

FINAL
Examination Paper

(COVER PAGE)

Session : April 2016

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

Course : COM2111: Writing Skills

Date of Examination : 29 July, 2016 (Friday)

Time : 11:00am – 1:00pm 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) : Francis Wong, Norzie Binti Khamis, Charlote Nalina Jothy,
and Nadiawati Mahmood

Moderator : Iris Madona D’Cruz

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

INTI INTERNATIONAL COLLEGE

DIPLOMA IN BUSINESS PROGRAMME (DIB)
COM2111: WRITING SKILLS
FINAL EXAMINATION: APRIL 2016 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

You came across the following advertisement on www.myStarjob.com dated 20 April 2016. Write a **cover letter** for your **résumé/ CV** expressing your interest to apply for the position below.

Write the letter in block method using open punctuation style. Your letter should be around 120-150 words.

KUM HOI ENGINEERING INDUSTRIES SDN BHD

Kum Hoi Engineering Industries Sdn Bhd is a manufacturing company with a global reach, specializing in the fabrication of metal enclosures and engineering parts.

Marketing Executive

Responsibilities

- Handle customer enquiries and related matters.
- Assist in material information and pricing.
- Liaise with production on order status.
- Source for new components on products.

Requirements

- Diploma/ Degree in Business Administration or in a related field.
- Fresh graduates are encouraged to apply.
- Good command of spoken and written English.
- Pleasant personality, confident and positive.
- Good time management and planning skills to meet deadlines.
- Team player and able to work independently with minimum supervisions.

Interested candidates please send your résumé / CV to:

The Human Resource Department
Kum Hoi Engineering Industries Sdn Bhd
No. 5, Lot 550, Jalan Subang 2
Taman Perindustrian Subang
47610 Subang
Selangor Darul Ehsan

(25 marks)

Question 2

Write a **r sum ** in response to the advertisement in **Question 1**. Create relevant details to suit the post advertised and to make your document authentic.

(25 marks)

Question 3

You are applying for the position of Marketing Executive at Kum Hoi Engineering Industries Sdn. Bhd. The Human Resource Department needs a recommendation letter from your previous employer which was Uptown Engineering Sdn. Bhd.

Write a **letter** to Ms. Winnie Wong, your previous manager at Uptown Engineering Sdn. Bhd., asking her to be your referee. Your letter should be around 120-150 words. The letter should be written in block method using open punctuation style.

Use this address:

Ms. Winnie Wong
Uptown Engineering Sdn. Bhd.
No. 3, Jalan SS21/56B Damansara Utama
47400 Petaling Jaya, Selangor, Malaysia

(25 marks)

Question 4

You are the President of the Student's Society in your college. It has come to your attention that there have been many complaints about the increase in number of smokers in the college. The main complaints are that the smokers are using the emergency exits and toilets to smoke at and cause a lot of discomfort to those who use the above areas.

You have been asked to generate a **report** on this issue by the college management. You may use the data provided below to help you write the report:

Complaints from students:	Percentage (from 600 respondents)
Discomfort from cigarette smoke	78%
Health issues	15%
To avoid the fire exits	80%
To use different restrooms	68%

Possible solutions:	Percentage (from 600 respondents)
Ban cigarette smoking within the college	80%
Provide specific areas for smokers to smoke	68%
Impose a fine if caught smoking	70%
Install CCTV cameras in the fire exits	70%

*The data above was derived from a questionnaire passed out to all students.

(25 marks)

Question 5

You are Mr. Lenny Lim, the Sales Officer from *Percy Tours*, a well-known tour agency in Kuala Lumpur. With the Visit Malaysia Year 2016, business has been so good that your company has to outsource some of your services. Last week a group of 30 New Zealanders went on a five-day group tour to Langkawi Island. You had outsourced this tour to a private coach rental company called *Easy-Way Tours*. Unfortunately, this week, you have been receiving telephone calls and faxes from these tourists. Among the complaints made are the poor coach services, tourists being shortchanged on programmes, poor accommodation and a few other unfavorable incidents.

Write a **letter** of complaint to the Sales Manager of *Easy-Way Tours*. Explain the nature of the problems faced by the tourists. Remember to include what actions you want to be taken.

You are encouraged to give details and your **letter** should be around 120-150 words. The letter should be written in block method using open punctuation style.

(25 marks)

Question 6

You work for a large insurance company, iCare Insurance, which has a lot of confidential documents to shred. You went to an IT Fair at Plaza Angsana Mall on 28th June 2016. There, you visited a booth that exhibited a few types of paper shredders. There were three models that caught your attention: AX2100, ED 2300 and GT 3412. However, due to time constraints, you were not able to gather more information about these devices.

Write a letter enquiring about these three models. You need to request for a price list, a detailed catalogue as well as other relevant information.

Address your letter to:

Louis Tang
Unique IT Store,
Plaza Angsana Mall,
Pusat Bandar Tampoi,
81200 Johor Bahru, Johor.

You may add any other appropriate information and your **letter** should be around 120-150 words. The letter should be in block method using open punctuation style.

(25 marks)

-The End-
com2111(f)/apr2016

