

**ENN1504  
REN1504**

October/November 2012

**PRACTISING WORKPLACE ENGLISH**

Duration 2 Hours

100 Marks

**EXAMINERS**

FIRST

MRS V HLATSHWAYO  
MRS TP SHANDU  
DR MMK LEPHALALA

MR JD PROCTOR

SECOND

---

**Closed book examination**

**This examination question paper remains the property of the University of South Africa and may not be removed from the examination venue**

**This examination question paper consists of 7 pages.**

**INSTRUCTIONS**

- 1 ANSWER ALL THREE 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

**TURN OVER**

**Question 1****MINUTES OF A MEETING****BACKGROUND**

You work for QualiSure, a consultancy that provides quality assurance services to private businesses in your city. Lately, staff at QualiSure have not been adhering to working hours. Some members of staff arrive at work late, while others leave early. Your Head of Department (HOD) has placed late coming on the agenda for the next monthly departmental meeting.

As secretary to the HOD it is your task to take minutes of this meeting. Below is a transcript (exact words written down) of what was said under agenda item 5.1 of this meeting, presented in the form of a dialogue.

**INSTRUCTIONS**

Minute the discussion of **only agenda item 5.1** under the subheading

**5.1 Official office hours**

Your answer should be approximately half a page in length.

Note that the complete format is not required, as you are not presenting minutes of the whole meeting. Remember that in taking minutes we carefully select and summarise information, and make changes to style and grammar. Although you may mention some names, it is not necessary to record what each person said in turn.

**Transcript of part of the meeting**

- Ms Shelley (Chair)** I guess we should move on to something of a not-so-nice issue. I'm sure you'll agree with me that we are all adults here and as such we know what our responsibilities are. Personally, I think it's quite disappointing to have to repeat one and the same thing over and over. Okay, I'm getting carried away here and I must control myself. Our agenda item 5.1 has everything to do with respecting ourselves and our jobs and actually taking responsibility for what we are employed to do. Let me hand over to our HR guru to remind us of our office hours.
- Mr Manga** - Before you go on, I don't like the tone and insinuations made regarding this issue. I think - no wait - I know that management know exactly who's at fault here. I'm just so tired of being roped in with the bad guys when I don't even think about
- Mr Singaram** - I agree. I mean really, why don't you guys just talk to the bad apples and leave the rest of us good guys to do what we do best, making money for the company.

**TURN OVER**

- Mr Manga As I was saying before I was interrupted, some of us work really hard around here and maybe, just maybe, we should spend the time here talking about real issues. This is a joke, I mean we are all about quality assurance, but look at us, a bunch of you-know-whats!
- Ms Shelley No need to get worked up about this Manga. I know this might look like one of those things that affect only the bad apples, as you just said, but think about it, just think about it. What a few guys do basically affects all of us. The bottom line is that we need to work together as a team. I can see that most of you aren't very happy about this agenda item, but hey, we either swim together or we sink together. As captain of this ship, I am sure not gonna let it sink, not on my watch! We will work together so we stay afloat together, right!
- Ms Zenda People are not happy, I hope you realize that, Chair.
- Ms Shelley Colleagues, may I request that we stick to the procedures of meetings. Yes, I will ask for comments after Mr Venter's comments. Over to you Mick.
- Mr Venter Right, thanks Chair. You know when you said HR guru I looked behind me because I thought you were talking about someone else. Okay, let's get back to business, literally. You do know that we are here to work and the conditions of service are there for a reason. Our company's conditions of service stipulate a lot of rules pertaining to working hours. Please have a look at the acceptance letters you signed when you were appointed in your positions here. If you have since lost your appointment letter, please familiarize yourselves with the basic conditions of service on the intranet.
- Ms Shelley If you could, Mick, do you mind giving us a quick refresher on our conditions of service?
- Mr Venter Okay, but this should not stop people from visiting our intranet. Official working hours are 07h45 to 16h00. Lunch time is 13h00 to 14h00. Overtime is paid after claims. Now, what did I leave out?
- Ms Shelley What about penalties for not adhering to the set rules?
- Mr Smith Let me cut in here. From our side at Finance, I can confirm that we lose a huge amount of money and potential clients every day due to late coming or colleagues leaving work early. For the record, I am glad we're discussing this here. It's about time we took action!
- Mr Venter Yes indeed, Chair! The company policy is very clear on sanctions and disciplinary measures against offenders, especially repeat offenders.

**TURN OVER**

Such actions might include deductions from salary, cutting vacation leave or limiting other benefits. Tell you what, I will email the conditions of service document to everyone and I will highlight the information I just mentioned. This way, no one will have an excuse when push comes to shove.

- Ms Shelley: Thank you. Thank you so much. I think it works better when we have official documents to lean on, don't you agree? Any thoughts on how we can work on this in a way that will benefit the company while we maintain a caring environment for all?
- Ms Namandi: Wait, hang on. As noted, we've lost a lot of money due to this and that. But how will we monitor people without looking like the police? Can't we use a more techno-savvy way of monitoring? What about colleagues who are on flexi-hour terms?
- Ms Shelley: Thank you Nonto. You see, this is why I have been pushing so much about injecting new blood into this company. Young people have minds that work as fast as the technology of today. Young people think on their feet, they look at issues from different angles. Aries, any word on technology from ICT?
- Mr Sandram: Yup, in fact I am playing around with this cool new program. Most progressive companies use it. See, if we opt for this one, it will make monitoring a breeze.
- Ms Shelley: Okay Aries, please go and do more research on this program. Could I ask you please to prepare a presentation to this committee in say two weeks? In your presentation remember to include costs for this program, accessibility like if this thing will need the internet and maybe how long it will take us to acquire it. All in favour of Aries conducting more research and giving feedback in two weeks? Ah, everyone. Great! Any other ideas, just keep them coming.
- Mr Senani: May I also suggest that the security guards check and record our arrival and departure times at the gate. The security guards are better placed at entry points to do this.
- Ms Bree: I don't know, will that not be putting an extra burden on our guards? I mean, I don't see how this could work practically.
- Mr Zanda: I agree. Can you imagine the traffic at the gate as people try to sign in on time. There are just too many practical things to consider before your idea could work, mate.
- Ms Shelley: Thank you for those thoughts. Over and above what Aries will look into, I think we should have a proper, official investigation into this matter.

**TURN OVER**

What if we ask our sharp-thinking Zama to do this? Any objection to that? None Okay, so Zama, please proceed with the investigation I need the report on my desk a month from now

Ms Namandi

Consider it done, Chair!

Ms Shelley

In the meantime, may I ask colleagues to take responsibility for their work Ask yourself if what you want to do is ethical before you do it Ask yourself who will put in extra hours just because you decided to come in late or leave early Please, let us just fix this internally before the big wigs intervene and slap people with unpaid leave No, I am not threatening anyone, just letting you know what the reality is Okay then, if there aren't any questions or comments on this issue, we will move right along to a more positive note Well yes, we did it, wait, let me ask our CFO to tell you all about our great financial milestone under item 5.2 Over to you Liam

[30]

## Question 2

### WORKPLACE CORRESPONDENCE – WRITING SKILLS

Read the draft memo below critically and then improve on it by revising, editing, and proofreading it This means that you should write your own version of the memo, and may add or leave out information In addition to correcting mistakes in language, you should revise the style of sentences (including tone) and the paragraph structure

#### MEMORANDUM

**TO:** All members of staff

**FROM:** Skills development manager  
HS. Singh  
Human Resources

**DATE:** 18<sup>th</sup> November 2012

**RE:** Training course for managers and staff that claims to bring a change in quality of reporting inside the organization.

After researching and reading about this new innovative and exciting training program, I do honestly believe it would be in the best interest of the organization and it's employees that we take advantage of this opportunity to see how to write proper reports on everything that's going on so that the left hand knows what the right hand is doing and management have a correct information about all this things This is going to boost the moral and motivation of all concerned, irrespective if needed or not

**TURN OVER**

I say this because this training provider is going to do the course online so that we can all stay where we are at our workstations and by the way we can learn how to do online using internet and computers for that training. So that will be more interesting to everybody concerned, irrespective of the report writing part of it.

Fees and again this travel costs will be taken care of, by the company as it is in the budget, the dates, venue and times set as follows,

DATE 1<sup>ST</sup> December to 5<sup>th</sup> December 2012  
VENUE Sandton Convention Centre  
TIME starts every day at 9 00am till 5 00pm

Various qualified experts from a university are going to be conducting and presenting the course or training including certain days which will involve activities. To motivate the employees to get involved and attend it. Various prizes will be given away to those who got the best marks, idea yet to be finalized.

Please read the above and let me have your response by the 20<sup>th</sup> of November 2012 so necessary arrangements can be escalated to training provider including someone to do technical support in case you get stucked on your computer at particular points in time. Certificates will be there if you pass. So you can put them on your CV because this is the registered course, they say it is a proper accredited course, not just the attendance course.

HS Singh

Skills management

[30]

### Question 3

#### REPORT WRITING

##### BACKGROUND

You are the Director Human Resources at Twinserve PTY (Ltd)

Some employees in the Finance section are disgruntled because the Director Finance promoted two members of staff, even though they lagged behind on their assigned duties. The employees who were promoted were known to regularly arrive late and leave early without any intervention from the Director's office, while those who worked tirelessly and were more productive were not even considered for promotion.

A member of staff in the Finance section complained to the Chief Executive Officer (CEO) that the promotions were not supported by evidence of performance, and that fair procedures had not been followed.

As a result, the CEO has requested that you investigate this matter and prepare a report to be discussed in next meeting of the organisation's Management Committee.

**TURN OVER**

Write a short formal report on your investigation into this matter. You should include a title and use the following subheadings

- 1 Terms of reference
- 2 Procedures
- 3 Findings
- 4 Conclusions
- 5 Recommendations

Your report should be approximately 3 pages in length

**[40]**

**TOTAL MARKS: 100**