

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
CERTIFICATE IN PSYCHOSOCIAL SUPPORT
SUPPLEMENTARY EXAMINATION PAPER JULY, 2017

TITLE OF PAPER: PROFESSIONAL ENGLISH II

COURSE CODE : CAE 118

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: ANSWER FOUR QUESTIONS IN ALL

: YOU MAY BEGIN WITH ANY QUESTION.

**: QUESTIONS CARRY MARKS AS
INDICATED**

**THIS PAPER MUST NOT BE OPENED UNTIL PERMISSION
HAS BEEN GRANTED BY THE INVIGILATOR**

Question 1

- a. You are the secretary at a local organisation that houses children living with disabilities. You have been asked to organize a meeting where staff members will discuss an end of year celebration for the children. Write an agenda for the meeting. [15]
- b. You have also been tasked with recording minutes of a meeting based on the agenda you have drafted in (a). Discuss **two** pieces of information you would include under any **five** of the agenda items when writing minutes of the meeting. [10]

Question 2

- a. Briefly discuss the following types of essays:
- i. Descriptive essay [5]
 - ii. Persuasive essay [5]
 - iii. Analytical essay [5]
 - iv. Research essay [5]
 - v. Expository essay [5]

Question 3

- a. What is a memorandum? [5]
- b. You are the manager in a local orphanage. You have since noted that the children are not well-taken care of, untidy and under fed. Write a memorandum to the house mothers about this touching situation. [20]

Question 4

- a. Give **one** difference between a friendly and a business telephone call. [1]
- b. Mary has just been employed as a receptionist in your company. Give her **five** tips on how to respond effectively to telephone calls. [10]
- c. Give her **four** guidelines on how to make business phone calls. [8]
- d. Give **one** sentence you would use when performing the following in a business telephone call:
- i. Asking for someone you would love to talk to.
 - ii. Saying you cannot help.
 - iii. Ending a call. [6]

[Total marks: 25]

Question 5

- a. Give **four** characteristics of a good essay introduction. [8]
- b. Name **three** characteristics of an essay conclusion. [6]
- c. Read the following paragraph and answer the questions below:

Interpersonal relationships may be divided into three basic categories: courteous, affectionate and intimate. Children must learn the differences between these categories and what is proper within each. However, when both males and females are present there are complementing expectations. For instance, when both a boy and a girl arrive at a door simultaneously, the boy is expected to act as a gentleman and open the door for the girl. Social deference by males to females complements both roles. Since both cannot exit at the same time, having the male take the lead in courtesy increases the comfort of both males and females and contributes to the respect each has for the other. In essence, these three types of interpersonal relationships are essential in children's lives.

- i. Give the paragraph an appropriate title. [1]
- ii. Identify **two** linking words and give their functions in the passage. [6]
- iii. Identify and write **the** topic sentence in the paragraph. [2]
- iv. Identify and write two supporting sentences in the paragraph. [2]

[Total marks: 25]

Question 6

- a. Give any **five** components of a letter of recommendation. [5]
- b. One of your employees has been offered a job by UNICEF Swaziland as a social worker. Write a letter of recommendation for the employee. [20]

[Total marks: 25]

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