

**ENN1504**

May/June 2016

**PRACTISING WORKPLACE ENGLISH**

Duration 2 Hours

100 Marks

**EXAMINERS**

FIRST :  
SECOND

MR JD PROCTOR  
PROF BM NCHINDILA

MS S SINGH

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**Closed book examination.**

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**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**

You are employed as a secretary in the Computer Services Department of a company named **Prime Market Traders**. There have been a number of computer-related problems in the Accounting Department recently. They appear to be caused when Accounting staff members plug their own data storage devices into their work computers in order to download files from the internet for personal use. Some staff use these devices to take work home to complete after hours. These personal storage devices are causing computer viruses to infect the entire system. In addition, an upgrade of the accounting software is needed, and the computers themselves are outdated. The manager of Computer Services has asked that the problems associated with the Accounting Department computers be placed on the agenda of the next quarterly 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 only the one subheading:

**5.1 Computer upgrades**

Remember that in taking minutes we carefully select and summarise information, and make changes to style and grammar. 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**

**Mrs Mabaso (Chair):** I'm glad that our financial statements reflect positive growth for this quarter. We can now move the next item on the agenda, which is item **5.1 Computer upgrades**. I am sure everyone has heard about the frustrations that have been experienced in the Accounts Department after the last computer virus deleted three weeks of accounting records.

**Mr Gates:** I'm really sick and tired of talking to these people about plugging any of their flash drives [memory sticks] into our computers. They just don't listen! How many times do I have to repeat myself? Their computers at home have no anti-virus software and then they come to work and plug these things into our computers and just cause chaos.

We've spent thousands upgrading our computer anti-virus software. I keep begging them on hands and knees to scan their devices but they just don't listen to me

**Mr Khan:** I hear what you're saying, but the Accounting Department people say they're so understaffed that they have to take work home on these devices. They just can't cope otherwise.

**Mr Gates:** That's their excuse, but half of them use our internet to download free movies and free music. Then they put these on their own flash drives, and that's what the problem is.

**Ms Leseayane:** And that's probably why they can't finish their work. They're too busy surfing the net for their own personal things. On top of that I see many people looking at Facebook or Twitter. They quickly close their screens down when I walk past their offices.

**Mr Khan:** You could be right, but isn't there anything that Computer Services can do about that? Can't we can block sites or do away with the internet access all together?

**Mr Barnabus:** That's ridiculous. We can't survive without the net How will we get e-mails and all that?

**Mrs Mabaso:** That's true. We have to have the internet for e-mail But can't we restrict access to the problematic sites?

**Mr Gates:** We certainly can There is a way for us to limit access There are also levels of access we can grant. For example, managers can have more access than staff members. But we also have to make a decision about these personal storage drives because they are costing the company money. We've lost data, and also we've spent so much time on redoing lost work

**Mrs Mabaso:** So should we ban these devices altogether? What do you think, Mr Khan? Are you in agreement?

**Mr Khan:** Not really They're still battling with a heavy workload. The computers are so slow and the accounting system is so outdated they have to take work home.

**Mrs Mabaso:** Well maybe we can make a decision about the upgrade issue. What do you want to upgrade? The software? The hardware? Or both?

**Mr Gates:** They've been asking for the new version of the accounting package but we need more memory on the computers to run that package. So it's a matter of upgrading all the computers in the Accounting Department

**Mrs Mabaso:** How many computers is that?

**Mr Khan:** At least 15 But I've been asking for new computers for so long I've given up asking.

**Mr Leseayane:** As we said earlier, we've had a good quarter, so there is money available for an upgrade Do we have to buy new computers or can we just add more memory to the existing ones? What will the difference in cost be?

**Mr Gates:** I think some computers are newer than others. Should I draw up a list of how many computers need replacing and how many can just have more memory added? I can get 3 quotes and forward them to you via e-mail.

**Mrs Mabaso:** That sounds like a good idea. Can you do that by next week Friday? Then we can get these computers sorted. I know the Accounting staff have been putting up with these challenges for quite some time. Then are all in agreement with us sending out a memo to ban the use of personal storage drives?

**Mr Barnabus:** No objections from me We can maybe also investigate the possibility of storing our work online and then we can access our work from anywhere. This shouldn't be an issue as all of our employees have indicated that they have internet access at home

**Mrs Mabaso:** Can you investigate that possibility as well please, Mr Gates. Then I think we can also block access to social media sites and limit internet access to e-mails only. Is everyone ok with that? Great! Then let's move on to the next agenda item...

[30]

## Question 2 WRITING SKILLS IN WORKPLACE CORRESPONDENCE

### BACKGROUND

You are chairperson of the board of trustees for a housing complex called **Happy Meadows**. The complex consists of 50 units. Each house has its own garden and a garage for one car. You have received many complaints from home owners that certain residents are wasting water. They have been seen watering their gardens and washing their cars in spite of letters stating that this is not allowed during the week.

You have drafted a memorandum reminding home owners of the water restrictions and requested that it be displayed on notice boards in the complex

## INSTRUCTIONS

Read the draft memo below critically. 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.

## M E M O

**TO: All complex units**  
**FROM: Management**  
**Happy Meadows**

**DATE: 'Aug 2016**

**RE: People who care about themselves only when they waste water.**

As you all know that we are in a crisis of water. We are supposed to join hands and work together as a team to overcome this challenges that we are facing. But there are residence that just don't care about anyone else, they are just so selfish and just think about themselves only.

We don't know what to do about this people who have no idea of Ubuntu or Batho Pele. We have watched them as we have our eyes all over the place. We have seen them washing their cars with the water and the hosepipes. People also are just watering their plants as if these flowers are more important than people. I am sure they also fill their baths right to the top everyday and don't care that there is not water for everyone.

Maybe your are all illiterate as we have put the memo in each and every notice boards whereby it was repeated that we have implemented level two water restrictions. There are still residence who are ignoring our pleas and continue to turn a deaf ear. We are warning you with all due respect that those who continue to be ignorant of our memo's will pay the fines and will be accountable for themselves!

This memo is to inform you that we are having a meeting at Mr Peete's house this Friday to discuss all this issues. We will also be wanting suggestions on how can we save water in these crses. We will then be posting these on the gates and the notice boards to remind everybody how must we go about it so that we don't forget everytime. Like closing dripping tap if you ever see it dripping, it can waste so much water

So remember we must work together. Many hands make light work, so we will be getting much more strict and serious about this issue. Please take this as a warning if you are a culprit, you will feel it in your pocket.

We do not tolerate residence that do not care about their neighbor. Make sure that you are attending the meeting A register will be taken. If you care you will be there

Your's Faithfully.  
OWEN MEKA

[30]

### Question 3 REPORT WRITING

#### BACKGROUND

You are the manager of a large logistics (road transport, trucking) company called **FAST MOVERS**. You offer a warehousing service and delivery of consumer goods to many of the smaller retail outlets that don't have their own trucks or storage space. It is a busy time of the year as most stores are placing orders for the festive season, but some shop owners are complaining that there are errors in the deliveries. Often the items on the delivery note do not correspond with what is in the box. In addition, there is evidence that boxes have been tampered with. Your main client has threatened to take their business elsewhere if you do not rectify the problem They have asked you to investigate the incorrect deliveries. You need to make recommendations as to how these issues can be addressed

#### 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]**