

**FINAL  
ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session : August 2020

Programme : Diploma in Quantity Surveying (DQS)

Course : COM1110: English Communication Skills

Date of Examination : 15 December 2020 (Tuesday)

Time : 12.00noon – 2.30pm Reading Time : Nil

Duration : 2 Hours 30 Minutes

**Special Instructions :**

Answer **ALL** questions.

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Material permitted : Nil

Materials provided : Nil

Examiner(s) : Subarshini Ramakrishnan

Chief Moderator : Charlote Nalina Jothy

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

DIPLOMA IN QUANTITY SURVEYING PROGRAMME (DQS)  
COM1110: ENGLISH COMMUNICATION SKILLS  
FINAL ALTERNATIVE ASSESSMENT: AUGUST 2020 SESSION

**Instruction:** Answer **ALL** questions.

**Question 1 (25 marks)**

Your business sells and distributes electrical appliances to homes. You wish to extend your business by including a variety of products. You have recently visited a home fair and are interested in including the “Zenith” brand as part of your new business scope. This is a new brand and your interest is not only to sell the product but also to become the sole distributor for Peninsular Malaysia.

Write an **ENQUIRY LETTER** to the company from Singapore, asking them for more information on sole distribution rights as well as a copy of their current catalogue. Include other necessary details.

Address your letter to:

**David Boseman  
Brand Manager  
DBM Limited  
1 Marina Blvd  
Singapore**

Your letter should be around **120 -150** words .Use **open-punctuation and full blocked layout style**.

**Question2 (25 marks)**

(a) Explain in **ONE (1)** paragraph why emails are more effective in today’s world. Give **THREE (3)** supporting details with explanation. Include a topic sentence and concluding sentence.

(10 marks)

(b) You have applied for a scholarship to study at Howard University, United States. Write an email to the Head of Programme asking for a recommendation letter. Provide the necessary details to be included in the letter. Create an Inti e-mail for the Head of Programme.

(15 marks)

**Question 3 (25 marks)**

PolyPLast Sdn.Bhd is a factory that manufactures plastic products. Mr James Lahey, the General Manager of the factory has noticed that the number of employees resigning in the previous year has increased sharply compared to the year 2018. The statistics are displayed below.

Department	2018	2019
Human Resources	4	10
Production	12	19
Sales	3	8
Security	5	16

As the Head of Human Resource Department, you have been asked to write a report on the high turnover of staff. Include appropriate reasons for the resignations of staff and provide constructive suggestions to retain staff.

**Question 4 (25 marks)**

The monthly photocopying bill for your company, Glory Corporation Sdn.Bhd. has shown a marked increase. As the Chief Administrator, you are concerned about this trend but unable to track the details as there is insufficient data.

You have decided to fit a “Copygard” to the photocopier. This is a small software that is embedded into the photocopier’s existing system. Employees are given a six-figure access PIN and all copying are automatically registered against their respective accounts.

Write a **MEMO** to all employees. Include the following information in your memo: Add other necessary details.

- a. An explanation of the problem
- b. An introduction to the new system
- c. A detailed explanation on how the system operates.

Set out your memo appropriately, using today’s date.

**~THE END~**

*COM1110 (F)/ August 2020 Session/ formatted*