

 **INTI International
University & Colleges**

**FINAL
Examination Paper**

(COVER PAGE)

Session : APRIL 2018

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

Course : COM2111: Writing Skills

Date of Examination : 30 July, 2018 (Monday)

Time : 5:00pm – 7:00pm 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) : Charlotte Nalina Jothy and Wan Nurul Ezzati

Moderator : Iris Madona D’Cruz

This paper consists of 3 printed pages, including the cover page

DIPLOMA IN BUSINESS PROGRAMME (DIB)
DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY PROGRAMME
(DICTN)
COM2111: WRITING SKILLS
FINAL EXAMINATION: APRIL 2018 SESSION

Instruction: This paper consists of **SIX (6)** questions. Answer **any FOUR (4)** questions in the answer booklet provided.

Question 1

You intend to apply for a scholarship to study at The University of Adelaide and you are required to provide a recommendation letter. Write to your college lecturer requesting a recommendation letter and ensure that you include all relevant information.

(25 marks)

Question 2

You are the president of the Japanese Cultural Club in your college. The members are interested in visiting the Japanese Embassy as part of the club's activities to build up knowledge about the Japanese culture.

Write a letter to the embassy for permission to visit. Include some activities that the members would like to present during the visit.

(25 marks)

Question 3

You have received a letter from Clover Café requesting for the purchase and delivery of thirty units of lighting. Write a letter confirming their order and include details such as delivery dates, payment, etc.

(25 marks)

Question 4

You purchased a new television set a week ago. However the new set malfunctioned. You have called customer service to make a report but you have not heard back from them. Write a letter to the company highlighting your problem. Include all relevant details to ensure that your letter is effective.

(25 marks)

Question 5

As the Human Resource manager, your company is planning to start a new flexi-time work schedule for the staff to increase employee satisfaction. This new policy would mean that the employees will be able to choose one of three work slots as follows: 8am-4pm, 9am-5pm, or 10am-6pm, and sign up for their preferred choice at the Human Resource Department in two weeks' time.

Write a memo to inform the staff about this new policy.

(25 marks)

Question 6

For the past few months, the staff in your company have been late reporting for work. Your manager has noticed this worrying trend and has asked you, the HR executive, to send him a report on this issue along with some recommendations to overcome this problem.

Some necessary information:

- July 3% late for 5 times or more in a month.
- August 10% late for 5 times or more in a month.
- September 20% late for 5 times or more in a month.
- October 25% late for 5 times or more in a month.
- Working hours: 9am to 6pm

(25 marks)

~ **The End** ~
com2111(f)apr2018

