CAMB (M) Sdn. Bhd.

Write a letter to Ms. Jasmine Lim, your previous employer at CAMB (M) Sdn. Bhd., **asking her to be your referee.** Use this address:

Sender's address	Recipient's address
Your personal address	Ms. Jasmine Lim CAMB (M) Sdn. Bhd. Suites 3A02, Menara PJ, AMCORP Trade Centre, No. 18, Jalan Persiaran Barat, 46050 Petaling Jaya, Selangor, Malaysia

(25 marks)

### Question 4

You are an Administrative Assistant at Twinning College. On 24 August 2014, you ordered 35 sets of English Grammar books from Happy Read Bookstore (Order No.1234). You paid RM420.00 and were promised delivery within 3 days. As promised, the books were delivered. You checked the box but found that they had delivered Mathematics books. You asked the delivery man to take the box back but he refused and left. You have decided to return the box

Send an **e-mail** to Happy Read Bookstore. In your e-mail, request for a replacement order with the correct books to be sent by 30 August 2014. Use this e-mail address:

Sender's e-mail: (student's name)@twinning.edu.my  
Recipient's e-mail: marinaramly@happyread.com.my

(25 marks)

**Question 5**

You are a Senior Human Resource Executive at Global Event (M) Sdn. Bhd, a training company based in Kuala Lumpur. You are arranging a talk for your company, and planning to invite Robert Laing, CEO of SellIt.com. SellIt.com is an online portal that provides an avenue for other online businesses to promote their products and services. Send a **fax** to Iris Ting, the Human Resource Executive, requesting her to send an invitation to Mr. Laing to be the speaker. Should Mr. Laing agree, inform Ms. Ting to arrange the flight tickets, accommodation, and transportation. Copy the fax to Gideon Francis, the Human Resource Manager. Use today's date.

(25 marks)

**Question 6**

(a) If there are 8 items on an agenda, what are the ordinary business that must be listed?

(i) at the beginning of the agenda (3 marks)

(ii) at the end of the agenda (2 marks)

(b) You are the Secretary for Rajesh Kumar, Managing Director of Aqua Lung & Co. Aqua Lung is a medium-sized sports equipment manufacturing company. Mr. Kumar has asked you to prepare the agenda and notice for the annual board meeting.

In your conversation with Mr. Kumar, he said "I am going to New York for a business trip. We need to hold a meeting to discuss certain matters regarding next year's plan. Aina from Administrative Department wants to address several issues regarding safety of all employees, so we need to discuss the issues. Sarimah has drafted the budget, so I want to hear her plans for next year's budget. Kah Wai is going to report on sales of our sports equipment throughout the year. I have proposed a salary increment for regional managers to Mary, the Finance Executive. So I want to hear her decision on that. We are also need a report on financial performance for the year from her as well. James from the R&D Department has news on the new fitness equipment that their department has invented. Ask him to prepare a report. Next week, we are going to hold 7K Sunset Run event. Eric is currently in charge of the sponsorship. We will be given updates about the sponsorship for the event. The date of the meeting is at 2 p.m., 16 October 2014 in Meeting Room 1."

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

(20 marks)

**-The End-**

com2111(f)/aug14/hawa