



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

FACULTY OF HUMAN SCIENCES

DEPARTMENT OF EDUCATION AND LANGUAGES

COURSE CODE: PWR611S	COURSE NAME: PROFESSIONAL WRITING
DATE: NOVEMBER 2022	MODE: FM, PM & DI
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY QUESTION PAPER	
EXAMINER:	DR T.H.N FRANS
MODERATOR:	MRS K. DU PLESSIS

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

PERMISSIBLE MATERIALS

1. Examination paper
2. Examination script

THIS QUESTION PAPER CONSISTS OF 3 PAGES INCLUDING (THIS FRONT PAGE)

SECTION A: GENERAL QUESTIONS

[10]

QUESTION 1

- 1.1 Mention four methods that can be used to select the content of the business correspondence. (2)
- 1.2 What is the general purpose of the introductory paragraph of a business letter? (1)
- 1.3 Discuss what a tone is in a business letter writing. (2)
- 1.4 What is the importance of a memorandum? (1)
- 1.5 There are two sections of the memo: situation and solution. Explain the content of these two sections. (2)
- 1.6 Mention any four Netiquette rules. (2)

SECTION B: BUSINESS LETTER WRITING

[30]

QUESTION 2

You are a community member of Havana settlement. The City of Windhoek has installed solar power to 300 households in this area. You are one of these households. Two weeks after the solar power was installed at these houses, you start experiencing problems such as you could not use the power to watch television, to warm water for bathing and the power is off and on all the time because it is weak. Write a **complaint letter** to the CoW. Invent names and addresses and use fully blocked letter format. Your letter should be between 200 and 300 words.

SECTION C: PERSUASIVE WRITING

[30]

QUESTION 3

Imagine that you own a security company, and you want to offer your services to the government entities. Write the following sections of a persuasive message to the Prime Minister in Namibia.

- Attention section (5)
- Interest (5)
- Desire section (5)
- Action section (5)

Do not write the **full letter**.

Language and style (10)

SECTION D: BUSINESS PROPOSAL

[30]

QUESTION 4

Read the following tender carefully and answer the proposal question that follows.

PROCUREMENT REFERENCE NO: NCS/ONB/TN-159/2022

**DESCRIPTION:** The provision of Cleaning Services to Telecom Namibia's Head Office and surrounding areas for a Period of Three (3) Years.

**PRICE:** N\$300.00 (non-refundable)

**CLOSING DATE:** Tuesday, 04 October 2022 at 14:30 pm

**THE BIDDING DOCUMENTS WILL BE AVAILABLE FROM THE OFFICE OF THE BID SECRETARIAT:**

**PROCUREMENT MANAGEMENT UNIT 9 JUDGE JP KARUAIHE STREET CITY CENTRE, WINDHOEK**

**TELEPHONE: + 264 61 201 2329/2930**

**EMAILS: [uushonan@telecom.na](mailto:uushonan@telecom.na) / [katitid@telecom.na](mailto:katitid@telecom.na)**

**DOCUMENTS TO BE DELIVERED TO:**

**THE PROCUREMENT MANAGEMENT UNIT  
9 JUDGE JP KARUAIHE STREET  
CITY CENTRE  
WINDHOEK**

**AND TO BE RECEIVED BEFORE THE CLOSING DATE AND TIME.**

**NB:** COMPLETED DOCUMENTS SHALL BE HANDED IN AS FOLLOWS: 1 X ORIGINAL AND 1 X COPY IN SEPARATE ENVELOPES ALL CLEARLY MARKED WITH THE BID NUMBER AND "ORIGINAL" AND "COPY". Failure to provide copies shall result in the Bid being disqualified. The Bid number and Closing Date shall be clearly indicated on the Original and Copies.

**PROPOSAL QUESTION**

Telecom Namibia invites qualified, competent, and registered Namibian companies to submit their proposals for the following: The provision of Cleaning Services to Telecom Namibia's Head Office and surrounding areas for a Period of Three (3) Years. Write the right proposal for this tender. Write only the following sections: **Introduction, Background (problems, goals), Proposed plan and Authorisation request.** Do not write **Staffing and Budget** for this question but indicate that they are in "Appendix". Follow the fully block letter format.

**THE END**