



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF HUMAN SCIENCES

DEPARTMENT OF COMMUNICATION AND LANGUAGES

COURSE CODE: PWR 611S	COURSE NAME: PROFESSIONAL WRITING
DATE JULY 2023	MODE: FM, PM & DI
DURATION: 3 HOURS	MARKS: 100

SUPPLEMENTARY EXAMINATION QUESTION PAPER	
EXAMINER:	Dr T Frans Mr C Gwasira
MODERATOR:	Ms K DuPlessis

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

THIS QUESTION PAPER CONSISTS OF 4 PAGES (INCLUDING THIS FRONT PAGE)

SECTION A: BUSINESS LETTER WRITING

[30 marks]

You are the Manager at City Furniture Shop. One of your customers, Ben Williams bought a television set from your shop a few weeks ago. The television set was delivered at his home. A few days after delivery, Ben phoned you to complain about the TV set. He said that it only worked well for a couple of days and then, the problems started. When he switches it on, it takes long to light up and show images. The images are hazy and the sound is imperfect. He also noticed a crack on the screen and believes that it must have been a result of mishandling during delivery. He demands that you fix the TV set or refund him the full amount that he paid for the TV set. As Manager, respond to Ben's complaint by writing a letter of negative adjustment to him. Write in the fully blocked format. Invent any necessary detail such as addresses. The letter must be 250 to 300 words.

SECTION B: REPORT WRITING

[30 marks]

You are a Social Worker in the ministry of Health and Social Services. The Director of Social Services has observed an increase in the use of substances such as drugs and alcohol among the youth. The Director has assigned you to carry out an investigation to find out why young people engage in the use of the substances. You also have been instructed to come up with recommendations on how this problem could be overcome. The information will be used to prepare a policy towards the eradication of drug and alcohol abuse among the youth. The recommendation report of 250 to 300 words in length is due on 30 June 2023. Read the newspaper article below to obtain information about the issue and then follow the instructions that follow on how to present the report.

Alcohol and drug abuse ravaging the entertainment industry

The Namibian entertainment industry, just like any other, has artists who misuse drugs and alcohol. Some feel it is a coping mechanism, while others feel it is cool to smoke and drink alcohol.

Entertainment Now! has spoken to few artists who have either gone through the ordeal and are now recovering such as rappers Exile, Shikololo, Jericho and others. Many are however, not ready to disclose such realities as they are still trying to navigate through the stormy weather in the world of narcotics. Entertainment Now! approached artists, managers and promoters to try and find out why they would resort to such behaviours, to the brink of ruining their careers and perhaps find out if there are steps that need to be taken to revive this almost dilapidating and close to non-existing sector in the country.

"One of the biggest frustrations for artists is being talented and not being able to fit in anywhere within the industry or to make a proper living from their crafts in the country, because of the failure to develop the industry. When the focus is forever about building certain individuals rather than the sector as a whole, it creates a domino effect," he said. He said that one would find artists who are full of ideas in the entertainment industry and end

up getting depressed because their hard work is not recognized; this becomes a headache that drives artists into corners.

“This is the same way people turn to alcohol abuse when they are going through a divorce or things in life are not going right.” AB Pro said an element of rehabilitation needs to be introduced into the industry. “We also need to normalise going to see psychologists or social workers to deal with these problems. When we have people or artists going through this, we need to find or establish means of support to get through all these issues.” He said he has been in the industry long enough to not turn his back on an artist who is going through such ordeals and sees support as the best way to assist.

Talking to Entertainment Now! founder of Topclass Namibia, a multi-media and marketing firm, Changa Mugwala said the problem with the spotlight is that it comes with a lot of pressure and not everyone can handle the fame and burden that comes with it, that is the reason why many musicians and entertainers turn to drugs and alcohol. Mugwala, who has managed a couple of artists further added that drug use in the entertainment industry has become a norm and it has ruined great talents in the country. He advises entertainers to always seek for necessary assistance, saying sometimes it could be mental health problems or an addiction. Rapper singer-songwriter Jericho Gawanab, better known as Jericho, has walked through the most difficult paths most artists endure when living the life of an entertainer. Jericho witnessed many things growing up in the dusty streets of Damara Location in Katutura. When he reached his superstar status, stress, depression crept heavily on him, and to make matters worse, he lost his father in the same space. The environment which he grew up in also did not help, as the location has shebeens in every street with drugs being sold at every second house, he related once in an interview with this publication.

Many artists go through different ordeals, which leads them to substance abuse. They should not suffer in isolation but rather seek professional help or confide in somebody they trust for guidance.

[Paheja Siririka and Aletta Shikololo – psiririka@nepc.com.n New Era 17-8-2020 Adapted]

Report writing task:

1. You may use relevant information from the article above but do not copy whole sentences. You may also include your own ideas.
2. Invent any other details where necessary.
3. Write only the following sections of the report:

Identification section	(4)
Terms of reference	(6)
Findings (only 2)	(4)

Recommendations (only 2)	(4)
Signature and completion date	(2)
Format 3 marks; Language 7marks	(10)

SECTION C: MEMORANDUM

[20 marks]

You are the Hostel Manager at a tertiary institution. You notice that the hostel rooms and premises are untidy. Hostel property is being vandalised. Some window panes, doors and water taps have been broken. Write a memo to all hostel students in which you draw their attention to this situation and warn them about the action that management will take in order to put a stop to this situation. The Memo must be about 200 words long. Pay attention to grammar, spelling and punctuation.

SECTION D: SHORT QUESTIONS

[20 marks]

Answer the following questions.

1. Before you begin writing a business letter, identify your **audience**.
Explain the meaning of 'audience'. (2)
2. Do not use **discriminatory language** when writing.
Explain the meaning of 'discriminatory language'. (2)
3. One must always maintain **netiquette** in one's communication.
Define 'netiquette'. (2)
4. State one advantage of using a **questionnaire** in research. (2)
5. Indicate whether the following statements are True or False. (2)
 - 5.1 The writing process involves planning, writing and editing. (2)
 - 5.2 Multiple choice questions are an example of closed format questions. (2)
 - 5.3 The address code 9000 is not used anymore in Namibia. (2)
 - 5.4 The abbreviation cc means that the writer has enclosed a document with the letter. (2)
 - 5.5 The sequence of date used in letter writing is: Year, Month, Date. (2)
 - 5.6 The salutation normally comes at the end of a letter. (2)

END