

**FINAL  
ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session : April 2022

Programme : Diploma In Information Technology (DITN)  
Diploma In Computer Science (DCS)

Course : COM2111: Writing Skills

Date of Examination : August 3, 2022 (Wednesday)

Time : 4.00pm – 6.30pm Reading Time : Nil

Duration : 2 Hours : 30 Minutes

**Note:** 30 minutes is added into the duration of the examination to factor in any connectivity matters and for you to scan and upload your scripts.

**Special Instructions :**

Answer all **FOUR (4)** questions in the answer sheet.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : Ms Kamalashnee Jayapalan, Ms Hiu Yeat Har and Ms Charlotte Nalina Jothy

Moderator : Mr Seevalingam Ramasamy

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

DIPLOMA IN INFORMATION TECHNOLOGY PROGRAMME (DITN)  
DIPLOMA IN COMPUTER SCIENCE PROGRAMME (DCS)  
COM2111: WRITING SKILLS  
FINAL ALTERNATIVE ASSESSMENT: APRIL 2022 SESSION

**Instructions :** This paper consists of **FOUR (4)** questions. Students are required to answer **ALL** questions.

**Question 1 – EMAIL**

You are the Head of Department at Super Shine Grocer. Recently, you received an email from a customer regarding a complaint about the staff at your supermarket.

You have to send an email to all of your staff at Super Shine Grocer to tell them about the complaint and provide details of your next course of action.

Your email should be about 150-200 words.

(25 marks)

**Question 2 – LETTER OF COMPLAINT**

Recently, you went to ABX Cinema to watch a movie with your family. You were unhappy with the environment and the overall experience throughout the movie at the cinema.

Write a letter to the management of ABX Cinema expressing your disappointment and request for a refund.

Your letter should be about 200-250 words.

(25 marks)

**Question 3: MEMORANDUM**

After two years working during the pandemic, the management team of the Seasons Hotel decided to give an award to their most dedicated staff. This award is to appreciate the hardwork and dedication given by the staff during the pandemic. As the Human Resource Manager, write a memorandum to all the staff of Seasons Hotel to vote for the most dedicated staff.

Your memo should be about 150-200 words.

(25 marks)

**Question 4: ENQUIRY LETTER**

As the Manager of Phoenix Sdn. Bhd, you were given the task to organize an annual dinner for your company. This is the very first annual dinner to be organized by your company.

Write a letter to a hotel to enquire on the availability, price, food, and services given by the hotel. Request for a quotation or discounts offered (if any).

Your letter should be about 200 – 250 words.

(25 marks)

**-THE END-**

*COM2111(F)/April2022/formatted*