

ENN1504
REN1504
PRACTISING WORKPLACE ENGLISH (ENGLISH 104)

May/June 2009

Duration : 2 Hours

100 Marks

EXAMINERS :

FIRST
SECOND

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MR CS NDLANGAMANDLA

MS LM MASEHELA
MR JD PROCTOR

INSTRUCTIONS

- 1 THIS PAPER CONSISTS OF THREE PAGES INCLUDING THIS COVER.
- 2 ANSWER BOTH QUESTIONS
- 3 READ AND FOLLOW THE INSTRUCTIONS CAREFULLY TO ENSURE THAT YOU MEET THE REQUIREMENTS OF EACH QUESTION
- 4 ATTEND TO BOTH CONTENT AND ENGLISH LANGUAGE IN YOUR ANSWERS
- 5 SPREAD YOUR TIME EVENLY IN ORDER TO ALLOW ENOUGH TIME AT THE END TO CHECK YOUR ANSWERS AND CORRECT POSSIBLE MISTAKES

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[TURN OVER]

QUESTION 1 REPORT WRITING

Imagine that you are employed in an organisation that experiences a peak (i.e. very busy) period towards the end of the year. At this time the staff cannot cope with their workloads during normal office hours, and a lot of money is spent on overtime pay.

The Chief Executive Officer (CEO) has asked you, as Director Human Resources, to investigate alternative solutions to the problem, such as appointing more permanent staff or temporary staff for this time of year.

Write a short formal report on your investigation. Give the report a suitable title and use the following subheadings:

- Terms of reference (10)
- Procedures (10)
- Findings (10)
- Conclusions (10)
- Recommendations (10)

Your report should be approximately 400 words (or 3 pages) in length.

[50]

QUESTION 2 MEETINGS AND MEETING PROCEDURES

You serve as Personal Assistant (PA) to the Chairperson of Executive Committee of the Cape Town branch of your company/ organisation /institution. The next quarterly Executive Committee meeting will be held on 12 July 2009 where several matters will be discussed, including the report referred to in Question 1 above.

- 2.1 Write the **NOTICE** of the meeting (10)
- 2.2 and the **AGENDA** of the meeting (10)
- 2.3 Assume that the meeting has already taken place, in accordance with the agenda you provided in your answer to Question 2.2 above

Write the **MINUTES** of this meeting, inventing the necessary details regarding information conveyed and decisions taken.

Your answer should be approximately 300 words (or 2 pages) in length. (30)

[50]