

**ENN1504  
REN1504**

May/June 2012

**PRACTISING WORKPLACE ENGLISH**

Duration 2 Hours

100 Marks

**EXAMINERS  
FIRST**

MRS V HLATSHWAYO  
MRS TP SHANDU  
DR MMK LEPHALALA

MR JD PROCTOR

**SECOND**

MR CS NDLANGAMANDLA

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**This examination question paper consists of 5 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**

Yesterday there was a bomb scare at Ekuphumuleni Mall. One of the Highsec security guards reported that he had found what looked like a bomb near the banking section, and he thought they might be going for one of the autobanks. The Mall was evacuated and sealed off so that the police could investigate. It turned out that the device was not a bomb at all, but the disruption resulted in significant loss of income. The shopping centre manager has called a meeting of all retail outlet (shop) managers to discuss various matters, including this event.

As secretary to the Centre Manager it is your task to take minutes of this meeting. Below is a transcript (exact words written down) of what was said during Item 5.2 of this meeting, presented in the form of a dialogue.

**INSTRUCTIONS**

Minute the discussion of **only agenda item 5.2** under the subheading

**5.2 Impact on business**

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. It is not necessary to record what each and every person said in turn.

**Transcript of part of the meeting**

Ms Mazibuko (Chair)      Now let's move on to item 5.2, the loss of income thing – it's listed on the agenda as "Impact on business". Mr Moloto, you put this one on the agenda, but I suppose it affects all of us. Give us a bit of info on what impact the evacuation had on your business, just as an example of what we're dealing with.

Mr Moloto (Shoe shop)      Yes, well, we've got a problem, I think. I just want someone to explain to me how it is that all this happened on the word of one security guard. Didn't anyone check his story before they decided to get everyone out of the Mall? My sales staff just ran. As far as we can tell, one customer left with a free new pair of shoes on his feet. And they were good ones too. He even left us his smelly old boots. What am I supposed to do with them? And then, though the police gave the all-clear an hour later, my staff simply disappeared for the day. One of my sales persons has still not reported for work. Am I supposed to pay her for this time? What am I supposed to do when business picks up again – if it ever does?

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- Ms Green (Coffee shop) Sorry, Madam Chair, but I must say something here. As the previous speaker noted, we've all lost a lot of money. Shouldn't we all give estimates of what this thing has cost us? Maybe we should get together with the insurance guys so they can tell us exactly what they are going to need to process our claims. Must we all claim separately, or will there be some sort of coordinated effort? I don't even know whether we're covered for these losses.
- Mr Baloyi (Supermarket) I'm not sure what's covered by the Mall insurance. Whatever we decide, I'll have to see what our Head Office says. We had long queues at the tills, and people just abandoned their trolleys and ran. I managed to persuade some staff to work overtime, late into the night, packing stuff back onto the shelves. I suspect that we also lost quite a bit in goods not paid for. But the main cost is that most customers got into their cars and went home, or went to shop elsewhere. The word has spread, and even today we have fewer customers than yesterday.
- Ms Garfield (Take Away) Some of our customers fled after paying for food that we were still preparing. Only two came back to collect. So we're left with a pile of cooked fish and pizza from yesterday, if anybody wants some. What a waste! I'm thinking of offering it all to the Highsec people. They did very well, in my opinion.
- Ms Mazibuko OK, I'll find out exactly what our Mall insurance policy covers, and what info they need from us. In the meantime, do you think we could each organize a stock taking, and maybe include the cost of this exercise in the claims? I think we should also get the stats on how many customers we had yesterday, and how many came in today. In fact, I think we should keep records on this for the next few days at least. I'll let you know what the Insurance has to say as soon as I can.
- Ms Green OK, let's do it. And I reckon we should also look into the Security bunch. Safety is one thing, but surely they could have avoided all this? And if the bomb was over in the banking section, why evacuate the entire Mall? They're right on the other end, miles away from us.
- Mr Baloyi How about the banks? Don't they have their own security arrangements for this sort of thing? Have we heard anything from them? And have they even been informed?
- Ms Mazibuko The thing is, we don't know who ordered the evacuation, Highsec or the police. We know nothing about what made the guy think this thing he found was a bomb. It's useless to speculate. I'll ask them for a detailed report, and I think I should ask them to give a bit of thought to how they can make our employees and

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customers feel safer, after what has happened We can talk about their response in our meeting next week And yes, I have contacted the banks They will want to see the police report, and they'll take it from there Anything else at this stage? OK, let's move on

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**Question 2****WORKPLACE CORRESPONDENCE – WRITING SKILLS**

Read the draft email below critically and then improve on it by revising, editing, and proofreading it This means that you should write your own version of the message, 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

Your answer should be approximately half a page in length Focus only on the message, computer screen layout is not necessary

As u all know that, at our last staff meeting we all of us agreed that we are going to adopt the peacevalley orphanage for our volunteer community work project of our department But it seems like you are not understanding the importance of this initiatives last month i've send you an invite to participate on this community work and you were suppose to send a respond within a week's time Its been more than three weeks that has past by The respond which was never satisfactory according to my opinion eventually led me to decide to write this memo again to you Please fellow colleagues and again the members of the committee, I am writing this email to ask you about what is it that I can do or say to convince you to give to the peacevalley orphanage We can not adress the problem of poverty by hiding in our offices nor by pretending that it does not exists, no, we must not ignore the problems just because it is convinient to ignore them whilst we are lucky to have job, let us work together to help the needy Together we can definately do this! Please let me know if you are not having excess to funds at the present moment because I will then borrow you and you can pay me back maybe later when you have it At this particular point in time, my I ask that you give me the money, those who've got the money, IN TIME so that I can be able to can buy the groceries and clothes and stationary and send them to orphanage in time We can not loose anymore time with regards to this project Please reply this email immediately, it will be highly appreciated

Your's Sincerely,

Chair of Community Work Project  
Department of Public relations

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**Question 3****REPORT WRITING****BACKGROUND**

You are Director of Parks in the Bokamp municipal district

The community in the vicinity of Floradade Park, on the outskirts of Stansdorp, have protested about the unkempt state of the park. Recently they marched to the local municipal offices and handed over a memorandum complaining that the park was a haven for vagrants and criminals, and that it could no longer be used for recreation purposes. Some community members are victims of crime committed in the park.

Khululekani cc had been awarded a tender to maintain this park. The agreement was that litter and refuse would be removed, the toilet and playground facilities cleaned and that garden services would be provided.

The Mayor has requested that you investigate the matter of poor service delivery from Khululekani cc, and prepare a report on the matter before the next meeting of the town council.

**INSTRUCTIONS**

Write a short formal report. 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**