



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF HUMAN SCIENCES

DEPARTMENT OF EDUCATION AND LANGUAGES

QUALIFICATION: VARIOUS	
QUALIFICATION CODE: VARIOUS	LEVEL: 6
COURSE CODE: PWR 611S	COURSE NAME: PROFESSIONAL WRITING
SESSION: JULY 2019	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SUPPLEMENTARY/SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Dr T. FRANS MR A. BREWIS MS A. SMITH
MODERATOR:	MR T. CHUNGA

INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.	

THIS QUESTION PAPER CONSISTS OF 6 PAGES INCLUDING (THIS FRONT PAGE)

SECTION A: BUSINESS LETTER WRITING

[30]

QUESTION 1

FIRE PREVENTION SECTION

The Fire Prevention Section is responsible for all fire service activities that decrease incidences of uncontrolled fire in the City of Windhoek. Usually fire prevention methods utilised by the Windhoek Emergency Management Division focuses on Fire Safety Inspections, Fire Engineering on Building Plan Designs, the Code Law Enforcement, Public Fire Safety Education and Fire Investigation.

There has been a big storm recently in Windhoek which caused massive destruction especially in Klein Kuppe. Mr Haulofu lives in this area. His house was burned down by lightning during this storm. He lost all his belongings in this fire. He called the Fire Prevention Section to come to his rescue but it took them three hours to arrive. When they (Fire Prevention Section) finally arrived everything was totally destroyed. Mr Haulofu wrote you a letter as Chief Executive Officer of the City of Windhoek in which he complained about the Fire Prevention Section's inefficiency to swiftly respond to emergencies. In his letter, he demands compensation from the City of Windhoek for his loss.

You, the Chief Executive Officer, Mr Kahimise, write a positive adjustment letter to Mr Haulofu. Invent addresses and use a fully blocked letter format. Your letter should be between 200 and 300 words.

SECTION: B REPORT WRITING

[30]

QUESTION 2

It has been noticed that staff come to work drunk or smelling alcohol on any day of the week. Your Managing Director, Ms J Mbaeva asked you, the HR Manager to compile a questionnaire and hand it to the 40 employees at your company "Turipamue". Ms Mbaeva wants to know how the workers feel about being tested for alcohol. Initial research showed that 80% of the workers were in favour of being tested for alcohol at the workplace. She wants you to analyse the 40 questionnaires and compile a short formal report on your findings. Your report is due

to her on the 17 July 2019, with four recommendations. The report should not be longer than 250 words and **must consist of 5 sections, namely: Identification, Terms of Reference, Procedure, Findings, Conclusion and Recommendations.**

Carefully and thoroughly, study the analysis below

Use this analysis of the 40 questionnaires you made to write your report

On whom should the testing be done?

- All staff including management 20
- All staff, excluding management 10
- Only machine operates 10

Where should testing be done?

- Privately at work 10
- Publicly at work 11
- Away from work 19

What must happen to the result?

- Made known to all colleagues 5
- Made known only to management 15
- Made known only to person tested 20

What is the use of alcohol test at work?

- Help management in assisting workers with counselling 10
- Replace workers who test positive for alcohol 10
- Educate workers on the abuse of alcohol 20

What would the workers do if they tested positive?

- Be fired from work 5
- Be suspended for a period of time 10
- Be warned 25

QUESTION 3

Read the following information below and answer the proposal question that follows.

MINISTRY OF WORKS AND TRANSPORT PROCUREMENT COMMITTEE INVITATION FOR BIDS

1. Proposals are invited through Open National Bidding (ONB) procedures for the mentioned services (**supply and delivery of tyres and tubes**) to the government garage fleet. The invitation is open to all Namibian bidders.
2. Interested eligible bidders may obtain further information from Mr. R Beukes at the Ministry of Works and Transport, and can also inspect the Bidding Documents at his office. Mr. Beukes can be contacted at 061-2088007.
3. Qualification requirements include: compliance to eligibility criteria, compliance to technical specifications and requirements. A margin of preference for certain goods manufactured domestically shall not be applied.
4. Closing date 17 October 2019, 11h30.

Write the right proposal letter for this tender. Do not write Staffing and Budget for this question but indicate that they are in "Appendix".

QUESTION 4

Read the following leaflet and answer the questions that follow

Mozambique flood survivors mourn, with thousands still missing

2019-04-02 09:24

**Survivors of Mozambique cyclone recount devastation**

A devastated mother of a three-year-old boy recalls how he was ripped from her hands by rising flood water during cyclone Idai that hit eastern Mozambique more than a week ago. The inland Begaja community has received no relief due to their remote area.

Sara Francisco survived the devastating Cyclone Idai by climbing a rooftop with her two young daughters in her rural village of Buzi after most surrounding buildings were swept away by flooding. She was stuck at the rooftop for about 24 hours with no food, surviving on rain water while calling out for help with her children. Help eventually came when a villager passed by in a small canoe, which brought Fransico, 24, and her daughters to a camp for displaced persons in Beira, 50km northeast of Buzi. But her problems are not over as she still cannot find her missing family members.

The World Health Organisation has promised to provide 900 000 doses of cholera vaccines to check the outbreak. The number of reported cases in Beira alone has increased to 271 as of Tuesday.

NUST students initiative

As a student at NUST I came across this sad story while surfing the web and the level of suffering endured by people in Mozambique forced me to act immediately. I am therefore calling upon the student community at NUST to join hands in alleviating the suffering of the Mozambican victims of cyclone Adai. I am appealing to all of you to please donate anything from, clothes, food items, blankets etc. to the people of Begaja

Please bring these items to the office of the Dean of Students where they will be packaged and shipped through the Mozambican embassy in Windhoek to the affected communities

Your kind cooperation in this regard will be highly appreciated!

Provide the following information based on the text.

4.1 Provide a rhetorical question for the text. (2)

4.2 Give a brief background of the problem. (3)

4.3 Identify and write down the emotional plea sentence in the text. (1)

4.4 Explain what the following AIDA phases should entail.

4.4.1 ATTENTION (2)

4.4.2 ACTION (2)

END OF EXAM PAPER
