

**ENN1504  
REN1504**

May/June 2017

**PRACTISING WORKPLACE ENGLISH**

Duration 2 Hours

100 Marks

**EXAMINERS**

FIRST

MRS RH LATHA

MRS S NAIDOO

MS S SINGH

SECOND

PROF BM NCHINDILA

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**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. Pay attention to the following when you answer each question
  - Content
  - Structure
  - Style
  - Language accuracy

**TURN OVER**

**QUESTION 1: MINUTES OF A MEETING****Background**

At the monthly staff meeting of *Lowveld Landscaping Services*, the following agenda matter was discussed under **New Matters: 5.1 Appointment of additional cleaning staff**

**Instructions**

Below is the 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**. Please note that the complete format for minutes is not required in this instance, as only one agenda item is covered
- Record the discussion under the sub-heading **New Matters: 5.1 Appointment of additional cleaning staff**
- Remember that, in taking the 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 be about one page in length.**

**Transcript of a section of the meeting:****5. New Matters Item****5.1 Appointment of Additional Staff**

**Ms Ntuli (Chairperson)** Now let's move on to item 5.1, the appointment of additional cleaning staff. Mister Naidoo, as HR manager, you and your team have been looking into the possibility of hiring additional staff. Could you update us as to the progress you've made in this regard?

**Mr Naidoo** Yes, certainly, Madam Chair. Although we don't have much news yet, we put in a request for funding for additional posts from Finance. They said we had to wait for the end of the financial year for the new budget to kick in, but there is still no news. If we have to advertise posts in some of the more popular weekly newspapers, it takes at least a month for the advertisement to

appear\* Then there are interviews to conduct

**Ms Sibanyoni (starts crying)** I cannot handle the pressure anymore! I get home after 7 at night after cleaning almost 10 offices and then I still have to cook for my kids and tidy up my own house. This problem of understaffing is going to affect my health in the long run!

**Ms Louw** I agree. We each have too many offices that we are responsible for. It is now time for spring cleaning, which involves washing windows etc. This is going to take even longer. We should be paid overtime.

**Mr Moloto** Wait, wait! I don't see why this is such a big issue. Surely we can send out a memorandum and put through a friendly request to staff to tidy up their offices before they go home? Why should all the responsibility rest on the shoulders of the cleaning staff?

**Ms Smith** What about the bathrooms? Should I now scrub floors as well as answering the switchboard and doing my daily administrative duties? This is not an option.

**Ms Lekana** Madam Chair, please give me a chance to speak. As the Head of Finance, I have the ultimate decision-making power when it comes to the allocation of funds for salaries and this is no easy portfolio to manage. It is not generally known, but the company has been experiencing a tough few months due to the economic down-turn. We are struggling to maintain our current staff.

**Ms Ntuli** It seems that we will have to take interim measures to assist our overburdened cleaning staff, until there are funds available to advertise for more cleaning staff. Are there any suggestions?

**Mr Lekana** I suggest that we set up a task team to look into solutions to alleviate the current situation. I am prepared to lead the team with two staff representatives who will look into the possibility of hiring part-time cleaning staff on an ad-hoc basis.

- All** Yes, let's try that!
- Mr Moloto** Ms Louw and I volunteer to represent the staff
- Ms Ntuli** Are there any objections?
- All** No
- Ms Ntuli** Good The task team should provide feedback at the next meeting  
Let's move on to the next item on the agenda

[30 Marks]

## QUESTION 2: WRITING SKILLS IN WORKPLACE CORRESPONDENCE

### Background

You work as Assistant Human Resources Manager at HandyLady Cleaning Solutions, a company that provides cleaning services to corporate and household clients

The staff and management have recently been involved in heated salary negotiations. The staff has been demanding a 15% increase while management has offered 10%. Management wants to settle the matter at 10% as the final offer and, in good faith, add a once-off bonus for employees.

Mr Jeremy Peters, the Chief Executive Officer (CEO) of HandyLady Cleaning Solutions, has drafted a memorandum, explaining the situation and has asked you, as the Assistant Manager, to edit it. You feel that it is not really written in a way that will persuade staff to accept the offer that is being made.

### Instructions

- Read the provided draft memorandum critically and then improve on it by revising, editing, and proofreading it.
- This means that you should restructure the message, adding or leaving 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 be about one page in length.**

**HandyLady Cleaning Solutions PTY (LTD)**  
**M E M O R A N D U M**

**TO:** EVERYONE  
**FROM:** MANAGEMENT  
**DATE:** 09/06/16  
**SUBJECT:** The latest offer

We all know that times are tough and company's are not coping with the economical situation

Good people, come on now, except this offer and move on I know you have many people dependant on you, but hey that's life! The bosses have been very very generous Just imagine, 10% increases for everyone and double your salaries next month!!!!!! That is awesome! Ca'nt you see that the management cares? I know that some people are very unhappy, but remember that without this job some of you will not have food nor shelter You need this job, so show us that you appreciate it I remember when some of you were getting this job, you were very poor and didn't have anything They are people who wants this job if you don't want it Remember that

We have decided to ask each and every employee to send us a message secretly and tell us if you accept this generous offer or not Personal, I don't see why anyone can be able to refuse these offer, that can be real surprising We have a lot of clients nowadays and they want to be doing business with us But now tell me this, witch do you think they are going to prefer? Whom do you think are they going to prefer? Working with people who are everyday complaining about their money that they get or will they chose to work with people with positive attitudes?

Please send your responds to us as soon as possible because we can't wait forever Your cooperation in the above-mentioned matter will be highly appreciated

Your's Sincerely  
 MANAGEMENT

**[30 Marks]**

**QUESTION 3: REPORT WRITING****Background**

One of the main sources of income for the Mabopane Municipality, where you are employed as the Senior Clerk, is the extra levy that the municipality adds onto the price of electricity that Eskom charges But the collection of the money is a problem because most residents refuse to pay their accounts, and even when they do, they do not pay the right amount This has reduced the town's income to such a degree that the Mabopane Municipality can barely pay Eskom for its services The Town Clerk reported at the last town council meeting that the problem was not only the residents' fault, but that the meter-readings and invoicing process were problematic

Meters are read on the last Thursday of every month, and the invoices go out on the 1<sup>st</sup> of the new month. There are only three meter-readers going from house to house, and time constraints are a challenge. They often estimate figures based on the last month's readings, doubling some residents' electricity bill. Moreover, they also often misread the meters. As a result many angry residents now read their own meters on the billing date (the last Thursday of every month) and send in their own figures by e-mail. A further estimation is performed by the accounts department. Thus, inaccuracies occur in the billing since the cost of electricity usage is merely estimated. Some residents come in with their readings in person, and create long queues at the municipal cash desk, preventing the counter officials from doing other work. All of these factors result in a backlog in processing invoices.

As the Senior Clerk in the Accounts Department of the Mabopane Municipality, you have been commissioned by the Town Clerk in the last six months of 2017 to investigate the meter-reading, invoicing and payment processes. She has asked you to submit a report before the next council meeting which is to take place in two weeks' time.

### **Instructions**

Compile an INVESTIGATIVE REPORT on the meter-reading, invoice and payment processing situation at the Mabopane Municipality, including appropriate conclusions and recommendations that will alleviate the situation, and will bring the town's finances into some sort of order.

- Credit will be given to responses that are relevant, and innovative
- Your report should be about 2-3 pages in length
- Use the following heading and sub-headings

- 1 Title
- 2 Terms of Reference
- 3 Procedures
- 4 Findings
- 5 Conclusions
- 6 Recommendations

**[40 marks]**

**TOTAL MARKS: [100]**