higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

COMMUNICATION N4

(5140004)

24 November 2022 (X-paper)
09:00–12:00

This question paper consists of 7 pages.

193Q1E2224

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
COMMUNICATION N4
TIME: 3 HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each question on a new page.
5. Use only a blue or blue pen
6. Write neatly and legibly.

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BACKGROUND

You are the Manager of 'ECO-SAVE', a CAPE-TOWN based company which manufactures various types of plastic products which have all been made from recycled materials. Your contact details are: PO Box 231, TIGERVALLEY, 7100 and tel:021-2310684, fax:021-2310697 respectively. The company manufactures items such as guttering, cable coverings and most recently, post boxes. The company manufactures, supplies and does fitment of these items to any residential or commercial properties.

QUESTION 1

Read the interaction below and answer the questions.

Ms Peterson, is called to a job interview at your company. She needs to report to the interview panel at 12:30. However she arrives at 12:45. She is neatly dressed and looks professional.

The following is the dialogue of the interaction.

Ms Peterson:	Good morning. I am here for the interview.
Receptionist:	Good morning! We are expecting you, but you will have to wait a while as you are late and the panel is now interviewing the person who was due after you.
Ms Peterson:	That is fine, I will wait here. *She takes a seat, and slouches in it. After five minutes she is called before the interview panel.*
Interviewer 1:	Good morning. *He introduces the members of the interview panel and each one greets her.*
Interviewer 1:	Please tell me about yourself.
Ms. Peterson:	I am a single woman. I studied at the local technical college.
Interviewer 2:	What are your strengths?
Ms. Peterson:	I cannot think of any right now.
Interviewer 2:	I think staff should be wiiling to work overtime whenever it is requested, what do you think?
Ms. Peterson:	It depends on any previous plans the employee may already have made.

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1.1 Focus on the time of arrival:

1.1.1 Was the time of Ms Peterson's arrival acceptable?

1.1.2 Provide a reason for your response

(2 × 1) (2)

1.2 Focus on the impression she would make:

1.2.1 Was her dress code suitable?

1.2.2 Provide a reason for your response

(2 × 1) (2)

1.3 Identify an error that the interviewee made after she met the receptionist. (1)

1.4 There are many types of interview questions.

What type of question is: 'I think staff members should wear a uniform, don't you?' (2)

1.5 Define the following types of interview questions and give an example of each:

1.5.1 Open-ended question

1.5.2 Closed question

1.5.3 Hypothetical question

(3 × 2) (6)

1.6 It shows interest if a prospective employee also asks the panel some questions.

Give TWO examples of suitable questions candidates could ask the interview panel: (2)

[15]

QUESTION 2

The marketing manager was tasked with providing information to the company who will be advertising your 'ECONO-BOX' to the local community. The main details of the 'ECONO-BOX' such as the fact that is manufactured from 100% recycled materials, it is available in various colours (green, blue, black and grey), it is available in rectangular and circular designs and it is very durable for all extreme weather conditions, must be highlighted in the advert.

2.1 Explain which means of communication would most effectively provide this information to the advertising company. (2)

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2.2 Give FOUR reasons why effective communication is important in the business world. (4)

2.3 Give FOUR advantages of effective listening. (4)
[10]

QUESTION 3

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (3.1–3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	The amount of emotion shown in the voice	A	intrapersonal communication
3.2	This category of communication refers to communication within oneself	B	horizontal communication
3.3	Barriers that occur when sender and receiver attach different meanings to a particular word/expression	C	feedback
3.4	The receiver's response to the message	D	intensity
3.5	The flow of information between employees on the same level	E	semantic
		F	perceptual

(5 × 2) **[10]**

QUESTION 4

Mr Gabriel, the chairperson of 'Goldstone complex' situated in the Newlands area saw the advert in the local community newspaper. He then contacted you to request you to come and do a presentation for the board of trustees about the ECONO-BOX post box You agreed and in preparation for this you decided to make use of a variety of visual aids together with the samples which you will use in the presentation.

Name FIVE audio-visual aids and explain the reason for their use your presentation.
Number your answers (4.1–4.5) in the ANSWER BOOK. (5 × 3) **[15]**

QUESTION 5

The presentation went very well and the board of trustees made a decision to use your company for the post box project for their complex. Your company holds regular monthly meetings. The next monthly meeting is scheduled for Tuesday, 4 October 2022 at 12:15 in the boardroom.

The following notes were taken by the secretary, Mrs Nel in the meeting:

- Chairperson-thanked all – attendance
- All here
- Previous minutes-1 error-venue not staffroom but conference room
- Feedback – supplier (bulk recycled materials,will receive,7/10 – FRID)
- Item 2 feedback – order placed(27/09), new uniforms - (Jonsson Workwear)
- Two new topics – ECONO-BOX, post box contract (Goldstone complex) – 75 units, selected: (grey circular design)
- dates –start(28/11) – complete (mon,19/12)
- No general
- Next date – (14/11)
- Ended 14:30

Write the minutes for the meeting using the above notes.

MARK ALLOCATION			
CONTENT	**LANGUAGE**	**FORMAT**	**TOTAL**
30	**5**	**5**	**40**

[40]

QUESTION 6

Mr Gabriel called for you on Monday, 21 November 2022 at 11:15. Unfortunately, you were unable to take the call. He explained that upon your arrival on Monday, 28 November, you will need to park in the designated contractors' parking in the complex, the maintenance man Timothy, will assist with access to each unit as it is private property. He requests that the noise be kept to a minimum as many residents are currently working from home. He said that an access disc will be issued to you to allow entry into the complex for the duration of the project. If there are any queries, he asks that you contact him on 021-8974651.

Draw up the form and write the telephone message which the secretary, Nosipho took down.

MARK ALLOCATION			
CONTENT	**LANGUAGE**	**FORMAT**	**TOTAL**
7	**4**	**4**	**15**

[15]

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QUESTION 7

You returned Mr Gabriels' call and requested that he please notify the residents of the complex about your company coming in to do the fitment of the ECONO-BOX post box in their units. You wanted him to ask the residents which time of day would suit them for the fitment as Mr Gabriel mentioned that many of them were working from home. You would like to draft a fitment roster with unit numbers and allocated times after you receive feedback. You explained that you will try to assist the residents by working within their selected times wherever possible. They must be made aware that your company will be on site from 7:00 to 16:00 daily on the agreed dates. Mr Gabriel sent out a circular on Tuesday, 22 November to all residents to convey this information as well as other relevant information which he included.

Write the circular letter which was distributed to each unit.
Do not forget to include all the relevant information and details which are needed.

MARK ALLOCATION			
CONTENT	**LANGUAGE**	**FORMAT**	**TOTAL**
15	**5**	**5**	**25**

[25]

QUESTION 8

You need to inform the staff of some important details to ensure readiness for the upcoming job. You decided to send an internal memorandum to them on the 24 November 2022 to inform them that they must report for duty by 6:30 daily. Tell them that there is a schedule with unit numbers to be followed daily. The schedule will explain which units to attend to as per their time preferences. It is important that noise must be kept to minimum. You also informed them that the new uniforms which were ordered have arrived and must be collected. They are to be worn with name tags at all times. Should they need anything whilst on site they should contact Timothy, the maintenance man.

Draw up the memorandum which was sent. Don't forget to end with goodwill.

MARK ALLOCATION			
CONTENT	**LANGUAGE**	**FORMAT**	**TOTAL**
10	**5**	**5**	**20**

[20]

TOTAL: 150

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