



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF COMMUNICATION AND LANGUAGES

QUALIFICATION: ALL	
QUALIFICATION CODE: VARIOUS	MODE: DISTANCE ONLY
COURSE CODE: PWR611S	COURSE NAME: PROFESSIONAL WRITING
SESSION: DECEMBER 2025	PAPER: 1
DURATION: 3 HOURS	MARKS: 100

2ND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER:	DR. T. FRANS
MODERATOR:	MS.K. DU PLESSIS

INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer ALL the questions2. Read all questions carefully before answering.3. Number answers according to the numbering structure provided in the question paper.4. WRITE CLEARLY AND NEATLY	

THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including this front page)

SECTION A: BUSINESS LETTER WRITING

[40 Marks]

QUESTION 1

You have received a letter of complaint from the Chairperson of the Residents Association in which they outlined the complaints from the residents in a block of flats owned by a company called Wanahenda Real Estate. They are unhappy about the poor condition of the apartment blocks. The lifts in the apartment block are vandalised and not working anymore. The bins outside the flats are overflowing with rubbish. The fence around the flats is in a poor state and thieves and stray dogs enter the premises anytime. The parking area is overgrown with grass and cars are not safe anymore.

As the Manager of Wanahenda Real Estate, write a **positive adjustment** letter to the Chairperson of the Residents Association. Your letter must be about 300 words in length. Mind your grammar, spelling and sentence construction. Invent all necessary details such as addresses and names.

SECTION B: BUSINESS PROPOSAL

[40 marks]

QUESTION 2: Read the following Tender information and write only the four sections of A SOLICITED PROPOSAL as indicated below.

The Ministry of Works and Transport wants companies to submit their proposals for the repainting of the Eros Airport Terminal Building.

TENDER NOTICE

Tender TI Ref No: 52312734

Tender Date: 23 September 2025

Tender Description: Repainting Of the Eros Airport Terminal Building, Namibia

Tender Deadline: 7 October 2025

Tender Sector: Transportation – Airports and Aviation Tenders,
Infrastructure – Airports Tenders

Tender CPV: Construction work for airport buildings Tenders

WRITE ONLY THE FOLLOWING SECTIONS.

- | | |
|----------------------|------|
| 1. Title Page/format | (5) |
| 2. Introduction | (5) |
| 3. Background | (10) |
| 4. Proposal/plan | (10) |
| 5. Authorisation | (5) |

NOTE: LANGUAGE AND STYLE (5)

SECTION C: [20]

QUESTION 3: GENERAL QUESTIONS

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| 1.1 Name any two purposes of communication. | (2) |
| 1.2 What are the three steps in the writing process? | (3) |
| 1.3 Mention four benefits of using EMAIL? | (4) |
| 1.4 How should town names be formatted in professional business documents? | (1) |
| 1.5 When should you use the following salutations? | (2) |
| a. Dear Sir or Madam | |
| b. Dear Mr Adams | |
| 1.6 Name five sections of a Report. | (5) |
| 1.7 Name one advantage of using surveys and questionnaires in business. | (1) |
| 1.8 Name the first paragraph in a persuasive message and state its importance. | (2) |

END OF THE EXAMINATION