

ENN1504

October/November 2015

PRACTISING WORKPLACE ENGLISH

Duration 2 Hours

100 Marks

EXAMINERS ·
FIRST

MR CR DAVEY
MR MJ LENTO
MRS TP SHANDU
PROF MMK LEPHALALA

MRS V HLATSHWAYO
MR JD PROCTOR

SECOND

Closed book examination.

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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**

You are employed at ProLegal, an organisation which offers legal aid to clients. The CEO of the firm feels very strongly that all employees should project a professional image at all times, especially as regards dress and appearance.

A number of young employees have recently started at the firm, and their dress code is frowned upon by the older members of the firm. The matter has not yet been brought to the attention of the CEO, since Heads of Department have hoped to settle the matter without his intervention.

The Director Human Resources, Ms Laverne, has placed this matter on the agenda for the next monthly inter-departmental meeting.

INSTRUCTION

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. As Personal Assistant to the Director, it is your task to take minutes at this meeting. 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 Dress Code

Remember that in taking minutes we carefully select and summarise information, and make changes to style and grammar. Note that, although it is sometimes appropriate to name a speaker, 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 Laverne (Chair): Right Colleagues, now that we've all had our coffee break, and a few minutes' comfort break, let's move on to item 5.1 of the agenda. ***Dress Code.***

I'm sure you've all noticed the twelve young people in our midst – in fact as most of you know, we held a welcoming tea for them last month. They have brought a breath of fresh air into our legal halls, but I am afraid some of them may be too fresh (laughter) – I am of course referring to their dress code.

Mr Letseka: I'm sure we've noticed them, Madam Chair – and some of them mean to be noticed indeed (chuckles).

Ms Abdulla: Yes Colleagues, I am afraid their dress does not do the image of ProLegal any good. Of these twelve youngsters, probably only three wear clothing that is above reproach. Didn't you deal with the company dress code during their induction, Ms Oliver?

Ms Oliver: Of course I did! What a question! Are you accusing me and my section of inefficiency – merely because some of them take liberties with their appearance

Ms Abdulla: Not at all, Marge – please don't be so sensitive. It was merely a quest for information- I do apologise

Mr Struwig: Really Marge, I'm sure she meant no harm. I for one appreciate the way the girls dress ... the shorter the skirts, the shorter my day seems.

Ms Oliver: Really Mr Struwig . what next! I'm shocked.

Ms Laverne: Order please people. Giggling and bickering among ourselves won't solve anything.

Mr Serfontein: I agree with you. We must address the issue at hand. Madam Chair, can we get back on track, and focus please. I for one have another appointment at one and we are wasting time.

May I make a suggestion, through you of course, Madam Chair? You may be aware that this group of young people has appointed a representative team of three members and a Chairperson to liaise with the staff regarding a number of issues.

The chairman is that nice young Bernard with the spiky black Mohawk hairstyle. Would you like me to have a discussion with him?

Ms Laverne: I appreciate the offer, Tony, but I think all efforts in this regard should be handled by my office and by Ms Oliver - a professional image is after all the ultimate responsibility of HR

Ms Oliver: I suggest we call a meeting with the whole group, tell them what is wrong with their appearance and give them twenty-four hours to improve. They should know by now that mohawks and short skirts are unacceptable and ...

Mr Serfontein: Really, Marge, by doing that you will only cause dissatisfaction. Remember, these are the young people whom we selected, and we are hoping that they will ultimately join the permanent staff. No, we can't go that route!

Ms Laverne: I agree, Colleague. We must be careful in our handling of this delicate matter. Does anyone have any better ideas?

Mr Letseka: One of my clients is a firm called The Presentation Guys – their job is to offer workshops on professionalism and projecting a professional image. I could approach them and ask for a list of workshops, dates and a price list. We will probably have more success in this matter by using an outside firm than by bungling in there ourselves.

Ms Laverne: Excellent idea. Lets – and I'll look into the budget and see what is available.

Mr Struwig: How about exploring the possibility of corporate wear for us – there are very professional-looking suits available for both men and women – almost of the kind that air-hostesses wear, and they always look neat.

Ms Laverne: What's "corporate wear"?

Mr Struwig: Well, think of it as a fancy sort of company uniform, if you must...

Ms Laverne: A good idea, but it may be rather expensive. Mr Struwig, get us the financial information, and we'll look at the possibility.

Dr Wyngaard: I see an excellent idea for some research for our young interns. As you know, they have to submit a research essay with a legal focus to me in the second semester. I will divide them into groups of three, and set them research on the latest trends in various aspects of professional

behaviour in the legal professions – it might be interesting to see in which direction international trends are moving. When the research has been completed, I'll organize a morning event for them to present their findings.

Ms Laverne: Excellent – excellent. And if it is a success, this could very well become an annual event – we could all do with broadening our horizons.

Any further discussion? No? Then I suggest we all do our homework, and report back here at the next meeting in two weeks' time. Thank you for your excellent suggestions – I knew if we put our heads together, we'd be successful. Thank you, Colleagues. Let us move on to the next item.

[30]

Question 2 WRITING SKILLS IN WORKPLACE CORRESPONDENCE

BACKGROUND

You are the Director: Virtual Storage at Y2K Incorporated, an ICT company in Johannesburg. Your company has always struggled with controlling employees' use of the internet for personal reasons, but now the misuse of company resources is spreading to company cell phones. At the last management meeting, you were asked to write a memo to the staff in your directorate expressing Management's concern about the misuse of company resources. In your memo you should inform staff that the computers and phones issued to them will be fitted with data-tracking apps so as to monitor individual phone and internet use.

INSTRUCTION

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

MEMORANDUM**TO: Everyone****FROM: Your Manager****DATE: 11/ 10/ 14****RE: We can't continue like this, something drastical should be done because nobody seems to be listening to all the warnings.**

I am sick and tired of repeating the same thing again and again. We all know that the costs of living is too high, especial here at Johannesburg, the city of Gold where it is alive with possibilities. I use to wonder why everyone is coming to Johannesburg, the golden city, but now I know The fact of the matter is we all need money, but the money is never enough I understand that. And I am a human being myself so I understand that sometimes your short of money and you need to call home and you use the company phone. That is understandably if it happens here and there I also understand that maybe you could also need to check the internet for somethings here and there but, no people, what you are doing is not right, it is wrong Lets not waste companies money. Lets not waste the internet by doing our own things. Lets not sit hours and hours in the phone charting to friends and relatives. Lets save our company. Where is the dignity and the shame?!?!? Your all in charge of each and everyone of your destiny in this company. Its high time one sets his eye on the ball. Its either you are in because this days, we all need, each other, management and employer, employer and management together hand to hand, lets work together.

In nowadays, time is money So we are starting to fix this now. From next few weeks we will put programs in your phone and computers This programs will see how much you do in the internet. It will check how much you call and who are you calling. It will see everything that your doing So the technical people will come to your work station and put in your app program for the tracking of your phone and internet Please, I am beging you please, do'nt intefere with this people. It is come to my ears that others are saying they will threaten this` people. Any percieved threatening will be dealt with very very harsh.

Yours faithfully,

KP Aragana

K P Aragana
(Director: Virtual Storage)

[30]

Question 3 REPORT WRITING**BACKGROUND**

You are the Director Operations at a company called Primetown Construction, which has been working on a major contract to build a school, library and clinic in a rural area. However, progress has been held up repeatedly by power outages (interruptions in electricity supply) during the past few months, and construction costs have escalated.

The Chief Executive Officer (CEO) of the company has expressed concern and asked that you report on progress towards finalization of this project.

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]**