



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

SUBJECT: Communication & HR

LEVEL: N6

MODULE/CHAPTER NO:

Module 1 Communication

QUESTIONS

Telephone message

Activity 8.1 pg. 200

1.

It is 13:00 on Friday 22 June 20__ . Mr Cyril Black phones to tell your supervisor, Mr Bill Mbeki, about a new contract starting on 1 August. Unfortunately, he is unable to take the call. Mr Black's words are, "This is super huge. I've just heard about it. He must tender ASAP as the tenders close at the end of the month. Please ask him to call me urgently on my cell. I must be at the airport at 15:00. He has my number but take it down anyway. It's 082 018 0630." Draw a telephone message form and write down the message for Mr Mbeki on 9 April at 9:30.

(10)

2.

You are Sonto. You work in Mrs Hill's office. Josh Tsepo phones for Mrs Hill. Write down the following message for her.

You: Mrs Hill's office. This is Sonto. How can I help you?

Josh: Mrs Hill please.

You: I'm sorry, Mrs Hill's unavailable right now. May I take a message?

Josh: Well I must speak to her. Do you know when she will be free?

You: She should be free later this afternoon.

Josh: My name is Josh Tsepo of Angus Security. Please ask her to call me back. It's about an improved alarm system.

You: Certainly. What was your name again please?

Josh: Josh Tsepo of Angus Security.

You: And your telephone number, Mr Tsepo?

Josh: My number is 701 6545 on the Cape Town code 021.

You: Right, that's Mr Tsepo of Angus Security in Cape Town and Mrs Hill can reach you on 021 701 6545.

Josh: Yes, that's right, and I'll be in all day.

You: Great! What is your cell phone number Mr Tsepo?

Josh: It's 083 300 5162.

You: Let me just repeat that. It is 083 300 5162.

Josh: That's right.

You: Thank you, Mr Tsepo. I'll give Mrs Hill the message.

Josh: Thanks. Good day to you.

You: Goodbye Mr Tsepo.

(10)

Fax

Activity 8.2 pg. 202

You, Johnny September, work at Fix-It-All Warehouse, 12 Warner Street, KIMBERLEY, 8301. Your telephone number is (053) 464 1931. Your fax number is (053) 464 1930. It is 10 February. Send a fax to Mr Jay Ismael, the manager of Griqua Appliances. His telefax number is (053) 213 5078.

1.

Order the following appliances for the warehouse's newly renovated staff kitchen: 1 × Bosch 326 litre metallic fridge at R7 399 and 1 × Morphy Richards 1,7 litre cordless kettle at R1 299. Mention where you saw the advertisement. Prices include **VAT**. You want delivery by the end of the month and will pay **COD**.

(15)

2.

Mr Ismael writes back to say that he has no more Bosch fridges in stock. He recommends a silver Samsung 309 litre fridge at R6 999 and attaches a flyer. Delivery can be on 27 February at 09:30. He needs confirmation within 3 days. Compile this fax.

(15)

Memorandum

Activity 8.3 page 203

Luthando works for Clive's Quality Cars and Spares, a dealership that is open Monday to Friday from 07:00 – 18:00. She is responsible for the refreshments and dispensing machine to which staff members contribute R100 each p.m. Over the past **fortnight** a problem has arisen: the hot chocolate powder is being used at **an alarming rate** and the milk supply runs out by midday. If this continues, the hot chocolate may be discontinued. Write a memo to the staff where Luthando informs them about the problem. She makes two suggestions of how to solve the problem. Supply these. She also wants the staff to let her know by Friday **noon** which option they would prefer.

Formal Invitation

Activity 8.4 page 205

1.
The committee of the Limpopo Young Adults Forum has organised a Youth Festival at the Peter Mokaba Stadium in Polokwane for 16 June 20_ to celebrate Youth Day. Invite the editor of UNCUT, Ms Zenaida Martin, to attend the celebrations which will start at 14:00. She must reply before 7 June. Write this formal third person invitation. (10)
2.
Ms Martin accepts the invitation. Write a positive reply. (10)
3.
Ms Martin is unfortunately unable to accept the invitation. Decline the invitation. (10)
4.
Your company, The Tile House, is celebrating its 25th anniversary in June. Design the formal invitation where the CEO and staff invite Mr and Mrs George Biko to a formal dinner that is to be held at the Lagoon Hotel, 101 Marine Drive in Durban on Friday 25 July at 20:00. Guests have to RSVP to Ms Gloria Simmers before 15 July. Make up all the missing information. (10)