higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

ENGLISH FIRST ADDITIONAL LANGUAGE
(Second Paper)
NQF LEVEL 3

(4101113)

16 November 2018 (Y-Paper)
13:00–15:30

This question paper consists of 6 pages and five addenda of 6 pages.

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TIME: 2½ HOURS
MARKS: 100

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.

2. This paper consists of THREE sections:

3. SECTION A: REPORT WRITING 50 marks
   SECTION B: LONG FUNCTIONAL WRITING 30 marks
   SECTION C: SHORT FUNCTIONAL WRITING 20 marks

4. Read ALL the questions carefully.

5. Number the answers according to the numbering system used in this question paper.

6. Start each section on a NEW page.

7. Pay attention to the marks allocated for each question.

8. Plan your time carefully.

9. Write neatly and legibly.

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BACKGROUND

Read the following background information before answering the questions, which are ALL based on this information.

Mr William White is the founder and general manager of Step Out Shoe Store that has branches all over the country. A total of 3 000 workers are employed in all the stores. Mr White is based at the head office in Pretoria. Each branch has a store manager with a number of employees. Every year they have a big year-end function, where every member is rewarded for a job well done. Prizes are awarded for outstanding performance as well.

SECTION A: REPORT WRITING

Answer ALL the questions in this section.

QUESTION 1: ACCIDENT REPORT

The management team of Step Out Shoe Store host the year-end function in Bloemfontein on 30 November 2018. You are Monty Malebana, the chairman of the organising committee. You were requested to organise the year-end function, which was held at the Bloem Dam.

The party went as planned. It started on time. Some were dancing to the music; others were swimming in the pool. While the staff were enjoying the party, one of them, Senzile Ndlovu, shouted from the pool. You immediately ran to the pool where you found Senzile trying to save his friend, Thabo Simons from drowning. Senzile could not carry Thabo on his own so he called for help. You immediately dived into the pool and assisted Senzile to take Thabo out. By that time, Thabo was unconscious. You decided to call an ambulance, whereupon medics applied first aid. They managed to resuscitate him and took him to hospital.

On his arrival at the hospital, the doctor attended to him immediately. Thabo sustained head injuries and was hospitalised for a week as the doctor wanted to monitor the extent of his injuries.

Mr White requested you to write an accident report in which you give an account of what happened.

Complete the accident report on ADDENDUM A and hand it in with the ANSWER BOOK.

CONTENT	GRAMMAR/STYLE	TOTAL
15	5	20

[20]

QUESTION 2: PROGRESS REPORT

In January 2018 the management team of *Step Out Shoe Store* decided to improve the safety conditions for all employees so that they may feel safe at all times. They decided to build a recreation centre to be used by all staff members. The plan of the recreation centre includes a main hall with a kitchen that has catering facilities, swimming pool, braai area, bar, Jacuzzi and playground.

The main hall has been completed with everything fitted as planned. Braai stands have been completed. Melusa Catering Facilities Supplying Company is organising the catering facilities and expect to be completed by the end of the week. The workers are still in the process of fitting the lawn on the playgrounds. The pool has been dug, but still needs to be fitted with solid safety pool covers. Public Works people still need to clear the road that leads from the main road to the centre. People from Eskom still have to connect the electricity.

You have to oversee the building of this recreation centre. On 9 March 2018 Mr White asked you to report on the progress of the work.

Complete the progress report on ADDENDUM B and hand it in with the ANSWER BOOK.

CONTENT	GRAMMAR/STYLE	FORMAT	TOTAL
17	7	6	30

[30]

TOTAL SECTION A: 50

SECTION B: LONGER FUNCTIONAL WRITING

QUESTION 3: NOTICE AND AGENDA OF MONTHLY MANAGEMENT MEETING

You are appointed as the secretary in Mr White's office. You have to inform members about a monthly management meeting. The purpose of this meeting is to discuss the construction of the recreation centre. Compile the notice and agenda for the meeting to be held at the Protea Hotel conference centre, Lillian Ngoyi Street, Pretoria, on 19 March 2018 at 10:00. The notice has to be sent a week before the meeting.

Points to be discussed under New business are as follows:

- Report on the progress of the construction of the recreation centre.
- Delivery of chairs and tables to the recreational centre
- Arranging a security company to guard the centre

CONTENT	GRAMMAR/ STYLE	FORMAT	TOTAL
11	4	5	20

[20]

QUESTION 4: MINUTES OF MANAGEMENT MEETING

Write the minutes of a special meeting, using the information of the notice and agenda in QUESTION 3.

The notes in the information box below will help you compile the minutes. As the notes are not written in full sentences, you will need to write full, grammatically correct sentences. Complete the minutes on ADDENDUM C and hand it in with your ANSWER BOOK.

Mr White opened – welcomed – Register circulated for signing – Apologies: Mr Dube, Ms Smith – attending workshop. Progress in the construction – Delivery of chairs and tables to the recreational centre by Mr Mosele. Arranging a security company to guard the centre - Ms Patricks – Closure – 11:30

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

[10]

TOTAL SECTION B: 30

SECTION C: SHORT FUNCTIONAL

Answer any TWO questions in this section.

QUESTION 5: FLYER

The management team of *Step Out Shoe Store* has decided to organise a Summer Walk to be held on Saturday 19 November 2018. This will be held in partnership with ADDIDAS. This aims to raise funds for needy school children. The event will be held at the Pretoria Gardens.

Design a flyer advertising this event. Include contact details as well as any appropriate information.

The flyer should have the following:

- Page border
- Clear and interesting heading
- Interesting and varied use of font
- Distinct design

Content	Format	GRAMMAR/STYLE	TOTAL
5	2	3	10

[10]

AND/OR

QUESTION 6: FORM

Everybody participating in the Summer Walk has to complete a registration form. Complete the registration form on ADDENDUM D and hand it in with the ANSWER BOOK.

CONTENT	GRAMMAR/STYLE	TOTAL
7	3	10

[10]

AND/OR

QUESTION 7: TELEPHONE MESSAGE

On 13 November 2018 at 09:00,Mr Reddy from ADDIDAS company called. The receptionist, Ms Thuto Molapi, the receptionist, took the call in Mr White's office.

Read the telephone conversation below and complete the telephone message form on ADDENDUM E and hand it in with the ANSWER BOOK.

Ms Molapi: Hello, Step Out Shoe Store. Thuto speaking, how may I help you?
Mr Reddy: Hello. May I speak to Mr White, please.
Ms Molapi: I'm sorry, but Mr White is not in the office at the moment. I am the receptionist. May I take a message, sir?
Mr Reddy: Sure. Please tell him that Mr Reddy from ADDIDAS called in connection with the Summer Walk. I would like to know if she needs help with the organisation. I would also like to know how many people have registered so far. Please tell him that ADDIDAS company has decided to carry the costs of T-shirts alone. Tell him that we still have not found the musical band which will be entertaining the participants, but I am confident that we shall have found them by Wednesday.
My mobile number is 0724224862.

Ms Molapi: I will deliver the message, sir. Thank you very much. Enjoy your day.

Mr Reddy: Thank you. I hope to hear from you soon.

CONTENT	GRAMMAR	TOTAL
7	3	10

[10]

TOTAL SECTION C: 20
GRAND TOTAL: 100

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ADDENDUM A

EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 1: ACCIDENT REPORT

STEP OUT SHOE STORE	
Name of injured person	
Date of incident	
Time incident happened	
Place of incident	
Description of incident	
Action taken	
Name of compiler	
Signature of compiler	
Date	

[20]

NCV

ADDENDUM B

EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 2: PROGRESS REPORT

STEP OUT SHOE STORE

MEMORANDUM

To:_____Date:_____

From:_____Tel:_____

Subject:_____

BACKGROUND (Who instructed you to write the report and what it is about.)

_____

_____

_____

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_____

PURPOSE (Why are you writing the report)

_____

_____

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_____

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QUESTION 2: PROGRESS REPORT (CONTINUED)

TASKS COMPLETED

_____

_____

_____

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_____

_____

TASKS CURRENTLY BEING ATTENDED TO

_____

_____

_____

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_____

TASKS STILL TO BE COMPLETED

_____

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_____

CONCLUSION

_____

_____

_____

_____

_____

[30]

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ADDENDUM C

EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 4: MINUTES OF MANAGEMENT MEETING

STEP OUT SHOE STORE

MINUTES OF A MANAGEMENT MEETING HELD AT THE PROTEA HOTEL ON MONDAY 12 NOVEMBER 2018 AT_____(1)

1. OPENING AND WELCOME

   (1)_____opened the meeting and welcomed everyone present.

2. ATTENDANCE REGISTER

   The attendance register was circulated and signed by everyone present.

3. APOLOGIES

   _____(1)

   _____(1)

4. MINUTES OF PREVIOUS MEETING

   Minutes of the previous meeting were taken as read, approved and signed

5. MATTERS ARISING

   There were no matters arising from the minutes of the previous meeting.

6. NEW BUSINESS

   6.1_____(1)

   6.2_____(1)

   6.3_____(1)

7. GENERAL

   Nothing was discussed under general

8. DATE OF THE NEXT MEETING
   The next meeting would be held on the 7th of November 2018.

9. CLOSURE

The meeting was adjourned _____(1)

[10]

ADDENDUM D

EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 6: FORM

STEP OUT SHOE STORE SUMMER WALK
(IN PARTNERSHIP WITH ADDIDAS)
19 November 2018
09:00

Email: stepoutshoestore.co.za
Tel: 012 5433 222

18 Spring Avenue
PRETORIA WEST
0150

Pick your race pack at the race venue.

There will be post-race refreshments.

Please complete the following application form and mail it back before 16 November 2018

FIRST NAME_____**LAST NAME**_____

STREET ADDRESS_____

SUBURB_____

CITY_____

COUNTRY_____

DATE OF BIRTH mm/dd/yy____/_____/_____

SEX (CIRCLE ONE) M F

RACE ENTERED (CIRCLE ONE) 15KM 10KM 5KM

SHIRT SIZE (CIRCLE ONE) XS S M L XL XXL XXXL

ENTRY FEES: R250 (15KM) R150 (15KM) R70 (5KM)

SIGNATURE_____

DATE_____

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ADDENDUM E

EXAMINATION NUMBER: | | | | | | | | | | | | | |

QUESTION 6: TELEPHONE MESSAGE

STEP OUT SHOE STORE

TELEPHONE MESSAGE

TO:_____

FROM:_____

TEL:_____

DATE:_____

TIME:_____

MESSAGE:_____

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Message taken by:_____

[10]

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