higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1010**(E)**(N12)H

NATIONAL CERTIFICATE

MANAGEMENT COMMUNICATION N4

(First Paper)

(5140364)

12 November 2018 (X-Paper)
09:00–12:00

OPEN-BOOK EXAMINATION

TWO dictionaries and TWO additional resources are allowed for reference.
NO electronic dictionaries may be used.

This question paper consists of 4 pages and 1 addendum.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
MANAGEMENT COMMUNICATION N4
(First Paper)
TIME: 3 HOURS
MARKS: 100

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. Read and interpret ALL the questions based on the provided background information and use ALL the available information.
6. Write neatly and legibly.

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BACKGROUND INFORMATION

You are the managing director of Khangala Fitness Academy, located at 30 Crescent Street, Vlagfontein. Your academy specialises in offering diet guidance and physical training to the community of Vlagfontein and surrounding villages. Your operating hours are from 15:30 to 19:30. You can be contacted at 015 975 1818 and your fax number is 015 975 1820.

QUESTION 1: PRÉCIS

Read the article *Controlling overweight positively* adapted from *Health News* on the ADDENDUM (attached) and write a précis of one paragraph of not more than 105 words on the article. Provide a different heading from the one given and indicate the number of words used in brackets at the end of the paragraph. **[20]**

QUESTION 2: LETTER OF ENQUIRY

A number of overweight customers, including students, are willing to be taken on board a fitness and diet programme during school vacations. You have identified Dr Kanakana, a physician, to be part of this programme. You would like to find out when he could be available to the centre. Make a suggestion with him in relation to convenient times. Share some of the frustrations faced by overweight people. As the programme requires a change in diet, you would appreciate a suggested programme, not a crash diet. You expect clients to bring a certification from a doctor that it is safe for their health to engage in a fitness programme. However, you would prefer that in future the doctor check clients' health on the premises.

Write this letter of enquiry. **[20]**

QUESTION 3: NOTICE AND AGENDA OF A MONTHLY MEETING

Write a notice and agenda of a monthly meeting to be held in the boardroom on 20 June 2017 at 15:00. Dr Kanakana's response will be discussed as planned during the previous meeting. New items on the agenda include a students' timetable for participating in the programme during the school vacations, a cocktail party and the acquisition of more equipment for the centre. **[15]**

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QUESTION 4: FORMAL INVITATION AND A REPLY

For marketing your services, a decision was taken to organise a formal cocktail party to celebrate the grand launching of the new equipment of the academy. Ramosweu Kgafela will be the guest speaker. The function will take place at Khangala Fitness Academy on 30 June 2017 at 18:30.

Write a formal invitation to the mayor and his/her partner as well as his/her positive response to the invitation. **[15]**

QUESTION 5: INVESTIGATIVE REPORT

On 15 June 2017, one client reported that she sprained an ankle after she fell in the shower the night before. She did not report the incident to the receptionist, because she underestimated the extent of the injury. You instructed the facility manager on the same day the incident was reported to submit an investigation report about the incident by 19 June 2017.

Make use of the following subheadings:

INVESTIGATION REPORT

- Terms of reference
- Procedure (maximum TWO methods)
- Findings
- Conclusion
- Recommendation **[30]**

TOTAL: 100

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ADDENDUM

CONTROLLING OVERWEIGHT POSITIVELY

To be at the centre of everyone's jokes and being called by names like 'Sdludla' (meaning fat person) and 'lazy lump', is a burden to many people who face negative criticism on a daily basis. Some of these victims of obesity are even ashamed to visit their relatives or friends and are afraid that they might break the furniture they sit on. They even have to pay double taxi fares as they occupy more space than other people. They often become withdrawn from society and suffer from mental pain.

Some people are genetically predisposed to obesity, but that is no reason to accept the health risk of being overweight without trying to do something about it.

Battling with extra weight is certainly not just a woman's domain. Many men aspire to shed a few kilograms and sporting a six-pack is nowadays definitely the way to go if you really want to attract the girls. Beer bellies and jogging shorts just don't crack it.

The workplace is no exception. It seems that skinnier people are more inclined to get a promotion compared to their overweight colleagues.

Women frequently look at models such as Naomi Campbell and feel ashamed of their own size. Even Oprah Winfrey has overweight challenges. You would think that a woman with so much fame, money and respect wouldn't have to care about extra centimetres around her waist but she is just as desperate as anyone else to shed those unwanted kilos.

Crash diets are not the answer. As soon as you lose some kilos, they pile up again. Some women can become so desperate to lose weight that their whole self-image gets distorted and they are affected by eating disorders such as anorexia and bulimia. They want to lose more and more weight and at some point they simply stop eating.

Unfortunately, when it comes to dieting, there is no short cut. It all comes down to hard work and making a lifetime commitment. One cannot expect to spend a couple of weeks on a diet and then look fabulous for the rest of your life. You have to make a decision and start eating healthy, balanced meals and exercise at least three times a week. Only a 20 minutes' walk regularly can make a difference. Don't despair, you are not alone as most people at some stage experience problems with getting rid of unwanted kilos.

When deciding on a healthy diet, you can do research and look at case studies to see how successful it is. You can also consult your doctor to make sure it is suitable for your health situation.

Be patient. It took years to gain that weight and it will take some time to get rid of it. Keep a list of your goals close at hand so that whenever you feel discouraged, you can focus on your goals again and make a fresh commitment and stick to it. You won't be disappointed and your life will change in a way that you couldn't have imagined.

Adapted from Health News 2016

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