

**ENN1504
REN1504**

October/November 2014

PRACTISING WORKPLACE ENGLISH

Duration 2 Hours

100 Marks

EXAMINERS ·
FIRST

MR JD PROCTOR
DR E SMITH
DR BM NCHINDILA

MRS TP SHANDU

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 6 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.

Question 1 MINUTES OF A MEETING**BACKGROUND**

As secretary to the Director: Finance at your company, it is your task to take minutes of the departmental 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. At this point the meeting is discussing the misuse of company credit cards, which has become a concern for management. Credit cards are issued to employees when they travel to be used for food and related incidentals. Of late, the credit cards have been 'maxed out' with expenses not related to travelling.

INSTRUCTIONS

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. Write the minutes of this discussion which covers only one agenda item, and not the whole meeting. THIS MEANS THAT THE COMPLETE FORMAT FOR MINUTES IS NOT REQUIRED. Minute the discussion under the subheading:

5.1 Company credit card misuse.

Remember that in taking minutes we carefully select and summarise information, and make changes to style and grammar. Note that it is usually not necessary to record what each person said in turn.

Your answer should not exceed one page in length.

Transcript of part of the meeting

Ms Nokwe (Chairperson): Ok, let's move on to item 5.1: Company credit card misuse. Management, together with our Auditing Department, are just raising the alarm for these bizarre credit card expenses. Yes, bizarre! You can't tell me that all this money was spent on food, no way!

Mr Neethling: I'm just gonna go ahead and say it here, I take offense at this item. I mean, this is not a discussion, it's a witch hunt! We are being ambushed here. It looks like you've decided that we're in the wrong. I sent an email last week to draw your attention to the fact that the agenda item is phrased in a way that suggests that we are guilty. Can we change the item phrasing? Can we discuss credit card use and not credit card misuse?

- Mr Alexandra: I agree. Just the phrasing puts us on a wrong footing. Really now, what's there to discuss if we already know that credit cards are being misused?
- Mr Neethling: Thank you You know what the problem is with this place? I'll tell you what the problem is with this place. We jump to conclusions, that's what we do. I remember when I first joined this place. Do you know when I joined this place? Do you know how long I've been at this company...
- Ms Nokwe: Calm down Sam, easy now. We will just go on record that the item was rephrased to 'Credit card use'. See, just like that! Now, colleagues, this is serious and we need to go back to the drawing board and try to find a way out of this mess.
- Mr Kekana: And a mess it is!
- Mrs Sandri: I agree, this is a mess, but maybe we should get clarity on how serious this is. Chair, please enlighten us. How much trouble are we in?
- Ms Nokwe: No Celeste, no, this is not on. I sent everyone the figures and a brief overview of the state of affairs. Please read your emails carefully. The minutes of the last meeting, agenda and the short report of credit card expenditure were all attached to that email Jerry sent. Please colleagues, please read emails and attachments so we do not seem disorganised
- Mrs Sandri: Sorry Chair
- Ms Nokwe. That's fine. Colleagues, I need your insight here What do you think we should do?
- Mr Sosha: Find the culprits and fire them. I mean, we can't be sitting here discussing things that we all know shouldn't have happened in the first place. Fire the whole lot.
- Mr Ndaba: Yes, fire the wasteful bunch and we can focus on why we are here - to work.
- Ms Nokwe. I hear you and I know that this is a bit of a sensitive issue. Let's look at it this way

Yes, these colleagues have done wrong, but how many others have committed the same offence, only to a lesser extent? What if we send them written warnings, to let them know that we are onto them?

Mrs Botha: A warning will not really help. On top of that, labour law does not allow for immediate termination in this case, or does it? Anyway, what if we make them pay the money back? Reese, how easy will it be to extract information on what the money was spent on?

Ms Zwane Very easy. We will just draw up a list of transactions, match them to the days the transactions were made and we will match that info to the person who had the credit card at that time

Mr Ndaba See! We can then make these colleagues pay whatever amount was outside the policy-compliant expenditure.

Ms Nokwe: I see we have two proposals. By show of hands, how many are for written warnings? And how many are for repayments? Goodness, it's a tie. Right, then we should request the affected colleagues to pay the money back and, in addition, write letters warning colleagues to desist from this act in the future. How is that?

All: Supported!

Mr Neethling: Can we consider the fact that some of these colleagues are not very up-to-date with the policy?

Ms Mazi: I doubt it. The policy is there on the intranet.

Mr Neethling: Exactly. How many of you visit the intranet just to browse through policies? How often?

Ms Nokwe. Okay, I think I see what you mean. Sam, could I ask you to pick about three colleagues and work on this idea as a task team? I need you to find ways of making this policy visible and viable, so no one can claim ignorance. Is that okay? Great!

Mr Neethling: By when?

Ms Nokwe: Make it by our next meeting. That gives you a month to work on this. Is that alright? Good.

- Ms Zwane: What are the time frames for the written warnings and repayments? I just feel it works better when we know that we have deadlines looming.
- Ms Nokwe: Let me get back to you on that. I need to get the go-ahead from HR and our auditors. You know we need to iron out some implementation bits. I will send time frames via email. Right, now for the next item: our teambuilding outing next month Jen, over to you... [30]

Question 2 WRITING SKILLS IN WORKPLACE CORRESPONDENCE

BACKGROUND

You work for CitySleek, a construction company that specialises in renovating buildings in the city. Your company has recently agreed to take part in a community outreach project where your company will renovate the local orphanage free of charge. This means your staff will work voluntarily and pro-bono (without pay). Here is the draft of a MEMO that you want to send to your staff encouraging them to take part in the project.

INSTRUCTIONS

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 your revised version, you should have grammatically correct English, appropriate style and well-structured paragraphs

Your answer should not exceed one page in length

CITYSLEEK CONSTRUCTION PTY (LTD.)

MEMORANDUM

To: My wonderful colleagues
From: Office of the Director
Date: 12/ 09/ 2014
Subject: Here's an awesome once-in a lifetime opportunity for your kindness

Charity begins at home!!!! That is what I want you to think. An old African proverb says blessed is the hand that giveth then the hand that taketh!!!!!! You can be able to contact the management that are in charge for more information with regards to this idea that we've come up with as your employers. If the owners of Home of Hope they have to build for themselves, its gonna be a lot of money As you all know, we are a caring nation, because a caring nation is a growing nation, a true rainbow nation! We have many different skills and we can not just ignore the people who needs our skills and talents. Did you know that one in 9

people in South Africa is living under such sad and worrying conditions that makes them ill because of the coldness that comes in through the cracks o their walls of their houses and this is true for children of which they live in a place where children without families stay. This year we can a positive respond to this situation, I say we can be able to be of assistants, lets do it!

We going to help this time. You know I use to be poor and I was sleeping having an empty stomach everytime. My granny use to tell me that one day the sun will shine again and look at me now All because my principal was a tower of strength whereby I get help. I repeat again, look at me now how far I'm achieving! Come lets build together. I am begging you. I am begging you from the bottom of my heart Lets build together the Home of Hope. I know you will not be paid for this job, but the payment you will receive in heaven is greatest then any money. We will start building soon, starting from 09;00 to 16h00, the company have huge amounts of budget for community development, but we can not make it without you Help us help others. You are more important. Your contribution is impotent!!!!!! Thanking you in advanced

[30]

Question 3 REPORT WRITING

BACKGROUND

You are a junior associate at your firm. Your company invests in building the capacity of its junior employees by paying for their studies, and you have taken the opportunity to study at a university. To motivate for funds for subsequent years of study, the Director: Human Resource Development has asked you to write a progress report on your studies.

INSTRUCTIONS

Write a short progress report. You should include a TITLE and use the following subheadings:

1. Introduction
2. Description of task
3. Work completed to date
4. Difficulties encountered
5. Next phase
6. Conclusions and recommendations

Your report should be 2-3 pages in length

[40]

TOTAL MARKS: [100]