

Module 5

Correspondence in the workplace

Self Activity 1 p.123

Assessment Activity: Letter of enquiry

Students must have the correct layout and they must ask all the given questions.

Global Shoes

Tel: 011-401 5673

Fax: 011-401 5674

globalshoes@iafrica.com

20 Mayfield Street

BOKSBURG

1459

26 June 20..

The Manager

Lubners

32 Eland Road

CARLETONVILLE

2499

Dear Sir

ENQUIRY ABOUT HISENSE TC2198L/2119HA TELEVISION

I work for Global Shoes at the Boksburg branch. I was asked to find out about a new television for our staffroom. I am interested in the above-mentioned television which was advertised in The Star on Friday 23 May 20.. .

I have never heard of a Hisense product. Is it a good product and would you recommend it? Is there a guarantee on the television and would I qualify for discount if I pay cash? I would also appreciate it if you could let me know the price of your DVD players.

I hope to hear from you soon. Thank you very much.

Yours faithfully

Joanna Fourie

Ms JOANNA FOURIE

A letter of enquiry is normally marked out of 20. We recommend the following:

Layout: 4 (-1 per error)

Language: 8 (-½ per error)

Content: 8 (-1 per detail omitted – see below)

1. Open with a contact sentence and mention that you need a television.
2. Say where it was advertised.
3. Say when it was advertised.
4. Ask about Hisense.
5. Ask about the guarantee.
6. Ask about discount.
7. Ask about DVD players.
8. End with goodwill – say thank you for the information that you will receive.

RATING CODE	RATING	MARK OUT OF 20
7	Outstanding (can do this exceptionally well)	16-20
6	Meritorious (can do this very well)	14-15
5	Substantial (can do this well)	12-13
4	Adequate (can do this)	10-11
3	Moderate (can do some of this)	8-9
2	Elementary (have difficulty with this)	6-7
1	Not achieved (need help with this)	0-5

Reply to an enquiry.

Accept any letter with the correct layout and content. Students have to answer all the questions that were asked in the enquiry. To assess this letter, you can use the same format as the letter of enquiry.

Lubners

Tel: 011-857 5245

Fax: 011- 857 5244

lubners@hotmail.co.za

32 Eland Road

CARLETONVILLE

2499

29 June 20..

Ms Joanna Fourie
20 Mayfield Street
BOKSBURG
1459

Dear Ms Fourie

ENQUIRY ABOUT HISENSE TELEVISION: MODEL TC 2198L/2119HA

Thank you for your letter dated 26 June 20.. in which you enquire about the Hisense television.

It is a pleasure to provide you with the information you required. Hisense is a South African product. Lubners is proud to say that, although we stock imported products, we support our local manufacturers. We have not had any problems with any Hisense products. I can therefore recommend this television. Unfortunately you do not qualify for cash discount as the special price of R1099 is for cash only. That is already a saving of R600. You are welcome to put down a deposit of R110 and pay R51 per month for 24 months. I advise you to let me know as soon as possible if you want one of the televisions as we have limited stock.

Please find the attached list of different DVD players and their prices as requested by you. Do not hesitate to contact me if I can assist you in any way. I look forward to hearing from you.

Yours faithfully

S. Marriner

SHAUN MARRINER
MANAGER

Self Activity 2 p.126

Assessment Activity: Letter of complaint

1. **Letter of complaint.** It is important that students read and re-read the article to understand the text. They have to use the provided addresses and they must work out the dates, etc. but they may fill in their own details where applicable. The letter must be dated 12 March 20.. .

Tel: 021-551 9753

Cell: 073 2468070

24 Bernard Close

MILNERTON

7441

12 March 20..

Mr Aubrey Karp

Branch Manager

House and Home

N1 City

Frans Conradie Drive

VASCO

7460

Dear Mr Karp

COMPLAINT ABOUT DELAYED DEFY ORDER

You requested that I write a letter giving a detailed account of my complaint about having had to wait nearly two months for my under-counter oven and hob.

On 10 January 20.. I ordered a Defy Gemini Master Chef under-counter oven and hob from your branch. I asked to buy the items on terms and paid a deposit of R640. On 13 January a clerk phoned to say that my application to buy on terms had been approved. Mr Hans Brand, a salesman, phoned on 15 January to say that I would receive my order before the end of January.

I never received my order and when I visited your branch on 8 February I heard that Mr Brand had resigned and that my order was never placed. Had I not visited your store, nobody would have known my order had not been placed. That was when I contacted you to complain and you

told me that I would receive my goods. That was three weeks ago, Mr Karp!

I cannot wait any longer. Please refund me my R640 as soon as possible. Thank you for your attention to this matter. I hope to hear from you soon.

Yours faithfully

F. Poole

(Ms) Felicity Poole

RATING CODE	RATING	MARK OUT OF 20
7	Outstanding (can do this exceptionally well)	16-20
6	Meritorious (can do this very well)	14-15
5	Substantial (can do this well)	12-13
4	Adequate (can do this)	10-11
3	Moderate (can do some of this)	8-9
2	Elementary (have difficulty with this)	6-7
1	Not achieved (need help with this)	0-5

A letter of complaint is normally marked out of 20. We recommend the following:

Layout: 4 (-1 per error)

Language: 8 (-½ per error)

Content: 8 (-1 per detail omitted – see below)

1. Explain the problem – give the date of your order.
 2. Give the name of the stove that you've ordered.
 3. Say how much deposit you've paid.
 4. Mention that Mr Brand had phoned you as well as the date.
 5. Express disappointment, loss or inconvenience you have suffered, but use the appropriate tone and do not threaten the firm.
 6. Ask for your deposit back.
 7. Ask for your problem to receive immediate attention.
 8. End with goodwill.
2. The tone of a letter of adjustment is very important. Aubrey Karp writes this letter on 16 March 20.. after he had received Felicity Poole's complaint. He apologises for their bad service and gives her back her deposit as well as a gift voucher of R500. Any appropriate letter is correct.

House and Home N1 City

Tel: 021 – 595 1080

Fax: 021 – 595 1088

handh@iafrica.co.za

Frans Conradie Drive

VASCO

7460

16 March 20..

Ms Felicity Poole

24 Bernard Close

MILNERTON

7441

Dear Ms Poole

COMPLAINT ABOUT DELAYED DEFY ORDER

Thank you for your letter of 12 March 20.. in which you explained in detail your complaint about the delay in the ordering of your Defy Gemini Master Chef under-counter oven and hob.

When I investigated the matter, I discovered that you were treated unfairly. I sincerely apologise for the bad service that you have received from House and Home at N1 City. It is only when customers complain that we can rectify our mistakes and improve our service.

I have enclosed your deposit of R640 as requested by you, as well as a gift voucher of R500 which is valid for six months and which can be used at any of our branches. I sincerely hope that you will be back in our store in the near future.

Yours faithfully

A. Karp

Aubrey Karp

BRANCH MANAGER

RATING CODE	RATING	MARK OUT OF 20
7	Outstanding (can do this exceptionally well)	16-20
6	Meritorious (can do this very well)	14-15
5	Substantial (can do this well)	12-13
4	Adequate (can do this)	10-11
3	Moderate (can do some of this)	8-9
2	Elementary (have difficulty with this)	6-7
1	Not achieved (need help with this)	0-5

A letter of complaint is normally marked out of 20. We recommend the following:

Layout: 4 (-1 per error)

Language: 8 (-½ per error)

Content: 8 (-2 per detail omitted – see below)

1. Thank the customer for complaining about the problem – give the date of the letter.
2. Apologise for bad service.
3. Explain what you have done to sort out the problem (deposit and gift voucher).
4. End with goodwill.

RATING CODE	RATING	MARK OUT OF 20
7	Outstanding (can do this exceptionally well)	16-20
6	Meritorious (can do this very well)	14-15
5	Substantial (can do this well)	12-13
4	Adequate (can do this)	10-11
3	Moderate (can do some of this)	8-9
2	Elementary (have difficulty with this)	6-7
1	Not achieved (need help with this)	0-5

A letter of adjustment is normally marked out of 20. We recommend the following:

Layout: 4 (-1 per error)

Language: 8 (-½ per error)

Content: 8 (-2 per detail omitted – see below)

1. Thank the customer for complaining about the problem – give the date of the letter.
2. Apologise for delay and bad service.
3. Explain what you have done to sort out the problem (improved the car and paid AA).
4. End with goodwill.

Self Activity 3 p.128

Assessment Activity: Letter of reservation

Exclusive Books

Tel: (015) 416 2141398

Fax: (015) 416 2141390

exclusivebookspol@hotmail.com

301 Rose Road

POLOKWANE

0699

5 May 20..

The Manager
Blue Bell Hotel
567 Miller Road
SEA POINT
8005

Dear Sir

RESERVATION OF ACCOMMODATION

I would like to book accommodation for myself and a colleague when we attend the Cape Town Book Fair from 17-19 June 20.. . We plan to arrive on 17 June at 21:00 and leave after breakfast on 19 June.

We will require two single bedrooms with a bathroom. We will be enjoying breakfast at your hotel but not lunch and dinner. I have enclosed a deposit of R1 000 and will pay the rest on arrival.

Please confirm this reservation as soon as possible. I look forward to hearing from you.
Thank you very much.

Yours faithfully

A. Brand

ARLENE BRAND
ASSISTANT MANAGER

A letter of reservation is normally marked out of 20. We recommend the following:

Layout: 4 (-1 per error)

Language: 8 (-½ per error)

Content: 8 (-1 per detail omitted – see below)

1. Name the dates of arrival and departure.
2. Give the times of arrival and departure.
3. Say for how many people you are booking.
4. Mention the type of bedroom and bathroom you'll require.
5. Give details about your meals.
6. Enclose the deposit.
7. Say how you'll pay the balance.
8. End with goodwill.

RATING CODE	RATING	MARK OUT OF 20
7	Outstanding (can do this exceptionally well)	16-20
6	Meritorious (can do this very well)	14-15
5	Substantial (can do this well)	12-13
4	Adequate (can do this)	10-11
3	Moderate (can do some of this)	8-9
2	Elementary (have difficulty with this)	6-7
1	Not achieved (need help with this)	0-5

Self Activity 4 p.130

Assessment Activity: Feedback report

Students may give their own ideas in this feedback report. They have to comment on the journey, the accommodation and the fair itself. They have to use their imagination and say whether it was worth it or not. Accept any logical report – as long as they back up all their statements. They have to follow these steps:

- Brainstorm their ideas.
- Draw a mind map.
- Draft their report under the different headings.
- Check their layout.
- Make sure their grammar and spelling are correct.
- Rewrite their report before they hand it in.
- Keep it in their Portfolio of evidence after assessment.

EXCLUSIVE BOOKS

POLOKWANE

Memorandum

To: Mr Bokkie Tokwe

Date: 13 June 20..

From: Arlene Brand

Tel: X01

Subject: FEEDBACK REPORT ON CAPE TOWN BOOK FAIR

Background

The Cape Town Book Fair was held from 16-19 June. You suggested that Miriam Andrews and I attend it on 18 and 19 June.

Purpose

The purpose of this report is to make an overall evaluation of the Cape Town Book Fair, the journey and the accommodation; to identify problems and to make recommendations on how to avoid these problems in the future.

The Book Fair was a huge success. It was held at the Cape Town International Convention Centre (CTICC). More than 10 000 people visited the fair daily. There were national and international book exhibitions, book launches, discussions, poetry readings and interviews with authors.

The main problems were:

It took us two days to drive by car from Polokwane to Cape Town. It is a long and exhausting journey.

Most of the "special offers" on the new books were sold out on the first two days of the Fair.

Our accommodation was R499 p.p. per night. Transport to the fair cost an extra R50 p.p. per day.

Conclusion

Despite the above problems, attending the Book Fair was a great success and a privilege. We learned a lot and we also made many new contacts.

Recommendations

I recommend that we fly by plane next time. If we book in advance we can buy cheap tickets.

I also recommend that we book for the first two or three days and not the last two days and that we book accommodation near the CTICC. Many hotels and guest houses advertised special tariffs for people attending the Book Fair.

Thank you, once again, for allowing us to attend the Fair. It was worth it.

A. Brand

Assessment Activity on feedback report: Module 5 Self Activity 4

Student: _____ **Class:** _____ **Date:** _____

CONTENT	10	PRESENTATION: LAYOUT, REGISTER & LANGUAGE	10	Total: 20
Outstanding Completely successful in achievement of intention. Feedback is supported by reasons. Shows both thoroughness and talent. Original / creative / imaginative.	8-10	Outstanding Language and register entirely appropriate. Very good command of language skills. Perfect layout.	8-10	16-20
Excellent Clear understanding of what is required. Good handling of giving feedback supported by reasons. Well planned and logical.	7-7½	Excellent Successful use of appropriate register and vocabulary. A good sense of structure and sentence structure. Almost perfect layout.	7-7½	14-15
Good Satisfactory understanding of task with some reasoning and details. Probably a little short, not so clearly expressed or lacks spark and imagination. Successful but unimpressive.	6-6½	Good Plain statements without interesting vocabulary or sentence structures. Appropriate but ordinary. Free of serious errors but not very creative or interesting. Good layout.	6-6½	12-13
Adequate Does not fully understand the task but answers it. Too short and	5-5½	Adequate Very ordinary, rather boring vocabulary. Register not always	5-5½	10-11

undeveloped / confusing or illogical.
Contains some feedback with little details, but answer doesn't really work well. Less than successful.

Moderate achievement

4-4½

Content lacks maturity. Feedback is undeveloped or not properly developed. Lack of imagination. Evidence of some structure.

appropriate. Some serious errors. No connectors. Weak paragraphing. A few layout errors.

Moderate achievement

4-4½

8-9

Several inconsistencies in language and style. Several flaws in language usage. Poor paragraphing. Some use of connectors and mainly simple sentences. Many layout errors.

Elementary achievement

3-3½

Limited relevance of simple content / made no effort/ misunderstood the question. Ideas not developed and imagination very limited. Lack of relevant structure.

Elementary achievement

3-3½

6-7

Major inconsistencies in language and style. Flawed language usage. Poor structure and very limited vocabulary. Bad layout.

Not achieved

0-2½

Content irrelevant and muddled. Unable to give any feedback. No imagination. Complete lack of structure.

Not achieved

0-2½

0-5

Ranging from poor language, style and vocabulary to ungrammatical. Unreadable and unintelligible. Very bad or wrong layout.

*** Do not subtract more than 4 marks in total for formatting/layout errors.**

Mark: _____ **%:** _____

Comment: _____

Signed: Facilitator: _____ **Date:** _____

Signed: Moderator _____ **Date:** _____

Signed: Student _____ **Date:** _____

RATING CODE	RATING	MARK OUT OF 20
7	Outstanding (can do this exceptionally well)	16-20
6	Meritorious (can do this very well)	14-15
5	Substantial (can do this well)	12-13
4	Adequate (can do this)	10-11
3	Moderate (can do some of this)	8-9
2	Elementary (have difficulty with this)	6-7
1	Not achieved (need help with this)	0-5

Self Activity 5 p.133

Assessment Activity: Letter to the press

Students may either bring to class a letter which appeared in a recent newspaper or magazine and respond to this letter or they can write a letter to their local newspaper or magazine of their choice on any topic that they feel strongly about. They have to take their letter through one draft and an editing process. All of these should be kept for their portfolio of evidence. Students may write on any topic, but stress the following to them:

- They must express an opinion in the letter and support this opinion with reasons and details.
- Not all opinions or topics will be easy to develop sufficiently into a well-reasoned argument – they must choose their topic carefully and brainstorm it.
- Hand out the assessment rubric and briefly explain how the letter will be marked.

Assessment Activity on letter to the press: Module 5 Self Activity 5

Student: _____ Class: _____ Date: _____

CONTENT	10	PRESENTATION: LAYOUT, REGISTER & LANGUAGE	10	Total: 20
Outstanding Completely successful in achievement of intention. Clearly expresses opinion supported by reasons/details. Shows talent and thoroughness. Original, creative.	8-10	Outstanding Language and register entirely appropriate. Very good command of language with varied sentence structure, good paragraphing and use of connectors.	8-10	16-20
Excellent Clear understanding of what is required. Reasonably good handling of topic. Clearly expressed opinion supported by reasons. Well planned and logical.	7-7½	Excellent Successful use of appropriate register and vocabulary. A good sense of language and sentence structure. Some connectors used.	7-7½	14-15
Good Satisfactory understanding of task. Clear opinion with some reasoning and details. Probably a little short, not so clearly expressed or lacks spark and imagination. Successful but unimpressive.	6-6½	Good Plain statements without interesting vocabulary or sentence structures. Appropriate but ordinary. Free of serious errors but not very creative or interesting.	6-6½	12-13
Adequate Does not fully understand the task. Too short and undeveloped, confusing or illogical. Contains an opinion with some reason, but answer is less than successful.	5-5½	Adequate Very ordinary and limited vocabulary. Language not always appropriate and correct. No connectors. Weak paragraphing and errors in layout.	5-5½	10-11
Moderate achievement Content lacks maturity. Opinion is undeveloped or not properly developed. Imagination is limited. Evidence of some structure.	4-4½	Moderate achievement Several inconsistencies in language and style. Poor paragraphing. Mainly simple sentences and some use of connectors.	4-4½	8-9

Elementary achievement	3-3½	Elementary achievement	3-3½	6-7
Limited relevance of simple content. Ideas not developed and imagination is very limited.		Major inconsistencies in language, style and vocabulary. Poor layout and structure.		

Not achieved	0-2½	Not achieved	0-2½	0-5
Content irrelevant and muddled. Unable to express any opinion. No imagination. Complete lack of structure.		Ranging from poor language, style and vocabulary to ungrammatical. Unreadable and unintelligible. Very bad or wrong layout.		

*** Do not subtract more than 4 marks in total for formatting/layout errors.**

Mark: _____ **%:** _____

Comment: _____

Signed: Facilitator: _____ **Date:** _____

Signed: Moderator _____ **Date:** _____

Signed: Student _____ **Date:** _____

RATING CODE	RATING	MARK OUT OF 20
7	Outstanding (can do this exceptionally well)	16-20
6	Meritorious (can do this very well)	14-15
5	Substantial (can do this well)	12-13
4	Adequate (can do this)	10-11
3	Moderate (can do some of this)	8-9
2	Elementary (have difficulty with this)	6-7
1	Not achieved (need help with this)	0-5

Self Activity 6 p.135

Assessment Activity: Article for a newsletter or to the press

Students must write an article for their college magazine on anything that has happened on their campus.

Assessment Activity for article for college magazine: Module 5 Self Activity 6

Student: _____ **Class:** _____ **Date:** _____

CONTENT	10	PRESENTATION: LAYOUT, REGISTER & LANGUAGE	10	Total: 20
Outstanding Completely successful in achievement of intention. Supplies all the necessary information and detail. Very well planned and logical. Shows thoroughness and talent.	8-10	Outstanding Language and register entirely appropriate. Very good command of language skills: varied sentence structure, good paragraphing and use of connectors.	8-10	16-20
Excellent Clear understanding of what is required. Reasonably good handling of topic. Supplies a lot of information and detail. Well planned and logical.	7-7½	Excellent Successful use of appropriate register and vocabulary. A good sense of structure and sentence structure. Some connectors used. Clear statement. Sound English.	7-7½	14-15
Good Satisfactory understanding of task. Supplies information but lacking details. Probably a little short with no spark. Successful but unimpressive.	6-6½	Good Plain statements without interesting vocabulary or sentence structures. Appropriate but ordinary. Free of serious errors but not very creative or interesting.	6-6½	12-13
Adequate Does not fully understand the task. Too short and undeveloped/confusing or illogical. Contains too little information. Less than successful.	5-5½	Adequate Very ordinary, rather boring vocabulary. Register not always appropriate. Flawed and boring, with serious errors. No connectors. Weak paragraphing.	5-5½	10-11
Moderate achievement Content lacks maturity. Article is undeveloped or not properly developed. Hardly any information	4-4½	Moderate achievement Several inconsistencies in language and style. Several flaws in language usage. Poor	4-4½	8-9

and details. Evidence of some structure.

Elementary achievement

Limited relevance of simple content
Made no effort/misunderstood the question. Too little information and not details. Lack of relevant structure.

Not achieved

Content irrelevant and muddled.
Unable to give any information.
Complete lack of structure.

paragraphing. Some use of connectors and mainly simple sentences. Many layout errors.

Elementary achievement

Major inconsistencies in language and style. Flawed language usage.
Poor structure and very limited vocabulary. Bad layout.

Not achieved

Ranging from poor language, style and vocabulary to ungrammatical.
Unreadable and unintelligible.
Very bad or wrong layout.

3-3½

3-½

6-7

0-2½

0-2½

0-5

*** Do not subtract more than 4 marks in total for formatting/layout errors.**

Mark: _____ **%:** _____

Comment: _____

Signed: Facilitator: _____ **Date:** _____

Signed: Moderator _____ **Date:** _____

Signed: Student _____ **Date:** _____

RATING CODE	RATING	MARK OUT OF 20
7	Outstanding (can do this exceptionally well)	16-20
6	Meritorious (can do this very well)	14-15
5	Substantial (can do this well)	12-13
4	Adequate (can do this)	10-11
3	Moderate (can do some of this)	8-9
2	Elementary (have difficulty with this)	6-7
1	Not achieved (need help with this)	0-5

Self Activity 7 p.136

Forms

Allow students to fill out the form applying for a bursary as well as the Blisters for bread form in class. Perhaps you can read out aloud the first form to the class and let them use a pencil first. They can do the next one by themselves, but let them use a pencil as well! Remember there are no right and wrong answers, but they should answer exactly what is being asked.

Questionnaires

Allow the students enough time to complete the questionnaire and to work out their score. They can then compare their answers with their friends. It is important that they end off by writing a list of six positive adjectives that describe them best.

Self Activity 8 p.140

Assessment Activity12: Verbal requests in writing

Students may do 1. or 2. Let them read the core notes very well before they decide which one to do. It is important to add in extra filler words so that the text makes sense and flows. As these are requests in *writing*, students have to get the layout right. The following are mere examples of potential answers. Accept any appropriate layout.

1.

08:10

Morning Sam!

Please phone Mrs Latsky at work on 041-797 8076 as soon as possible. She is very upset. Her car was serviced by us yesterday. The job card number is AR 71/99. She got her car back in the afternoon, but there is a horrible noise in the front left, the car was not vacuumed and the radio was on the wrong station. She has paid R856 00 and she has always been very happy with our service in the past.

You must also please order 4 car mats for Dr Jacobs. He will be collecting them on Friday afternoon.

And remember it's Rose's birthday today! You have to make the speech during tea break. Her present is in the safe on the top shelf.

Thanks!

Andy

2.

Hi Portia

I'm really sorry to do this to you, but I really need your help! I promised Mrs Jawa that I would help her to organise the staff cocktail party for tonight to say farewell to Kenny. Unfortunately Dr Nelson called to meet me at 15:00 as he is leaving for New York tonight. Most of our arrangements have been made, but I need you to please attend to the following matters – I promise I will make this up to you!

- The sparkling wine and orange juice must be collected from Rebel liquor store. It has been paid for and Mike Pringle is keeping it aside for us.
- Use the money in the envelope to buy cheddar and gouda cheese, which are the cheapest.
- We will also need biscuits – so please buy Provita and Salticrax.
- I have ordered hot pastries and samoosas from Shoprite. Collect them from Maria Jonas, the head of the bakery.
- The music will be done by Johnno, one of the administration staff members. He has helped us before and knows what to do.
- We have decided not to have any flowers as they are too expensive.
- We are going to use the white candles which are in the store room. Ask Gladys, one of the cleaners, to get them for you.
- Please buy serviettes when you get the other stuff – you can decide on the colour!

Thanks a lot, Portia. I'll be in touch with you and I'll come straight back after my meeting with Dr Nelson.

Bye

Lorraine

Self Activity 9 p.141

1. **Commas**

1. Although it **rained** very hard, we still enjoyed the public holiday.
2. As soon as you know the answers, you can write them down.
3. Please order envelopes, stamps, post-it stickers and pens.
4. When you have re-read the article, see if you can answer all the questions.

2. **Apostrophes and inverted commas**

1. “Somebody’s cellphone’s on the desk. Didn’t you lose yours?” asked Frank.
2. It’s great news that you’re going away on holiday.
3. These two firms’ employees are productive.
4. “I’m so sorry that I won’t be able to come to your wedding,” said Tom.
5. Where is John’s stapler? It’s been missing for days.
6. Women’s rights must be taken seriously.
7. “The book’s cover was torn,” said Mary in an angry tone.