

**FINAL
ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session : April 2020

Programme : Diploma in Quantity Surveying (DQS)

Course : COM1110: English Communication Skills

Date of Examination : 6 August 2020 (Thursday)

Time : 8.00am – 10.30am Reading Time : Nil

Duration : 2 Hours 30 Minutes

Special Instructions :

Answer ALL questions.

Material permitted : Nil

Materials provided : Nil

Examiner(s) : Mr Tan Seng Aun

Chief Moderator : Ms Wan Nurul Ezzati

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

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

Instruction: Answer **ALL** questions.

Question 1 (25 marks)

- (a) List and explain **FOUR (4)** ways of composing an effective memorandum message. (10 marks)
- (b) You are the front office manager of *Eastern Hotel* and lately you have noticed that many front office staff tend to use their mobile phones and the front desk computers for social networking activities that are not work-related while they are at their workstations. You have issued several verbal warnings during their daily briefings, but the problems tend to persist. Write a **memo** of about **120-150 words** to your staff to communicate awareness of the issues and their potential harms to the hotel's good image. Highlight specific best practices which they should follow and state clearly the actions that you will take on those who do not comply. Include other necessary details. (15 marks)

Question 2 (25 marks)

- (a) List and explain **TWO (2)** advantages and **TWO (2)** disadvantages of using email. (10 marks)
- (b) You and your friends have gone to Pulau Langkawi for a vacation but unfortunately you did not enjoy the vacation at all due to numerous unexpected problems. You had already booked three non-smoking rooms in *Langkawi Hotel*. However, upon arrival at the hotel the receptionist informed that there was no booking made under your name even though you had produced the booking confirmation slip. You had to wait for more than two hours while they sorted out the problem. On top of that there were numerous problems with the rooms and the hotel's room service. Write an **email** of about **120-150 words** to the hotel manager to complain about the problems that you have encountered. State clearly the actions that you wish the management to take to resolve your dissatisfaction. (15 marks)

Question 3 (25 marks)

You are the Purchasing Manager for *EkoVest Enterprise*, a logistics company in Penang that has 80 employees. Recently, you have seen an advertisement in the *Malay Mail* newspaper regarding a new time attendance finger-print software system.

Write a **letter** of about **130-180 words** to *Xtra Safe Solutions Sdn. Bhd.* in Kuala Lumpur to obtain more information about the features, functions and specifications of the system. You also would like them to provide a demonstration to show how the product works. Include other necessary details.

Address your letter to the Customer Service Manager of the company:

Ms. Fatimah Ahmad
Xtra Safe Solutions Sdn. Bhd.
908 Jalan Tun Razak
55200 Kuala Lumpur

Question 4 (25 marks)

Read the following letter of complaint from a dissatisfied customer and write an **ADJUSTMENT LETTER** to resolve the matter. Be courteous and helpful in your reply. Include other necessary details.

Dear Sir / Madam

Poor Customer Service and Wrong Products

I am writing to express my dissatisfaction concerning the products that I ordered from your company in June 2020.

I placed my order for the products through your website on 20th of June 2020 after reading about the promotional offer and the various discounts for bulk purchase. I was informed to make an initial deposit of \$1500 for process payment purposes and C.O.D payment for the remaining balance of \$3800.

I posted a cheque for the required deposit amount to your company on 22nd of June 2020 and was duly informed by my bank that the cheque was cleared on 28th of June 2020. However, I received numerous calls from your personnel asking for payment before they could proceed to process my order. I had to make several calls to my bank to confirm that payment had indeed been made to your company. After that I had to make numerous calls to your finance department before the issue was finally resolved.

On top of that, the products that I ordered were for assorted sizes of garments for ladies in various colours as advertised in your website. I had provided a comprehensive itemised list but the garments that I received were only of one particular size and they were all in navy blue colour. This is totally unacceptable and has caused me a lot of problems because I could not deliver the items to my clients. I have made numerous calls to your company but until to date the matter has yet to be sorted out. I am extremely dissatisfied with the service provided and I do hope you will be able to let me know of your intended course of action to resolve the issue as soon as possible. Kindly contact me if you have any further query.

Yours faithfully

Barbara Lopez

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- End of final exam paper –