



**REPORT 191: GENERAL STUDIES**

DATE	SUBJECT	ACTIVITY
<b>MANAGEMENT ASSISTANT</b>		
<b>INTRO N4</b>		
22 JUNE 2020	<b>COMMUNICATION</b>	<p><b>Concise communication</b> <b>Telephone technique and etiquette p72</b></p> <p>The telephone message Must have:</p> <ul style="list-style-type: none"> <li>• Telephone message form</li> <li>• Pen</li> </ul> <p>Telephone message form should include:</p> <ul style="list-style-type: none"> <li>• Name and designation (job title) of person who message is for</li> <li>• Caller's name, their telephone number, job title + name of company / department they work for</li> <li>• Date and time of call</li> <li>• Signature OR name of personal who took the call <b>WHY? In case there are any queries the person who the message is for can ask the person who took the message for clarity</b></li> <li>• The <u>actual message</u> <ul style="list-style-type: none"> <li>✓ Do not repeat info already given (Mr Nkosi phoned....)</li> <li>✓ Message must be short, but give ALL the info – make sure your message is not misunderstood</li> <li>✓ Facts must be accurate, and details such as telephone numbers etc. should be taken down correctly <b>(REPEAT the info to the caller to make sure you have the correct info)</b></li> </ul> </li> </ul> <p><b>Complete activity 1 on p73 (make use of the telephone message form on p72)</b></p>
23 JUNE 2020		<p><b>Fax and fax cover page p75</b> <b>Included on the fax cover page:</b></p>

- Name of the receiver FOR ATTENTION – the person who the fax is sent to
- The company where the receiver is employed
- The name of the sender – FROM
- Fax number
- Subject /topic of the fax
- A brief covering the message
- Date the message is sent
- Number of pages (remember your fax cover page would be page 1 PLUS the other pages that you send)

**Complete activity 4 on p76 by using the fax covering letter on p76**

24JUNE 2020

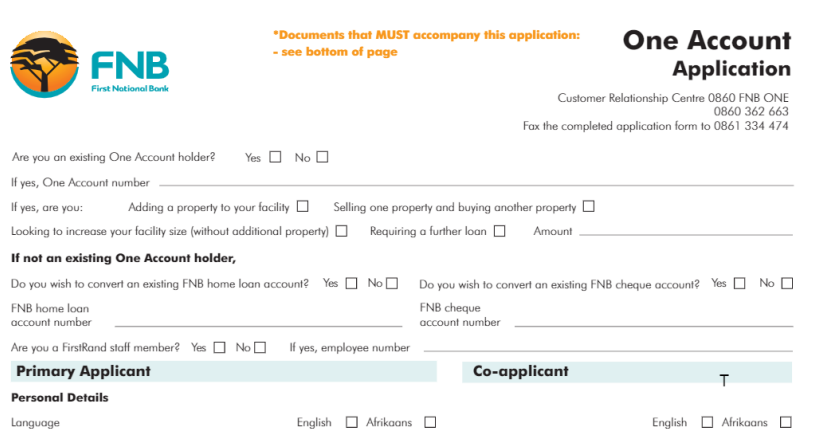
**Forms and questionnaires p77**

Forms = used to get info such as personal details of a person.  
Read the instructions first!! (what is required of you?) Use block letters, write with a black pen only

Questionnaires = is a printed list of questions to be answered by a sample group of people to get facts, info or opinions  
In a business = to get consumer info  
In investigation reports = used to find possible reasons for a problem

- Make sure the questions are short, direct and wording simple
- Limit the number of questions (or people will lose interest)
- Arrange the questions logically
- Shouldn't take more than a minute or two to complete
- 

**Complete the application form below by using your personal details:**



**FNB** First National Bank

**\*Documents that MUST accompany this application: - see bottom of page**

**One Account Application**

Customer Relationship Centre 0860 FNB ONE  
0860 362 663  
Fax the completed application form to 0861 334 474

Are you an existing One Account holder? Yes  No

If yes, One Account number \_\_\_\_\_

If yes, are you: Adding a property to your facility  Selling one property and buying another property

Looking to increase your facility size (without additional property)  Requiring a further loan  Amount \_\_\_\_\_

**If not an existing One Account holder,**

Do you wish to convert an existing FNB home loan account? Yes  No  Do you wish to convert an existing FNB cheque account? Yes  No

FNB home loan account number \_\_\_\_\_ FNB cheque account number \_\_\_\_\_

Are you a FirstRand staff member? Yes  No  If yes, employee number \_\_\_\_\_

**Primary Applicant** **Co-applicant**

**Personal Details**

Language English  Afrikaans  English  Afrikaans

Title \_\_\_\_\_

Surname \_\_\_\_\_

First Name/s as per ID \_\_\_\_\_

ID / Passport Number \_\_\_\_\_

Country of Issue \_\_\_\_\_

\*Permit Number \_\_\_\_\_

Date of Issue \_\_\_\_\_ \*Certificate required \_\_\_\_\_ \*Certificate required

Date of Birth \_\_\_\_\_

Gender Male  Female  Male  Female

Number of Dependants

Marital Status Married  Single  Divorced  Widowed  Married  Single  Divorced  Widowed   
Other partnership  Other partnership

Does a COP contract exist in your partnership Yes  No  Yes  No

If married, how are you married? ANC  COP  Other  ANC  COP  Other

Have you ever been declared insolvent? Yes  No  Yes  No

Have you been rehabilitated? Yes  No  Yes  No

**The questionnaire below is for employees regarding Covid19:**

In the past 24 hours, have you experienced:

**Fever:**

- Yes
- No

**Fatigue:**

- Yes
- No

**Cough:**

- Yes
- No

**Sneezing:**

- Yes
- No

**Aches and Pains:**

- Yes
- No

**Runny or Stuffy Nose:**

25 JUNE 2020

- Invitations p77**  
Should contain the following info:
- Name of the host(s)
  - Name of the organisation
  - Name of the person/couple/company being invited (written attractively on the dotted line)
  - The nature of the function
  - Time date and place of the function
  - Name of the guest speaker
  - Type of dress
  - RSVP (when to reply) and date
  - Name, job title, address and telephone number of the person to whom the reply should be sent

Remember the FORMAT = 3 marks

1. Frame
2. Centralised
3. RSVP LEFT aligned

The diagram shows a formal invitation with the following text and labels:

1. Organization's Graphic Element — *Organization's Graphic Element*

2. Names of hosts — *Mr. and Mrs. John Doe*

3. Phrasing the invitation — *request the pleasure of your company*

4. The kind of event — *at a reception and dinner*

5. Purpose of the event — *in honor of*

6. Date — *Dr. and Mrs. Crawford*

7. Time — *on Friday, the twelfth of May*

8. Place — *two thousand and five at seven o'clock*

9. Special instructions — *Benson Hotel*

10. Where to reply — *309 SW Broadway*

*Portland*

*R.S.V.P.* — *Who to contact*

*Black Tie Entertainment* — *begins at nine o'clock.*

*Contact address*

*Contact phone number and/or*

*E-mail address*

Complete activity 5 on p78 by designing your own formal invitation

26 JUNE 2020

## Email

The screenshot shows an email client interface with the following details:

- To:** Person's email address that you are sending the e-mail to. More than one email address can be added
- Cc:** Person who will also receive the e-mail, no direct feedback is necessary
- Subject:** Topic of the message – written in CAPITAL LETTERS

The body of the email contains the following text:

Good day Brenda, (You must greet the person)

I have sent the documents that you have requested via courier.

Please let me know when you receive it.

Thank you

Barbara Moloji  
Secretary  
Bradley Communications

An attachment named **ADDENDUM A.docx (21K)** is visible at the bottom of the email body. A callout box points to the attachment icon with the text: "This shows that there is an attachment and that you can add more attachments (like documents, photo's, graphs, reports, etc.)"

The bottom of the interface shows a **Send** button, a **Saving** indicator, and various icons for attachments, images, and emojis.

**Activity:** You are the secretary at Covid Communications and you need to send an e-mail to the departmental managers ([admin@covidcomm.co.za](mailto:admin@covidcomm.co.za), [hr@covidcomm.co.za](mailto:hr@covidcomm.co.za), [marketing@covidcomm.co.za](mailto:marketing@covidcomm.co.za)) to inform them of the meeting to discuss the new procedures at work. The meeting will be held on

**Friday 26 June 2020 at the boardroom at 10:00. CC the CEO of the company mr Mtshali (ceo@covidcomm.co.za)**

