

**ENN1504
REN1504**

May/June 2014

PRACTISING WORKPLACE ENGLISH

Duration 2 Hours

100 Marks

EXAMINERS

FIRST

MR JD PROCTOR
DR E SMITH
PROF MMK LEPHALALA

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 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

QUESTION 1 MINUTES OF A MEETING**BACKGROUND**

An ATM is situated in the same office block as your organisation (Media14). People using this ATM, including two Media 14 employees, have recently been targeted by criminals. This has resulted in a number of issues which impact negatively on the security of the staff of Media14 and other businesses in the area.

The Director Protection Services, Mr Nhlapo, has placed this matter on the agenda for the monthly inter-departmental meeting. As Personal Assistant (PA) to the Director, it is your task to take minutes at this meeting.

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 following subheading:

5.1 Security Risk relating to South Bank ATM

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 Steyn (Chair): Right colleagues, this issue seems to be satisfactorily concluded. Let's move on to item 5.1 of the agenda ***Security Risk relating to South Bank ATM.*** I'm sure you've all heard of the incidents which have occurred these last weeks, and which seem to be increasing. Okay, let's hear from Mr Nhlapo, who's been receiving and recording the complaints and monitoring the situation. Titus, if you please.

Mr Nhlapo: As you know, colleagues, this matter is fast becoming a major security issue. Incidents have increased from 2 four weeks ago, to roughly 5 this week alone, and today is only Wednesday. I've been in contact with the five other businesses in the area. I've got their detailed reports here if you'd like to read them. Basically, they report exactly the same sudden increase in crimes at the ATM. Furthermore, I've had an interview with each member of our staff who has been involved, and we've requested the camera footage.

from South Bank's security firm I'll personally view these, and compile a report

Ms Abdullah: You know you hit a nerve there. Two of the staff members involved were from my department One of them, Keith, is wheelchair-bound The other one is Mr Dube, who is the oldest employee here, and white-haired I have a theory that the gang is targeting the old and the weaker members of staff

Mr Nhlapo: Why is this the first I've heard of this theory? You should have reported your suspicions to me immediately – all such information must go through my department and

Ms Abdullah: Oh my word ... how important we are!

Mr Nhlapo: You should realize, my dear Colleague, that all matters of security are serious and should not be taken lightly and .

Mr Holmes: Really now, this isn't the place to nitpick But I must agree with Titus. So Ana, really in future

Ms Steyn: Colleagues, colleagues, please – we don't have time for this. Order please people Bickering among ourselves won't solve anything Titus, of course you're right, all matters of security must be lodged at a single desk - yours. However, Ana did nothing wrong. She was just being the caring manager that we've come to know and respect and, anyway, a theory is not a hard and fast fact.

Mr Chetty : Spot-on, Madam Chair We must address the issue at hand Colleagues, let's focus and move on, please Titus, can you come up with suggestions as to what we should do, and what we should warn our staff members about – through you, Madam Chair?

Mr Nhlapo: I could draw up a general warning containing a 5 or 7-point action plan of stuff to look out for and precautions to take when using the ATM I'm thinking especially along the lines of maybe recommending that members of staff always take someone along, and never use the ATM alone. I'll discuss it with you, Madam Chair, and once we're done, I'll forward it to all of you We've got to act now, strike while the iron's still hot, as they say Does that sound okay, Chair?

Ms Steyn: Definitely, Titus, that's great This could be a great help And I would like each of you to discuss the action plan in detail with the staff members reporting to you, so that they fully understand what to do

- Ms Abdullah:** But what about the weaker members of staff?
- Ms Steyn:** Titus, please include staff members with special needs in the Plan – you're right, Ana, they may need special precautions.
- Mr Maseko:** Maybe we could approach the local Community Policing Forum—they should be able to give us some pointers..
- Mr Holmes:** I doubt it – I've never yet had any successful dealings with that lot – what a bunch of idiots! Do you know what they did to Carl last week when his car was broken into?
- Mr Maseko:** Okay, back to this discussion! I live just down the road from the Police Station – should I stop in there on my way home and ask for advice, Madam Chair?
- Ms Steyn:** Excellent idea, Sir. And Titus, keep me posted on your discussions with the other businesses in the area – I'm available for discussions if need be In the meantime, I'll speak to the South Bank management to find out what their security arrangements are, and what they have in mind
- Mr Chetty:** What are the chances of a permanent police presence in the block in which the ATM is situated?
- Mr Nhlapo:** Great idea, but not really viable. Our local Police Station is hopelessly understaffed – I've discussed that possibility with the Station Commander. He's willing to help where he can, but can't really spare any officers on a regular basis. I'll follow up on that and report back to you
- Dr Raphoo:** I see a nice opportunity for turning negative publicity into a positive image-booster for the company We could show how much the company cares by warning the public about the criminals, and inviting people to join us in a concerted "Keep our Area Crime-free" initiative. Media 14 could get lots of mileage from being seen to be proactive. Oh, we could use the regional news broadcasts as well as the regional newspaper to keep the public updated and alert. I can just see those posters ..
- Ms Steyn:** Excellent – excellent. Please meet with the sales and marketing divisions, and come up with a proposal, okay Dr Raphoo? I can see how a project like this could greatly benefit Media14
- Any further discussion? No? Then we all have our marching orders I suggest we all do our homework, and report back here at next

week's meeting. No, on second thoughts - since this is a matter of some urgency - let's meet on Friday. In the meantime, remember Titus is at your call - anything to do with this issue should be reported to him, however small it may seem at the time. Thank you for your excellent suggestions. I knew if we put our heads together, we'd get somewhere. Thanks, colleagues. Let's move on to the next item.

[30]

QUESTION 2 WRITING SKILLS IN WORKPLACE CORRESPONDENCE**BACKGROUND**

Mr Fritz Julius, Chief Executive Officer (CEO) of SilverPlatts Mining, expressed concern regarding the nutritional value of food served at the cafeteria. In response to this the manager of the catering company that runs the cafeteria on the premises has, without consulting staff, changed the menu.

Many employees are dissatisfied, since the changes mean that popular items have been discontinued in favour of healthier but more expensive meals. Staff members are threatening to boycott the cafeteria if the "old" menu is not reinstated.

In an effort to defuse the situation, the cafeteria manager has drafted a memo explaining the situation and has asked you, as Assistant Manager, to look it over. You feel, however, that it is not really written in a way that will persuade staff to buy into the changes that are being made.

INSTRUCTIONS

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 message, and may add or leave out information. In your revised version you should present the ideas and information in an appropriate format with well-structured paragraphs; write in an appropriate style, and use grammatically correct English.

Your answer should not exceed one page in length.

**DIE-OLD CATERERS PTY (LTD.)
MEMORANDUM**

TO: **EVERYONE**
FROM: **MANAGER**
Date: **MARCH '14**
Subject: ***Staff not eating at the cafeteria***

As we all know that the esteemed (CEO) has the best interest's of everyone at SilverPlatts at heart If your'e having problems with this, you should probably be gainfully employed somewheres else

All of you who read articles in magazines and/or books dealing with Health related topics will know that hamburgers made with processed meat are so-called junk food, that oily chips are very much bad for you and that pap-and-meat alone with no vegetables does not gainfully constitute a healthy diet.

SilverPlatts' CEO, mr Fritz Julies had accordingly requested on all the staff's behalf for us to change the menu from mainly burgers and chips or pap-and-gravy with cooldrinks to healthful, wholesome food and drinks which is much more healthier to all and sundry No longer will we have to spent unnecessary worktime being sleepy after midday-meal or worrying about our figures. On the other side, we should feel fit and healthy after lunch

So now we can only sell chicken burgers or steak rolls together with salad, and again pap-and-gravy must be together with at least one veg Again, chips are not so bad if the salad is also there and the cooking oil is not so much So for cheap little snacks there must be some fruits and cookies with nuts in them or something like that, not chocolate everytime But we as cafeteria management is still looking into this part of it, of which management has asked us to do so Then there must be proper fruit juice but, there can still be cooldrinks for some others who needs them.

Working at SilverPlatts is requiring discipline and stamina For this reason we kindly request you to accept and comply with the new menu of the cafeteria, and enjoy the lunchtime And again, the prices of the various food, there is a 10% subsidy paid for by the company, this can maybe increase to encourage the healthy food

But another thing is, this menu it's not cast in stone, although it's open to any suggestions, but as long as they are healthy ones. I say this because nowadays the menu must be approved at the Employee Health and Wellness Office here at SilverPlatts

Your cooperation in the above-mentioned matter will be highly appreciated

Your's Sincerely

[30]

QUESTION 3 REPORT WRITING**BACKGROUND**

Management of Media14 has requested that you, in your capacity as Director Protection Services, compile a report on the security situation in light of recent crime in the vicinity of the South Bank ATM, located in the same building that houses Media 14 and various other businesses. There have been several instances of bank card fraud, armed robbery, muggings and hand-bag snatching, affecting mainly people in the ATM queue.

Your report is to be submitted to the office of the Chief Executive Officer (CEO) by 7 November 2013.

INSTRUCTIONS

Write a short investigative 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 2-3 pages in length.

[40]

TOTAL MARKS: [100]