

**ENN1504
REN1504**

October/November 2010

PRACTISING WORKPLACE ENGLISH

Duration 2 Hours

100 Marks

EXAMINERS

FIRST

MR JD PROCTOR

MS LM MASEHELA

SECOND

MR RN MALULEKE

MS TP SHANDU

MR CS NDLANGAMANDLA

This examination question paper consists of 6 pages

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INSTRUCTIONS

- 1 ANSWER ALL FOUR QUESTIONS
- 2 READ THE INSTRUCTIONS CAREFULLY TO ENSURE THAT YOU MEET THE REQUIREMENTS OF EACH QUESTION
- 3 ATTEND TO BOTH CONTENT AND ENGLISH LANGUAGE IN YOUR ANSWERS

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Question 1**MINUTES OF A MEETING**

As secretary to the Chief Executive Officer (CEO) of an organisation, it is your task to take minutes of Management Committee meetings. Below is a transcript (exact words written down) of what was said during part of a meeting, presented in the form of a dialogue.

Show how you would minute only this part of the conversation under the subheading

5.2 Parking facilities

Remember that in taking minutes we generally select and summarise information, and make changes to style and grammar.

Transcript of part of the meeting

Ms Gibson (Chairperson) Now let's move on to item 5.2, the parking problem. Mr Moloto's team has been looking into this for some time, and has a few options for us to consider. Mr Moloto, over to you.

Mr Moloto (Director Support Services) Yes, we've been trying to find a way out of the present mess. The problem is that any solution is going to cost us. There are just too many cars and too little parking space. Our staff complement has grown by 24% in the past two years alone, and with our pathetic public transport system more of them now drive their own cars. Look, we can either buy the empty bit of land across the road, or we can relocate completely to a place that already has enough parking.

Ms Green But why can't we just clear the space in the north-east corner and pave it for parking? I mean, two of the trees have fallen over and the fish pond has cracks so someone has to keep filling it with water to keep the fish alive! The lawn has more weeds than grass! I've been working here for seven long years without my own parking. I'm sick of having to come early just to get here before someone grabs the last parking spot.

Mr Baloyi Yes, and my bakkie was stolen because I parked it outside the gate. Got only R5000 from the Insurance, enough to buy a bicycle! There's no way I'm going to park across the road, unless you can guarantee my car's safety, and pay the insurance.

Mr Moloto Listen, we've already checked it out and don't like that idea. That bit of garden would only give us enough space for another 12 cars, and that wouldn't help us much. Besides, it would be a pity not to

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have any trees on the place I admit that we need to clean it up a bit

- Ms Gibson Mr Moloto, tell us what each of your options would cost us? We've done very nicely in the last couple of years, and I suppose we'll keep growing for the next few at least. Maybe we should invest in a bit of infrastructure before things get completely out of hand here. In fact, they're already out of hand as far as parking is concerned.
- Mr Moloto It would cost us about R490 000 to buy the piece of land across the road. Not a bad price in this part of town. Then throw in another R300 000 for paving, fencing, an electric gate and shaded carports. Then maintenance and security, but they come later.
- Ms Green The problem is that parking is not the only problem. Our buildings are also just too small. We haven't even got a tea room anymore. I always liked going there to chat with colleagues. Team spirit and all that.
- Mr Baloyi I agree. We should rather do the thing properly. We predict that our organisation will continue to grow, and it would be much smarter to get out of this dump. The electrical and plumbing systems need to be redone, and a lot of costly renovation in addition to mowing the so-called lawn.
- Ms Gibson And the other option?
- Mr Moloto We have identified a property just 2.5 km from here that has lots of potential, and that would surely meet our needs for decades. It's up for grabs at R17m. We might get about R9m for this place. We'd have to move fast – that place won't stay on the market forever.
- Ms Gibson How about commissioning a feasibility study? I mean, let's rope in a consultant to investigate this option quickly and thoroughly, with detailed estimates of relocation costs. Also to make sure that the new place would meet our needs. What do you think?
- All Sounds good. O.K. Let's go for it.

[20]

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Question 2**WORKPLACE CORRESPONDENCE**

You are one of the directors at EcoGreen, an international company that manufactures environmentally friendly electrical appliances. You are making arrangements for the company's annual Christmas Party, which you would like to do differently this year. Instead of buying presents for each other, you would like members of staff to buy Christmas presents for *Building Blocks*, a local home for Aids orphans.

Write a memorandum to remind your staff of the party, describe the needs of the orphans and encourage them to be part of this community engagement initiative. The tone of your memorandum should be appropriate to the occasion.

[20]**Question 3****PROPOSAL**

You are a very active student who makes use of library facilities, the computer resource centre, tutorial services, etc. at your regional centre. In the course of these activities you have had conversations with many other students, and it is clear that you share concerns about your need for more academic guidance and support in your studies. You feel it would be helpful to establish a formal Student Support Group which would be recognized and supported by the regional centre.

You believe that the regional centre should assist in formally setting up this support group, and should make regional facilities available where possible.

Write a proposal (2-3 pages in length) which you will submit to the Regional Director, indicating ways in which a Student Support Group attached to the regional structure would benefit students in the area.

You may use the following subheadings, but are free to use others of your own.

Introduction
Objectives
Plan of action
Resources needed
Conclusion

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Question 4**REPORT WRITING**

Your local town council has tasked you, as a town councilor, with investigating factory pollution on the Eastridge River. Read the following report carefully, and write only the **Findings, Conclusions** and **Recommendations** sections, which have not been completed in the given report.

- Your findings, conclusions and recommendations should be in line with the information provided in the report below.
- Your responses should be appropriate and carefully formulated.

REPORT ON POLLUTION IN THE EASTRIDGE RIVER**1. Terms of reference**

At the town council meeting held on 5 September 2010, Darlene Theophilus, mayor of Eastridge, requested an investigation into the source and impact of pollution after residents found dead fish on the banks of the Eastridge River. A recommendation is to be submitted to the Executive Committee by 05 November 2010.

2. Procedure

- 2.1 I spoke to Professor Themba Zwane, Head Researcher in the Department of Environmental Studies at Unisa.
- 2.2 I spoke to Mr Pat Madaba, a concerned representative of the Residents Association.
- 2.3 I interviewed Miss Busi Nene, Public Relations Officer at *Agnisure*, a local manufacturer of agricultural chemicals.

Based on the procedures listed above, write the Findings, Conclusions and Recommendations sections in your examination answer book.

3. Findings

3.1 ...

3.2.

3.3.

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4. Conclusions

4.1

4.2

4.3

5. Recommendations

5.1

5.2

5.3

Compiled by

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28 May 2020

[30]

TOTAL MARKS: 100