

**ENN1504
REN1504**

October/November 2009

PRACTISING WORKPLACE ENGLISH

Duration 2 Hours

100 Marks

EXAMINERS

FIRST
SECOND

MR JD PROCTOR
MR CS NDLANGAMANDLA

MS LM MASEHELA
DR RS PHATLANE

This examination question paper consists of 6 pages

This examination paper remains the property of the University of South Africa and may not be removed from the examination room

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

[TURN OVER]

QUESTION 1 WRITING SKILLS

Read the letter below critically, and then improve on it by revising, editing and proofreading it. This means that you may add or leave out information. In addition to correcting mistakes in language, you should improve the paragraphing and writing style.

Thusano Finances

P O Box 1920

Polokwane

0960

15 October 2009

Mrs LM Segoa

PO Box 2233

Lebowakgomo

0940

My Dear Mrs LM Segoa

A personal loan from Thusano Finances

Some few weeks back we wrote to you with an offer of up to R30 000 as a Thusano Finances personal loan. And because it's been about a month since then and we haven't heard anything from your side we just thought we would remind you that we are still here with our offer. Would you like to free yourself from the constant stress of cash flow problems and increasing interest rates? Well now you can by applying for a Thusano Finances personal loan! By a unique loan of up to R30 000 you could consolidate your debt into one loan. By that I mean you can pay for all those other debts and be just left with the one thing to pay it back. Manageable monthly repayment and it's fixed for a full term of your loan. So you must apply immediately! **Don't miss out on our fixed repayments!** Yes Ms Segoa **Simplify your life. Plan your budget. Improve your cash flow!**

If you are finding that you are not having enough funds to buy some things you are wanting to buy them. **Up to R30 000 cash available to you!** With a personal loan arranged exclusively by Thusano Finances you can lend as little as R4000 right up to as much as R30 000! We will give you your money in just 48 hours time after you have done the application. And again, Thusano Finances helped hundreds of thousands of South Africans with the cash they needed. And is an authorised financial service provider, with many years experience in the industry we

[TURN OVER]

keep the application process simple, offer fast approval and transfer your money directly into your bank account once approved. Very little hassles, very little waiting. Then simply call us it's that easy. In order to do an application for your personal loan is quick.

Yours faithfully

C. Morton

Clive Morton

The Loans Manager

[30]

[TURN OVER]

QUESTION 2 MEETINGS

You are employed as secretary to the Director Human Resources in a concrete manufacturing company. Below are the minutes that you took at the last meeting, but you still need to complete the **New matters** section.

Write out only Section 6 (New matters) under the subheadings provided. Your answer should be 1-2 pages long.

CONCRETE CREATORS HUMAN RESEOURCES DEPARTMENT

MINUTES OF THE MEETING OF THE HUMAN RESOURCES DEPARTMENT HELD IN THE SAMUEL MOKONE BOARDROOM ON 01 APRIL 2009

1 **Welcome**

The chairperson opened the meeting with a warm word of welcome to all, and especially to those who had been on long leave.

2. **Present**

Mr L Maduna (Chair), Ms L Masoku (Secretary), Mr M Mogodu, Mr R Kloof, Mr S Class, Ms E Matimu, Mr L Letuna and Mr M Scott.

3 **Apologies**

Ms Kone and Mr Smith, who were attending a workshop at the Doornkraal branch.

4. **Minutes of previous meeting**

Minutes of the previous meeting were taken as read and approved.

5 **Matters arising**

5.1 **Beneficiary forms**

Members of staff who had not yet submitted their beneficiary forms were reminded to do so before 30 May 2009.

5.2 **Unused vacation leave**

It was agreed that individuals who still had vacation leave from 2008 could use them at any time before 30 June 2009. Should they fail to do so, they will forfeit these days. Employees are not permitted to encash unused leave.

6. ***New matters***

6.1 *Salary increase for 2010*

6.2 *Employment equity*

6.3 *Vehicles left on the premises over weekends*

6.4 *More personnel required in the HR department*

7 General

7.1 Upkeep of the common room

Following complaints from the supervisor of the cleaning staff, it was agreed that members of the Department would take greater responsibility for cleanliness of the common room

8. Date of next meeting

The next meeting is to be held on 7 May 2009 in the same venue

9. Closure

The meeting closed at 12h00

L Masoku

Ms L Masoku
Secretary to Director Human Resources

[40]

Question 3 Report Writing

You hold the position of Director Public Works in the Phuleni municipality

A building of historical interest, which housed municipal offices, was recently damaged by fire. Part of the building collapsed, injuring two employees, and some antique furniture was damaged or destroyed.

The Mayor has requested that you investigate the possibility of renovating the building and restoring or replacing damaged furniture. In preparing the report, you are advised to consult the Tourism Officer, Safety and Security Officer and the Building Inspector within local government, as well as any relevant experts in the private sector.

Provide a suitable title for your report and write only the following sections:

- 1 Terms of reference
- 2 Procedures
- 3 Findings

The Conclusions and Recommendations sections of the report are not required here.

Your report should be approximately one and a half pages long.

[30]
Total Marks: 100