

**ENN1504**

October/November 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 the secretary to a Board of Directors at Toytown Distributors. This business offers a range of toys and games. It has to print quotations, invoices, and proof of delivery documents for each order that is made. Once the order has been delivered the documents have to be filed. The company has noticed that a lot of money is spent on stationery. The same document can be printed three or four times, which is a waste of resources. The Finance Director has asked that stationery use be placed on the agenda at the company's Annual General Meeting as the company has exceeded the stationery budget this year.

**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 the subheading

**5.1 Stationery Use**

Remember that in taking 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 not exceed one page in length.

**▪ Transcript of part of the meeting**

**Mr Gezani (Chair):** Let's now move on to item 5.1 – the one about stationery use. I know that Sifiso has been concerned that we've exceeded our stationery budget by a couple of thousand this year. Sifiso, can you tell us what your concerns are?

**Mr Mashinini:** Yes, I'm very worried about the audit that's coming up because we have exceeded our stationery budget quite extensively. We have to order paper almost every month, which is ridiculous. We can increase the budget but that is not really addressing the problem. We're using forests of paper and if we compare this to last year, it's completely out of the ballpark.

**Mrs Tai:** Are you making accusations? Do you think people are walking away with the paper? My office keeps a very strict watch over the stationery room. Everyone has to sign the book when they take paper. So I don't think we're at fault.

- Mr Gates:** I don't think Sifiso is accusing you guys of anything and we know your record keeping is impeccable. But I think we need to take a few precautions just in case. After all, we can't account for what happens after hours. Maybe we should do a stock take once a week? We can check whether the paper that leaves the stockroom matches the paper that is signed out in the book. That way we can find out if there is something funny going on.
- Mrs Tai:** But we're so busy I am not sure that we will get time for that on top of everything else we have to do.
- Mr Mashinini:** Maybe we can ask one of the filing clerks to do the actual counting of the stock and then forward the numbers to you to fill in on the computer? Then all you have to do is to check the figures in the book. How does that sound?
- Mr Gezani:** I agree. That's a good plan. I often see the filing clerks standing around with nothing to do. So that will kill two birds with one stone.
- Mrs Steyn:** Increased control sounds good but I don't know if that's the only problem. I mean do we really have to print so many copies of the Proof of Delivery? Three copies is actually ridiculous. I think just two is fine. On top of that I notice that the new lady in invoicing makes so many mistakes that often she has to print an entire run of orders over again. I see reams of paper oozing out of her dustbin.
- Mr Todd:** I know. I check her orders and she is so careless, it's just ridiculous. And it's not only her. The other one makes a lot of mistakes too. There's a lot of talking in that office. Maybe I can have a meeting with the both of them and remind them about being less careless and if it doesn't improve we can give them a written warning or something.
- Mrs Steyn:** What about moving one of them into the empty office next to mine? That way they won't be working in the same office and there will be less chatting going on. Then they can focus on their work.
- Mr Gezani:** Okay. Let's get that done by the end of next week. What about the suggestion made to reduce the number of Proof of Delivery documents?
- Mr Mashinini:** Unfortunately, we need 3 copies. The warehouse needs one, we need one and the store needs one. So we can't budge on that one.
- Mr Mokgope:** I know these are short term solutions and should reduce the amount of paper. But you know our turnover has doubled and so we must realize that we will use more paper and stationery and we must make provision for this in the budget. So Mr Mashinini I think we must consider increasing the budget by 30% anyway.

**Mr Mashinini:** All right point taken We can allocate more to the budget in line with our turnover 30% seems a reasonable amount

**Mr Mokgope** And further to that you guys know that I went to that conference on IT last month All the companies are going electronic There are these gadgets that you can buy and as the deliveries are made, they just scan everything and then it automatically records the proof of delivery Maybe we must investigate going paperless like the other companies The delivery guys tell me that a lot of the stores are doing this nowadays What do you think?

**Mr Mashinini:** How much is that going to cost? We have to make a decision soon because I am busy with the budget It might be considered as a long term project

**Mr Gezani** Yeah, it sounds like a plan Obviously, we have our short term solutions but maybe you can look into that for us Mr Mokgope? What about doing an investigation for us on the feasibility of that and the costs and so on? You can maybe present it at the quarterly meeting We have to keep up with the times, isn't it? Okay, let's move on to the next item on the agenda

[30]

## Question 2 WRITING SKILLS IN WORKPLACE CORRESPONDENCE

### BACKGROUND

You are the manager of a number of beauty salons Customers have been complaining about the appearance and attitude of the nail technicians and the therapists They state that the therapists chew gum and speak loudly to each other during treatments which are supposed to be relaxing In addition, they dress very casually which detracts from the clean and professional image your brand is trying to project You have decided to introduce a corporate uniform which will improve the company image The staff will be issued with two uniforms each If they would like additional uniforms they will have to pay for these themselves Furthermore, there will be in-service training on projecting a professional image

You have drafted a memorandum and requested that it be emailed to staff members

### INSTRUCTIONS

Read the draft email 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

**MEMORANDUM**

**TO: EVERYONE**  
**FROM: THE OWNER**  
**MARVELOUS MAKEOVER BEAUTY SALONS**

**DATE: 'Aug 2016**

**RE: Pathetic attitude and attire in the work place reflecting negatively on the company image**

We have received SOOOOO many complaints from clients about you people. They way you are dressing is offending the clients. THEY say that your nails are dirty and then you want to try and do other people's nails. How do you expect to give a professional image if you cant even look after your own hands? What are they supposed to think? What do you think that tells them about your home or your house? They will think that you live in a pig sty. They will also think that our salons are not clean and maybe they will catch a fungus from our stuff the way we are so casually dressed.

It is also not profesional for stuff to chew gum while working with the client. We all know how irritating it is to hear someone chewing, chewing especially when they are giving you a masage or a facial. So I, as the manager, has decided that YOU are going to wear some uniforms. But you are not getting them all for free. The company will give you two but that is enough. If you are wanting more for yourselves then you have to fork out your own money from your own pockets. You cant be expecting the company to just give give give give. This is actually even better for you because you can go to your cupboard and you don't have to think what you must wear. The decision is made for you. The company is getting the uniforms at a discount price so it is even better for YOU! Even if you don't like the colour it is unanimous that each and every employee have to wear it.

The shops will all be closed on Tuesday for the inservice training. Shayna Sherman, that is a qualified image consultant will present the workshops on corporate image at the main office. Make sure you are there! An attendants register will be taken. Anyone not attending will be getting a written warning because of insubordination.

You must be proud to work for this company which is professional and dedicated. Lets all work together by the way we look to improve the future of this company. Lets keep clean and dress profesional. Hand in hand we can help each other.

By order MANAGEMENT

[30]

**Question 3 REPORT WRITING****BACKGROUND**

You are the principal of **New Horizons Primary School**. Eighteen months ago, you have been requested by the Chair of the School Governing Body to implement technology in your school. He would like every learner from Grade 1-7 to have a tablet or an i-pad. It is believed that this will reduce the need for workbooks and textbooks. Learners will have access to textbooks on their tablets and they will be able to submit tasks for assessment electronically. However, there are a few challenges. The community that the school serves is varied. Some parents can afford to buy the tablets and others cannot. In addition, security is a problem as these tablets can be stolen. Furthermore, it is important that they are charged at all times and that batteries do not go flat during school time.

The Chair of the School Governing Body has requested a progress report on the project. Write a short progress report with the following headings:

- 1 Introduction
- 2 Description of Project
- 3 Work completed to date
- 4 Next phase
- 5 Difficulties Encountered
- 6 Conclusions and Recommendations

Your report should be 2-3 pages in length.

[40]

**TOTAL MARKS: [100]**