



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA



Tshwane South  
TVET College

*"achieve the future"*

**SUBJECT: Communication**

**LEVEL: N4 + N6**

**MODULE:**

**Concise Communication**

**QUESTIONS (2)**

## Forms and Questionnaires

You are applying for credit. Fill in the form.

### CREDIT APPLICATION FORM

SURNAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_

Mr/Mrs/Ms/Miss/Dr \_\_\_\_\_ ID No: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_

MARITAL STATUS: \_\_\_\_\_

POSTAL ADDRESS: \_\_\_\_\_

PERMANENT ADDRESS: \_\_\_\_\_

\_\_\_\_\_

TELEPHONE NUMBERS:

HOME: \_\_\_\_\_ FAX: \_\_\_\_\_ CELL: \_\_\_\_\_

INDICATE NUMBER OF YEARS AT THIS ADDRESS: \_\_\_\_\_

OCCUPATION: \_\_\_\_\_ NAME & ADDRESS OF EMPLOYER:

POSITION: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

IF SELF-EMPLOYED, STATE POSITION: \_\_\_\_\_

NAME OF BANK: \_\_\_\_\_

BRANCH CODE: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

STATE AMOUNT OF CREDIT REQUIRED: \_\_\_\_\_

STATE NUMBER OF DEPENDENTS: \_\_\_\_\_

CREDIT REFERENCES: (Other stores: details of H.P. Accounts, etc. owing, must be provided)

1. NAME & ADDRESS: \_\_\_\_\_ ACCOUNT NO: \_\_\_\_\_

2. NAME & ADDRESS: \_\_\_\_\_ ACCOUNT NO: \_\_\_\_\_

I understand and agree that the account is due for settlement 30 days from receipt of statement.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

FOR OFFICE USE

Complete this Questionnaire and calculate your score.

For some, it's easy to see the brighter side of life – either through life experiences or through a natural ability. That doesn't mean that happiness can't be learnt. Choosing happiness is a good habit that we can cultivate and benefit from. Do you enjoy the small joys that come with each day, or are you too cautious or pessimistic?

This questionnaire will help you to find out if you are open to the happiness you deserve. Use a pencil.

**1. WHEN A NEW MANAGER COMES INTO THE OFFICE, YOU:**

- A Are convinced you will all be out of a job.
- B Expect some changes, but nothing too radical.
- C Look forward to learning from someone new.

**2. WHEN YOUR DOCTOR ASKS TO SEE YOU AFTER YOUR MEDICAL EXAMINATION, YOU:**

- A Are pleased such a busy professional takes the time to chat.
- B Are convinced you've got a loathsome disease.
- C Think this is where your doctor will add to your bill with "consultation fees."



**3. WHEN SOMEONE STOPS YOU IN THE STREET, YOU:**

- A Expect it is a beggar and keep going.
- B Assume it's someone you've forgotten who wants to say hello.
- C Stop, but are wary of cons, scams and hard luck stories.

**4. WHEN THE SUN IS SHINING ON YOUR DAY OFF, YOU:**

- A Do your chores as fast as possible before going out.
- B Ditch the chores and prepare to enjoy yourself to the max.
- C Don't really notice – what does the weather matter?



**5. FALLING IN LOVE:**

- A Is bound to end in heartbreak.
- B Can end in real friendship.
- C Is the best thing that can happen to anyone.

**6. HOW OFTEN DO YOU LAUGH?**

- A At least once a day.
- B Only when you're out with really good friends.
- C It was the same year Tulbach had an earthquake.



**7. OFFICE PARTIES ARE:**

- A Obligatory if you want to be promoted.
- B A good time to chat with your colleagues.
- C Part and parcel of getting on with your career.

**8. WHEN OTHERS CELEBRATE A BIRTHDAY IN A RESTAURANT, YOU:**

- A Think of the good times you've had in your past.
- B Enjoy watching them have fun
- C Think they're faking their delight.

**9. IF YOU WON THE LOTTERY AND BECAME A MILLIONAIRE:**

- A You could do a lot of good things.
- B You would never have to worry again.
- C The tax man would take the lot.

**10. BEFORE GOING TO SLEEP YOU THINK OF:**

- A All the good things that happened today.
- B That tomorrow will be no better than today.
- C All of the stuff you must deal with tomorrow.

1: AO B1 C2	6: A2 B1 CO
2: A2 B1 CO	7: AO B2 C1
3: AO B2 C1	8: A1 B2 CO
4: A1 B2 CO	9: A2 B1 CO
5: AO B1 C2	10: A2 BO C1

### HOW DID YOU SCORE?

#### 16–20 POINTS

Your cheerful nature attracts a multitude of friends and colleagues. They find you good company, and your optimism is doubly welcome in times of stress. You are one of the rare people who really associate "challenge" with "opportunity!" If you put your mind to it, you could easily be a publicist or therapist. Just one caution: be careful that your tendency for seeing the best side doesn't lead you into the hands of a fast-talking con artist. A little scepticism here and there can save you a lot of heartache.

#### 9–15 POINTS

You are very sensitive to your surroundings. A small disagreement or problem can change your bright and optimistic outlook to one signalling storms, sulks and self-doubt. If you could just put a cap on those mood swings, you could take time to enjoy the happiness that comes your way. Try to keep things in proportion. If you see problems as challenges that you will overcome one way or another, you will be a lot happier.

#### 0–8 POINTS

You are not having a lot of fun, are you? At the moment the glass is not just half empty, it's probably not even your drink of choice. Wrapping yourself in a blanket of cynicism and scepticism can provide comfort when things get tough but pretending you're immune to hurt or unhappiness is a short-term solution. People who refuse to feel any emotions also cut themselves off from happiness. Take a deep breath and get in touch with your feelings again. If you find yourself sliding into depression, see your doctor.

## E-mail

When Thabo replies to Sylvo, he mentions the following in his email:

- He thanks Sylvo for asking him to go with him.
- He enjoyed the workshop and learnt a lot.
- He would love to attend future workshops and asks Sylvo to please put his name forward.
- He will give feedback on Thursday but asks not to be first on the agenda.
- He is glad about the samples but will unfortunately not be in the office during lunch. He will fetch them from Sylvo's office at the end of the day.  
Give a time.

Write this email in three paragraphs without using any bullets.

Use this address [sylvo@mcwconstruction.net](mailto:sylvo@mcwconstruction.net)

## Case Study for Concise Communication

### Background information

Inksave is a company that sells high quality re-manufactured ink cartridges for printers. They also repair and service all makes of printers.

Mr Jimmy Magwaza is the CEO. You are Jo Kraft, one of four salespeople at the Durban branch.

There are also branches in Johannesburg and Cape Town. Your manager is Gloria Khan. The

receptionist is Suzie Jumat. Inksave's address is 91 Buthelezi Boulevard, Durban South Beach, DURBAN 4001. The telephone no is 031 941 1200, the fax no is 031 941 1222 and the email address is [info@inksave.net](mailto:info@inksave.net)



### 1. Telephone message

Mr Moses Bongwe is a regular client. He calls at 09:00 on 7 September and wants to speak to the manager, but Suzie explains that she is coming in at 09:30. This is what Mr Bongwe said: "It's a pity that Ms Khan can't take my call right now, Suzie, but I know that you'll give her my message. I don't know if you can remember but I came into the shop last Friday to have my Samsung cartridge refilled. I won't forget it because it was 31 August – the last day of the month and the shop was very busy. I'm very upset because, when I wanted to print last night, my cartridge was empty. That's never happened before, and I have not printed more than usual. I want to come in this afternoon to have it refilled again but I don't want to pay the full amount. Please ask Ms Khan if it's OK and let me know. My number is 081 109 2018. Thanks, Suzie."

Draw a telephone message form and write down the message for Ms Khan. Your lecturer may choose to hand you a copy of the telephone message form in the Lecturer's Guide. Remember to write down the main message only and not every word that Mr Bongwe said.

(10)

## 2. Facsimile

You receive a fax from Simon Blue (fax number 031 788 1452) on 15 February. He enquires about the price of two products and wants to know about a warranty and delivery costs. He asks for an urgent reply. Reply to Simon and give him the information he wants. The Samsung CLT – M506S Magenta toner cartridge costs R1 330 and the HP 42X black LaserJet 4250 print cartridge costs R5 177. Mention the 12-month full warranty and that orders must be above R750 to qualify for free delivery in Durban. Promote a 10% discount if he orders within 48 hours after receiving your fax.

Draw a fax cover page and reply to the enquiry on 16 February.

(15)

## 3. Memorandum

Ms Gloria Khan writes the following memorandum to the staff. Write a memo back to her and supply all the information she needs.

(15)

### Inksave Memorandum

**To:** The staff

**Date:** 14 July 20\_

**From:** The manager

**Ext:** X23

**Subject:** DONATION OF PRINTERS

I am delighted to inform you that I have received permission from Mr Magwaza to donate 15 printers to five needy schools in Durban. This will form part of our Help-Where-We-Can-Project for the year.

Could we have a short meeting on Monday or Tuesday at 08:15 to discuss our plan of action? Please let me know which day would suit you. To prepare for the meeting, I also need the following information by Friday:

- names of the five poorest schools in Durban
- names of the principals
- contact numbers of the schools
- number of learners in the schools

Thanks for your co-operation.

G.K.

#### 4. Formal 3rd person invitation

4.1

Inksave is ten years old and the CEO, manager and staff want to celebrate the tenth anniversary by hosting a formal dinner. He asks Ms Khan to invite fifty of her most regular clients. Draft this formal 3<sup>rd</sup> person invitation. Invite Mr Moses Bongwe and partner to the dinner which will be held at the Durban Hilton Hotel, 12–14 Walnut Road, Durban, 4001. The date is Friday 30 May 20\_ and the time is 19:30. The dress code is formal. Guests must reply to Suzie Jumat before 18 May.

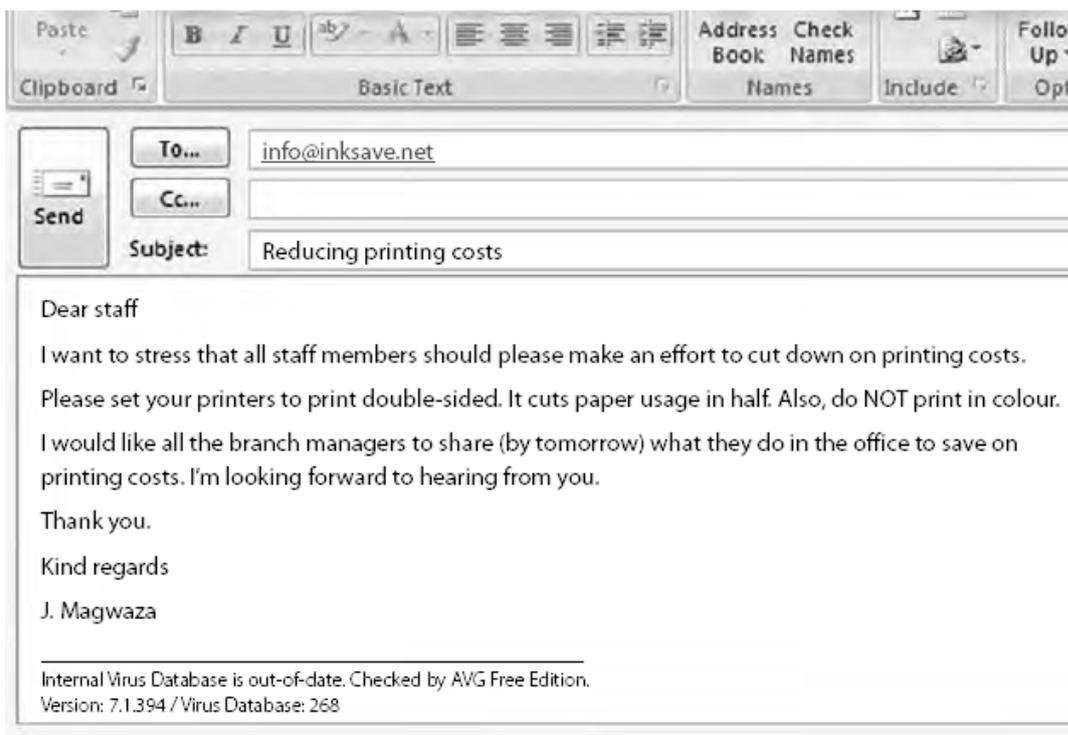
(10)

4.2 Mr Bongwe accepts the invitation. Write a positive reply.

(10)

#### 5. E-mail

Read the email that Mr Jimmy Magwaza sent to all the staff of Inksave and then write Ms Khan's reply.



Ms Khan replies that, since the beginning of the year, the printers at the Durban branch have been set to print double-sided and the printers have also been set to print in black only. All staff members have changed the font of their computers from Arial Black to Times New Roman as the lighter font reduces printing costs. They use cloud sharing for staff notices. Write this email.

(15)

## **Curriculum Vitae**

Compile your own CV as it will look at the end of the year.

We should ALL have an updated CV ALL the time – you never know when an opportunity may arise and you need it in a hurry! You should never lie about anything in your CV. There have been quite a few scandals about politicians being dishonest and claiming qualifications that they do not have. It will be very embarrassing to have to explain why you were dishonest.

## **Letter requesting a testimonial**

Write a letter to one of your lecturers in which you ask him/her for a testimonial.

## **Letter of application**

When one of the office assistants at Travel Galore resigns, Ms Patricia Ramos advertises the post. You are keen to start a career in the travel and tourism industry. The advertisement stipulates the following:

- Candidates should be fluent in English
- Other languages a recommendation
- General reception duties
- Computer literate
- People person
- Experience would be an advantage but is not required

Apply to Ms Patricia Ramos. Date your letter 12 May 20\_. Mention that you are willing to be interviewed and that you can start immediately. Write this covering letter.

(25)