

ENN1504
REN1504

May/June 2018

Practising Workplace English

Duration 2 Hours

100 Marks

EXAMINERS

FIRST

SECOND

MRS S NAIDOO
MRS RH LATHA

MS S SINGH
MR MM RALUSHAI

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 paper consists of 8 pages

INSTRUCTIONS

- 1 Answer all **THREE** questions
- 2 Read the instructions carefully to ensure that you meet the requirements of 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**

You are the secretary of *Youth in Action*, a community engagement project, sponsored by an overseas company. At a recent monthly meeting held on 26 May 2018, the following item on the agenda was discussed under: **4.1 Membership**.

INSTRUCTIONS

Read the transcript below (exact words written down in the form of a dialogue) of what was said under Agenda Item 4.1 of this meeting.

- 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 **4.1 Membership**.
- You are expected to carefully **select and summarise** only the relevant information of the discussion, making the necessary changes to ensure a **formal register and style as well as the correct grammar**.
- Note that it is not necessary to record what each person said in turn.
- The length of your answer should **not exceed one page**.

Transcript of a section of the meeting

Ms Lesego Thank you, Mr Smith, for the detailed report on our last month's fundraising campaign which was aimed at recruiting more of our youth from the community. Yes, we did raise lots of money, R10 000, but unfortunately we were not successful in getting our name out there. The youngsters only took part in and enjoyed the sporting activities for that day. We saw our youth in action but too few youngsters registered on that day.

[TURN OVER]

Mr Moodley: Yes, I agree with you, Madam Chair. But my biggest problem is that within our team, only a few of us spent a lot of time and energy to ensure the success of the day. Unfortunately, there are others who just can't be bothered about our commitments as members of the project. The registration of new members was an utter failure thanks to those of you who did not even bother to pitch up on that day! We should be leading by example. So all I have to say is congrats to those of us who worked tirelessly on that day!

Ms Molori: You have raised a few good points, Mr Moodley, but there is no need to get so emotional and personal about what went wrong. We should also realise that sometimes we face unforeseen personal circumstances that may be beyond our control. Perhaps we should look at this as a learning experience of how we delegate tasks. The absence of one or two members should not hamper the outcomes of the day's programme. Furthermore, we should also revisit our decision to host events on a Sunday, particularly during long weekends such as the Easter weekend, during which many families go away on holidays. May I also suggest that we look into taking shifts so that members do not feel over-burdened trying to balance their personal commitments. Since most of our activities take place during the weekends, this is a time we would like to spend with our loved ones.

Ms Lesego: That's a good suggestion, Ms Molori. What do the rest of you have to say? Are you all in agreement with Ms Molori's proposal?

All. Yes.

[TURN OVER]

- Mr Smith:** I am willing to work with you in finalising the duty roster. I will circulate the scheduled activities for the rest of the year for members to indicate their availability.
- Ms Lesego:** Thank you, Mr Smith. The roster should be finalised within the next week. Now let's move onto the recruitment of members. Any ideas?
- Ms Moloji:** If Mr Moodley is in agreement, we can both review our current marketing strategies and registration procedures and present our plan of action to the committee at our next monthly meeting. All members are welcome to e-mail their suggestions to either of us within the next week.
- Mr Moodley:** That's no problem. I have a few ideas on how we can target our youth more successfully in joining *Youth in Action* and ensuring a more sustainable membership. We need to ensure that we do not run the risk of losing our overseas sponsorship.
- Ms Lesego:** Once again, thanks to each and every one of you for being so positive and cooperative. Let's move onto the next item on the agenda.

SUB-TOTAL: 30 MARKS

[TURN OVER]

QUESTION 2: EDITING AND PROOFREADING OF E-MAIL**BACKGROUND**

Your friend is a disgruntled reader of the *Daily Report News* because the newspaper is increasingly covering celebrities instead of “real news” The newspaper once had an excellent reputation journalists for this newspaper had received numerous awards and the editorials would always spark fierce public and private debate The tendency to focus on celebrity gossip is disturbing and disappointing to your friend He has realized that you are a better writer and has asked you to rewrite the emails

INSTRUCTIONS

Read the draft e-mail critically and improve on it by revising, editing and proofreading This means that you should **write an improved final version of the e-mail**, which will be sent to the editor of the newspaper

In your final version of the e-mail you should

- Revise the structure of the e-mail
- Include additional relevant information and omit irrelevant information
- Use correct grammar and sentence structures to establish the appropriate style and register
- Write well-structured paragraphs that are concise, coherent and logically sequenced
- The length of your answer should **not exceed one page**.

[TURN OVER]

To theeditor@dailyreportnews.co.za

Subject: Email of Complaint

Mr Editor

You need to go back to journalism school

You need to focus on real news and not celebrities

I don't care who is dating who and who is married to who and who lost weight and who gained weight and who was drunk and whose clothes fell off. And who was on a beach and who was at the airport. And who wore designer clothes. And who bought shoes and what brand it was.

I care about politics. Who is at war. What natural disasters. What the president did and what the president did not do. I want to know what is going on in my city. In my province. In my country. I want to know about our water and electricity situation. I want to know about the roads and accidents. This is what I want to know about.

I am busy. I want to know what is important and what might affect me. Celebrities don't affect me. Get your priorities straight or I will buy another paper.

From me (a concerned reader)

SUB TOTAL: 30 MARKS

[TURN OVER]

QUESTION 3 INVESTIGATIVE REPORT**BACKGROUND**

Penelope Integrated College is a school situated in the rural areas of Limpopo Province. The school management team and the school governing body have been responsible for managing the school nutrition programme for the past twenty-five years. In the past two months there have been complaints received from students, teachers and parents that the kitchen staff is providing poor service. The food that is served during breakfast and lunch times does not meet the required standard set by the Department of Health.

As Public Relations Officer of Penelope Integrated College, you have been requested by the school manager to conduct an investigation into possible reasons for the poor service and quality of food served in the dining hall.

INSTRUCTIONS

Compile an **INVESTIGATIVE REPORT** on the possible reasons for the poor service and quality of food served in the dining hall. Including appropriate conclusions and recommendations.

- Do not use the memorandum format. Use the structure provided below:
 - 1 Title
 - 2 Terms of Reference
 - 3 Procedures
 - 4 Findings
 - 5 Conclusions
 - 6 Recommendations
 - 7 Compiler's Details and Date of Submission

[TURN OVER]

- Credit will be given to responses that are relevant and innovative
- Use correct grammar and sentence structures to establish the appropriate style and register
- The information you present should be concise, coherent and logically sequenced
- Your report **should be 2-3 pages in length**

SUB TOTAL: 40 MARKS

TOTAL: 100 MARKS

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