



FINAL EXAMINATION

SESSION: JULY - DECEMBER 2014

SUBJECT : DOCUMENT PRODUCTION 2
SUBJECT CODE : ASD 1043
COURSE CODE : DSB
SEMESTER : 2
DURATION : 2 HOURS
DATE : 19 NOVEMBER 2014

Section	Question	Course outcome	Program outcome	Marks

Instructions to candidates

- (a) This question paper consists of four (4) sections. Candidates are to allocate 30 minutes to finish each question.
- (b) Each candidate will be provided with letterheads and they are required to use it accordingly.
- (c) Question 1, 2, 3 and 4 will be saved in a computer (D) and pen drive.
- (d) Candidates are required to insert their IC number as the header on the top right hand side on all answer script.
- (e) If candidates have any problems with the computer, they are required to inform the invigilator and extra time will be given to finish the questions.

QUESTION 1: (25 MARKS)

Key the following letter on letterhead provided as a two-page letter in modified block, blocked paragraph with open punctuation. Address the letter to **Mr Daud Wahab, Force Securities Sdn. Bhd., Jalan Buluh, 71650 Kampar, Perak Darul Ridzuan.** Use today's date. This letter is to be signed by **Moktar Ahmad, Public Relations Officer.** Proofread your work and make necessary corrections. Save the document as **Q1.**

URGENT

Dear

The united bankers association recently sent questionnaires to 5,000 residents, asking them what services they want most from a bank. (4)^{SP} responses appeared on almost every questionnaires: free checking, longer ~~h~~ hours and credit cards. ¶ The mutual bank is anxious to ~~ser~~ve its customers better. Beginning November 1, we will offer the new services described below:

1. Free checking will be given to holders of regular accounts maintaining an average monthly balance of RM500.00. All checking and services charges will be dropped on special accounts with an average balance of RM800.00.
2. Banking hours on Thursday and Friday will be extended to 6 p.m. The bank will also be open on Saturday 9 a.m. from until noon.

¶ We pledge, above all to give you fast, reliable and courteous service. We want to be your banker, so we are listening to you.

p/s We would be glad to come to talk to you if you feel it would be beneficial.

Secretary, please insert:-

- a) Our ref: OS/1/2009
- b) Please provide the appropriate 'salutation' and 'complimentary close'.
- c) Put the subject as "New services of united bankers association".

QUESTION 2: (25 MARKS)

Format the following memorandum on letterhead provided. This memo is from **James D. Bell, Manager, Construction Projects**. Send this memo to **Brenda Ingram-Cotton, Public Relations**. Use **RINALDI-NORTHRIDGE 230-KV TRANSMISSION LINE SEGMENT** as the subject of this memo. Use **today's date**. Proofread your work and make necessary corrections. Save the document as **Q2**.

¶ Beginning August 1, 2010, our department begin will constructing a 6.7 mile, 230-kilovolt transmission line segment. This line will be placed between four existing transmission lines that link the dwp's Rinaldi Receiving Station in Springfield with Receiving Station J in Northridge.

¶ The transmission lines will serve the electrical needs of the western portion of Springfield and part of the west Chicago area. The project will include the construction of approximately 45 lattice steel, double-circuit towers and the installation of conductors. ¶ Before we begin the project, we will need to inform ^{resident} affected by this construction of its inception. Notices should be sent by your department to those persons residing south of Rinaldi, east of Wilbur, north of Nordhoff, and west of Zelzah. ¶ A fact sheet explaining a transmission line and its location should be sent to residents in July. This fact sheet should explain the need for the transmission line segment as well as the source of the power for this segment. Other details that might be included should cover the visual impacts to the surrounding areas, the environmental review process performed, potential health effects of electric and magnetic fields, and the construction schedule. ¶ The attached report regarding the project provides information that you may wish to use in your fact sheet. If you have any questions about the information contained in the report, I will be pleased to answer them.

xx

Attachment

cc: K.C. Peterson, Vice President, Planning

QUESTION 4: (20 MARKS)

You are given the following information for percentage projected net income Inal Bakti Sdn. Bhd. from July to December 2013.

Month	Percentage (%)
July	23%
August	14%
September	13%
October	20%
November	13%
December	17%

Instructions:

- a. Create a pie chart using Microsoft PowerPoint application showing the proportion of the project net income for Inal Bakti Sdn.Bhd. from July to December 2013.
- b. Place the legend at the bottom of the pie chart.
- c. Put an appropriate title for the chart.
- d. Label the values for each proportion.
- e. Select an explode pie chart to create the 3D effect.

END OF QUESTION PAPER