

TRANSACTIONAL WRITING WORKBOOK



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VOL. 1
LIMITED EDITION

LETTERS



1. Formal and Informal Letters

The table below illustrates the differences between Informal and Formal letters

	Informal	Formal
Audience	• writing to a friend or a member of your family. • language and tone will be informal with a friendly approach • may have a chatty tone but slang is not allowed	• writing to a person you may not know personally or who you know in a more formal way. • language and tone is formal • always be polite
Purpose	• to keep in touch with someone you know or are related to. • to give information and enquire about things that are of mutual interest e.g. family matters, gossip or sharing news, congratulate or sympathise	• to apply for a job • to give your views on an issue of concern to you • to complain • to request information
Format	• include your address and the date. • salutation will be formal with use of the first or familiar name e.g. Dear Gran, Dear Andy. • ending/closing will be informal, such as ‘Your best friend/ Yours sincerely/Your favourite niece’	• include your address and the date • include the address of the recipient. • salutation is more formal, ‘Dear Mr Monyaki’ or ‘Dear Sir/Madam’ • include topic line • ending/closing will be formal such as ‘Yours faithfully.’ (If letter was started with the name of the person ‘Dear Mr Monyaki’ then the letter may end with ‘Yours sincerely’ • signature and name of sender
Content	• topic will tell you what the content should be. • plan opening paragraph, central points and organise what you want to say.	• topic will tell you what the content should be. • plan opening paragraph, central points and organise what you want to say. • arguing or putting across your points logically is important and strengthens your case • be concise and to the point

Layout of the Letter

FORMAL LETTER

	Sender's address
	Date
Recipient's Address	
Dear _____ OR Dear sir/madam	
Subject line. Start with RE: _____	
Body. The body can contain 1-3 paragraphs, very rarely would it contain 4 or more paragraphs. The body contains all relevant information. Do not use contracted forms. Use formal standard English – no slang. Keep sentences brief and get to the point. If you are complaining, remain polite.	
Signaling the end. Sum up your point and state that you look forward to a response.	
Yours faithfully (If you started with Dear sir/madam)	
Yours sincerely (If you started with a name)	
Signature & Name	

INFORMAL LETTER

	Sender's address
	Date
Dear _____	
Body. You may have more than 2 paragraphs depending on the topic and the recipient. It is generally accepted to use contractions in informal letters. Punctuation can be less formal: Exclamation marks may be used to indicate shock or surprise.	
Yours truly / Kind regards / Best wishes	
Name	

FORMAL LETTER

REC Schools & Academies
PO Box 795
Rustenburg
0300

16 July 2018

Mr Machol
The Medical Museum
Carolus Street
Johannesburg
8240

Dear Mr Machol

RE: Gratitude for enriching experience

Thank you for hosting the Grade 12 Life Sciences learners from REC Schools & Academies at Sandton Medical Museum. We are grateful at how your guided tour extended our knowledge of human biology.

Textbook illustrations are so abstract compared to seeing real exhibits, and your touch display of different organs allowed us to really see the difference between healthy and diseased tissues. I think that few of us will become smokers after seeing your lung exhibit, or alcoholics after seeing your liver exhibit.

Many of us were also shocked by the exhibits of stillborn babies who were carried by mothers with drug addictions, but they were a wake-up call about the challenges that drugs pose in our society. Very often we are warned about the dangers of substance abuse, but seeing the real effects is a far more powerful deterrent. Nevertheless, I think we all left the museum in awe at the wonders of the human body and impressed by the advances of medical science.

We would like to thank everyone at the museum who is involved in maintaining this amazing educational resource.

Yours sincerely

LL Khunou

Lebogang Khunou
Grade 12 Representative

INFORMAL LETTER

180 Grove Road
Chatsworth
0300

21 November 2020

Dear Mrs Brown

From the moment you began your first lesson, I was immediately captivated, and for the first time in three years I felt that I would be able to understand the beauty of Physical Science. You have had an enormous impact on my life even though you have been at my school for only half a year. Thank you for helping me to come to terms with areas of the syllabus that have always been problematic for me. I really appreciate all the extra work and activities you managed to cover with us.

The passion and interest that you shared have led to my wanting to include Physics in my tertiary studies next year. I know that while attending Physics lectures I'll always keep you in mind.

I am grateful not only for the usual class lessons, but also for the extra life lessons that you shared along the way. I'll miss the jovial atmosphere that always radiated from your classroom. Your rare smile and much needed sense of humour elevated the spirits of the entire class.

It has been a pleasure to be one of your students.

Yours truly

Couthar

ACTIVITY 1: Understanding register in letters

Read text A and decide:

1. who wrote it
2. why was it written
3. what is the register (remember that lexis is very important in register)

TEXT A:

Dear Ms Roberts,

I am writing in reference to your advertisement for summer language courses abroad. I would like to receive more detailed information about the courses you offer. I would be able to attend a course for two or three weeks in June. Could you please send me more information and details of prices?

I would particularly like to know how many students attend the school, and the maximum number of students per class. I would also like to know the resources the school has. Your article mentioned a language library and fully equipped computer rooms. Would it be possible to use these facilities also in the evenings? Could you inform me of the staff? Are they all qualified teachers?

I would be grateful if you could send me more details regarding the social and sports programmes offered. Are the activities included in the price of the course?

Furthermore, I would appreciate your informing me on the amenities near the school.

I look forward to receiving your reply.

Yours sincerely,

Robert Broom

Now read text B and decide:

1. Who wrote it?
2. If the writer makes his point clear?
3. The register and type of language used?
4. If the writer is rude?
5. How the chocolate manufacturers will react to the letter?

TEXT B:

Dear Madam,

I bought a bar of your "Dark Fantasy Delight" chocolate at my neighbourhood store and it was all mouldy with little white specks in it. Of course, the chocolate was on the shelf for too long and it went bad. Anyway, I unwrapped the wrapper and ate a piece, it was absolutely disgusting and made me sick to my stomach and so now I want my money back!

If you don't give me my money back I think that I'll go to my lawyer and have him start legal proceedings against you and your chocolate company. Sometimes you manufacturers of chocolate bars think that you can get away with murder!

You'd better send me the money or better yet, you could even send me a year's supply of decent chocolate.

I want an answer and I want it fast.

Yours,

Robert Black

Formal to Informal Writing

Match the phrase in column A with a phrase in column B that has a similar meaning.

A (Informal)	B (Formal)
Can't wait About Tell Can Say Answer Also want	In reference to Would be able to Furthermore Please/would you Inform Mention Would like Look forward to Reply

Now re-write text A using informal language. Pay close attention to the areas highlighted in grey.



FORMAL LETTERS

Formal letters are written for different purposes such as...

- ☐ **To order something**
- ☐ **To make enquiries**
- ☐ **To complain about a service/goods**
- ☐ **To apply/enquire about a job**
- ☐ **To express gratitude**

Layout of formal letters

1. The Greeting

If you **know the name** of the person you are writing to, begin:

- Dear Mr Jones (to a man)
- Dear Mrs Jones (to a married woman)
- Dear Ms Jones (to a woman)

If you **don't know the name** of the person you are writing to, begin:

- Dear Sir (to a man)
- Dear Madam (to a woman)
- Dear Sir or Madam (when you don't know which)

2. The opening paragraph

This paragraph (1 or 2 sentences) contains a clear statement of your reason for writing. Some typical openings are:

- I am writing in/with reference to.....
- I am writing in response to....
- I am writing to complain about...

3. The body of the letter

The body can contain 1-3 paragraphs, very rarely would it contain 4 or more paragraphs. The body contains all relevant information.

4. Signalling the end

The final sentence or paragraph often indicates that the letter is going to finish. Some typical sentences are:

- I look forward to receiving your reply
- Thanking you in advance for your consideration
- I look forward to hearing from you
- Please find enclosed a copy of my CV for your perusal

5. The closing

This phrase puts an end to the letter. If you know the name of the person you are writing to, end with

- Yours sincerely,

if you don't know the name of the person you are writing to, end with

- Yours faithfully,

6. The signature



ACTIVITY 2: Sentence Stems by Function

Complete the table below by filling in the correct stem under the correct function.

Beginnings
Making a request
Apologising
Complaining
Action
Giving reasons
Expressing satisfaction
Closing

Letter of Complaint



Complaining can be difficult to do. When you write a letter of complaint you also express an attitude or emotion on the subject to the person in question. You must never be rude nor offensive when writing these letters, yet you must clearly state your purpose (I am writing to complain about...)

Activity 3: Language Analysis

Put the phrases below into categories, depending on what emotion or attitude they convey. One has been done for you.

Dissatisfaction	Satisfaction	Annoyance -even though you mentioned	Desires

I AM PARTICULARLY UNHAPPY ABOUT...	I AM VERY KEEN TO	I AM VERY KEEN TO	I AM SORRY (TO HAVE) TO SAY....
I WAS DELIGHTED TO SEE/HEAR THAT ...	HAPPILY, ... DESPITE MY REQUEST FOR...	...I SHOULD RECEIVE SOME COMPENSATION.	UNFORTUNATELY, ...
... WAS MOST IMPRESSIVE.	...IS NOT WHAT I EXPECTED.	WHAT WOULD SUIT ME BEST IS...	...WHICH WAS VERY DISAPPOINTING.
			EVEN THOUGH YOU MENTIONED ...

Activity 4: Letter Writing Practice

Last month you went on a French study tour to Cape Town but you are dissatisfied with your experience. Look at the STF Study Tour brochure with your handwritten notes on it. Then write a letter of complaint to the company asking for compensation.

Bonjour Tours

Learn to speak French fluently in four weeks with our carefully designed study tours.

➤ Regular flights to Cape Town *True*

➤ Transport to and from study location *True*

➤ Accommodation with carefully selected families

Stayed with 15 foreigners in a cheap guesthouse

➤ Full day study programme *10am - 2 pm*

➤ fast learning and effective teaching methodology

➤ Multilingual classes *Most students were English speaking from South Africa*

➤ Weekend excursions *3 were cancelled*

➤ sports programme *Tennis and cricket matches only*



Layout

- ✓ Start the letter by using an **appropriate greeting**.
- ✓ **Opening paragraph** should give a clear statement of your reason for writing (I am writing to complain about...)
- ✓ **Body** of the letter: can contain 1-3 paragraphs. Here you describe your complaint item by item in detail. Arrange the information logically. Some useful phrases are:
 - First of all....Secondly.....Thirdly....Finally... (Finally, and worst of all...)
 - In addition ...
 - Apart from the above...
 - Furthermore, I would also like to draw your attention to...
- ✓ Signalling the **end**: say what action you want to be taken (refund / compensation / etc.)

When you complain, you are probably saying that a product or service does not match up to its description. See the chart below for some words to compare the claims with the reality : description	Link	Reality
You mentioned that the course would be intensive	but in fact	it was only 3 hours a day.
I was supposed to stay on campus	whereas	I actually stayed with foreigners in a guesthouse that was dissatisfactory.

Letter to Request

Letters written to request information, advice/assistance must do just that. You write the letter because you want to receive additional detailed information on a certain matter. These letters are always formal. As in all formal letters these should be organised in paragraphs:

- **opening paragraph:** state why you are writing;
- **body** (usually not more than 3-4 paragraphs: include all relevant information;
- the **last paragraph:** signal the end of the letter; this consists in a short sentence;
- **closing paragraph:** conclude using an appropriate sentence.

You are interested in an adventurous holiday this summer but need more information before deciding. Read this advertisement and the notes you've made.

Explore Alaska's wildlife for an exciting adventure

An exciting 15-day wildlife guided hiking and rafting expedition for a small group of people who are

- interested in what nature has to offer
- experienced hikers and rafters
- expert swimmers
- willing to rough it outdoors
- fit and in good health

We will be hiking and rafting every day discovering Alaska's splendour and wildlife.

We like our participants to be able to offer a useful skill to the group: know a little about the Inuit language, have first aid knowledge, be acquainted with the wildlife in Alaska, etc.

If there is a place in your mind's eye that can clearly picture the perfect Alaska- and you yearn for it- then come with us to Alaska.

If you think you can be a group member and want more information write to:
Alaska's Adventures Ltd.
45 Kenwood road
Alaska

Questions and Annotations:

- When?** (points to "An exciting 15-day wildlife guided hiking and rafting expedition")
- Cost?** (points to "An exciting 15-day wildlife guided hiking and rafting expedition")
- How many?** (points to "a small group of people")
- How Experienced?** (points to the list of requirements: interested in what nature has to offer, experienced hikers and rafters, expert swimmers, willing to rough it outdoors, fit and in good health)
- Sleeping in a tent? Eating canned foods?** (points to "We will be hiking and rafting every day discovering Alaska's splendour and wildlife.")

Activity 5: Good writing stye

Read the 2 sample letters and decide which one is more suitable and why.

Letter A:

Dear Sir or Madam

I saw your ad in the newspaper last week while I was at the dentist's. I want to get more information about the guided hiking and rafting tour because I want to see Alaska.

First of all, I want to say that I love nature (I plant and eat my own vegetables) and I learnt to swim when I was 3. I don't mind sleeping outdoors as long as I can sleep on an inflatable mattress. I'm fit and healthy, I work out at the gym twice a week and I weigh 62kgs and I'm 1.68m tall. But I do smoke, is that OK?

I'm writing because I really need to know how much the tour costs because I'm a student at university and I don't work so my mother will pay for me. I've done this sort of thing before but I'm not really experienced at rafting. Is that OK? I also want to know how many people are in a group and their age and sex. I'll be 22 next month.

Sorry for all the questions but I need to know these things before I can make up my mind.

Yours faithfully
Mark Ferguson

Letter B:

Dear Sir or Madam

I am writing with reference to the advertisement I saw in "Freedom" recently and would like to receive more detailed information.

I believe I meet all the requirements mentioned in your advertisement; however, I do not have any medical knowledge that goes beyond first aid. I can swim but I'm not very confident swimming in rivers. I am very keen on nature and often go on walking and rafting expeditions both in Italy and abroad.

If I am eligible to be a group member I would appreciate receiving more information about the cost of the wildlife tour and the number of people in a group. Moreover, I would like to know exactly what is meant by "willing to rough it outdoors". Apart from sleeping in tents and eating mostly canned foods, is something else intended? Lastly, I would like to know the exact dates of the tour.

I look forward to receiving your reply.

Yours faithfully
Mark Ferguson

Activity 6: Letter writing practice

You are keen on taking a gap year. Read the advertisement on the Zoë-life gap-year programme and make some notes on questions you might have. Then write a letter to Ms Vicky Miller at Zoë-life asking for details about the programme.

WE'LL TAKE YOU ON A JOURNEY THAT WILL LAST A LIFETIME

Do you want to learn, serve and connect with people in some of the world's poorest places?

However much time you have to spare, we challenge you to start your journey here.

www.tearfund.org/rsa

031 267 0080/2
vicky@zoe-life.co.za
/TearfundGo
@TearfundSA

FAMILY TRIP
RSA
SOUTH AFRICA

TWO-FOUR-WEEK TRIPS
INDIA
GLOBAL VOLUNTEERING

GAP YEAR ADVENTURE
BR
BRAZIL
GLOBAL VOLUNTEERING

tearfund

in partnership with

zoë-life
AUTHENTIC ABUNDANCE

SAFARI
SOUTH AFRICA

Global Connections

Registered Charity No. 2634664 (England & Wales)
Registered Charity No. SC037524 (Scotland)

[Source: <https://images.app.goo.gl/axH6WpvxzqFMC9ec7>]

Writing plan

- ✓ Mention that you saw the advertisement and that you want to apply for the programme.
- ✓ Ask for more information and prices.
- ✓ Questions:

- ✓ End the letter in an appropriate manner.

Some expressions that can be used when asking for information:

- I would particularly like to know...
- I would be interested in having more details about...
- Could you tell me something about...?
- Does the programme organise...?
- I would be (most) grateful if....
- Use formal conjunctions: furthermore / moreover / in order to / therefore / nevertheless



Application letters

A letter of application is written to accompany a CV when applying for a job or sent on its own to request an application form for a job. As in all formal letters, a letter of application must follow certain rules if you want to give a good impression. You can also write a letter to apply for a bursary, grant or sponsorship.

The section below shows the most common structures for this type of letter.

1. Introduction

I am writing in response to...

I am writing with/in reference to...

I am writing in reply to...

e.g. *I am writing with reference to your advertisement in (newspaper) for the position of...*

I would like to apply for the position of...advertised in...

I am interested in the position of...

2. Personal Details

I am 17 years of age and...

I am a 25-year-old graduate of (subject)

I have been working as a (occupation) for (company / length of time).

I have (x) years experience in

In the future I hope to be able to (plans)

I attend X school that

3. Reason

I would enjoy / appreciate the opportunity to...

I feel that the work would be ...

Your donation will...

4. Extra Points

I have also...

Furthermore / In addition / Moreover...

5. Arrangements

I would be able to attend an interview at any time that is convenient for you.

I would be able to attend an interview at any time except...

We would be able to collect / arrange for collection ...

6. Conclusion

Thank you in advance for your consideration.

I look forward to hearing from you.

Please find enclosed a copy of my CV for your perusal.

Activity 7: Letter Writing Practice

You want to find a temporary job for the holiday, and you have seen this advertisement in a newspaper. Write a letter of application in response to the advertisement.



WOOLWORTHS

**WE'RE
HIRING
FOR THE
HOLIDAYS**
GRAB YOUR CHANCE
TO GAIN GREAT
WORK EXPERIENCE

WE ARE LOOKING FOR TILL OPERATORS, SALES ASSISTANTS AND REPLENISHERS FROM 16 – 30 JUNE.

16 YEARS OR OLDER? ABLE TO WORK WEEKENDS, PUBLIC HOLIDAYS AND EVENINGS OVER THE HOLIDAYS?

Apply today: SMS **HOLIDAY** to 3334 and follow the prompts.



R 1.50 per SMS. Applications may take up to 7 SMS. The personal information you provide will be used for recruitment and/or employment purposes only. This advert will close automatically once sufficient applications have been received. As a proud South African brand, Woolworths is committed to transformation. Meeting our Employment Equity goals will be taken into account in our recruitment decisions.

[Source: https://web.facebook.com/195772817109359/photos/holiday-jobs-woolworths-sms-the-closest-woolworths-to-you-to-45151/2070569309629691/?_rdc=1&_rdr]

Letter to the Editor

Want to make your voice heard? Do you feel strongly about something? Are you always driven by that desire to change the world? Why not express your views through a letter? Most newspapers and magazines publish letters written by their readers. When you write a letter to the editor of a widely circulated newspaper, you are actually reaching out to a much larger audience. If your letter to the editor gets published, it will be read by many of people.

REMEMER: When you write a letter to the press/editor, you are writing it to express your views, not because you expect the newspaper to solve the problem.

Useful Expressions

To begin the letter

- I am writing this letter in response to the article/letter...
- I am writing to express my support for/(dis)approval of ...
- I am writing with regard to ...
- I am writing about ...
- I have just read ...

To state an opinion

- In my opinion, ...
- I (do not) feel/believe/think ...
- I am (totally) opposed to/in favour of ...
- I strongly (dis)agree with ...

To express the consequences/results

- This will/would mean ...
- Then ...
- Therefore, ...
- As a result, ...
- Consequently, ...
- If we/they do/did this, ...
- Obviously, ...
- Clearly, ...

To end the letter

- I hope my comments/suggestions/points will be taken into consideration
- I hope the government/local council/we will ...
- I hope something will be done about this urgently



Activity 8: Letter writing practice

There is much debate about whether Grade 12 final results should be published in the newspapers, or not. Write a letter to the editor of your local newspaper expressing your views on this matter.

EXAMPLE LETTER TO THE EDITOR

	8 Serengeti Street
	Triangle
	Smallville
	2037
	12 February 2021
NOTE: Any formal letter must be addressed to a specific person – be guided by the brief in the question.	
The Editor	
The Triangle Tribune	
PO Box 123	
Smallville	
2037	
Sir /Madam	State the problem
<u>Electricity and water disruptions</u>	
During the past month we have experienced	
.....	
The consequences of these disruptions	Provide more detail
.....	
Several requests were made to the municipality to investigate the cause of these	
disruptions but to date they have not responded. Going public with our plight is our	
last resort.....	
Yours faithfully	Suggest possible solution
<i>B Monyaki</i>	
B Monyaki	
	(142 words)

INFORMAL LETTERS

SOME USEFUL PHRASES

INTRODUCTION

- It's great to hear from you. / Many thanks for your e-mail / letter.
- Sorry it's taken me so long to write back. / I haven't written for ages but ...
- I've been really busy recently. / You've to know that I've been working really hard.
- I hope you're fine. / I hope you and your family are well. / I do hope this e-mail / letter will find you in good health and spirits.

REFERRING TO GOOD / BAD NEWS

- Glad / sorry to hear / read about ...
- I'm really glad / very happy to hear / read about ...
- I'm extremely sorry / very sad to hear / read about ...

MOVING THE TOPIC ON

- By the way, have you heard about ... / Did you hear about ... / Tell me about ...
- Oh, another thing I wanted to mention ... / So you want my advice about ...
- Anyway, the reason I'm writing ... / Anyway, I was wondering ...
- I thought I'd write to tell / ask you ...

ENDING

- Looking forward to hearing from you. / Hope to hear from you soon. / Write back soon!
- Make sure you write soon! / Keep in touch! / Drop me a line if you have time!
- Take care of yourself! / Look after yourself!
- Let me know if you need anything. / Just give me a call if you have any questions left.

Activity 9: Letter writing practice

Informal letters are written for various reasons, just like formal letters however informal letters are written to friends or family members. The purpose is mainly to keep in touch or to share information.

Write an informal letter on one of the topics below.

1. Your cousin has recently returned from the Zoë-life gap-year programme advertised in activity 6. Write a letter to him/her asking about their experience.
2. Your neighbour has decided to earn an extra income by mixing his own organic fertiliser. This is causing an undesirable smell and inviting flies to the property. Write a letter to your neighbour complaining about the problem and presenting a solution that will benefit you both.
3. A family member has recently sponsored you to take a French language course. Write a letter to thank him/her.

Regards.



Example of an informal letter

Your uncle sent you money to pay for your matric farewell outfit. Write a letter to thank him for his contribution.

	8 Serengeti Street
	Triangle
	Smallville
	2037
	12 February 2018
Dear Uncle Bully	
It was great.....	
.....	
I am planning to	
.....	
.....	
My mother	
.....	
.....	
I want to thank	
.....	
Yours sincerely	
Bongani	
(138 words)	

OBITUARY

An obituary is a notice of the passing on of someone known by the target audience. Over and above 'formally' announcing the death, it also sketches the cause of death as well as the funeral arrangements.

The aspects below **must** be included:

- ✓ full name of the deceased
- ✓ date of birth, date of death
- ✓ where person was living at time of death
- ✓ birthplace
- ✓ key survivors and their names
- ✓ time date place of funeral
- ✓ a tribute

Some of the following **may** be included:

- ✓ cause of death
- ✓ biographical information
- ✓ Style and tone
- ✓ euphemisms may be used, e.g. *passed away* instead of *died*

Basic Obituary Template

Year of birth and death must correlate with age of person, e.g. a grandmother will be different than a learner at school

Full name and surname must be

Name Surname
Year of birth – Year of death

Name and surname of deceased , age ..., passed away on ...(date) at ... (place), due to ...
(INSERT CAUSE OF DEATH IF APPROPRIATE)

Born in ...(town/city), he was the son/daughter of ...(parents). He/she attended... (school)/ graduated at ... (University/CUT/ College). He/she was employed at ... (place of work) and worked as (job title).

He/she (name) was a member of (church /organisations/ groups/ committees/RCL).

He /she enjoyed (hobbies/activities, etc).

Pay tribute (depending on what is asked in question paper)

Tribute is where you say positive things about deceased. Refer to the requirements in the paper, e.g. 'sports', then you mention sport achievements or 'person helped poor' – give examples.

He/she is survived by (wife/husband, children, grandchildren, etc.)

(Be very careful to determine this. If it is a child, then it will be parents and siblings. If a grandmother/grandfather then there must be grandchildren.)

The funeral service will be held on (date) at(time) at(place and address).

He/she (name) will be remembered for his/her ... (personality traits/things)

USEFUL PHRASES FOR A TRIBUTE

- X was an inspiration to all who knew X.
- X always had a smile on his face and a joke on his lips.
- X was a tireless and selfless volunteer at ...
- X was a kind and gentle person who loved spending time with family and friends.
- X enjoyed life, family members and many friends. X was always there to brighten the lives of others.
- There was nothing X liked better than an interesting conversation with a good (or new) friend. X could have an engaging conversation with anyone.
- X thrived on the exchange of interesting ideas with her friends and X's smile would light up their day.
- X had a passion for (and then cite an example).
- X was committed to family, making sure that all knew of support to achieve their highest potential.
- X's indomitable spirit encouraged her family and friends to persist in the face of many struggles.
- X was a person of faith and lived life serving others.

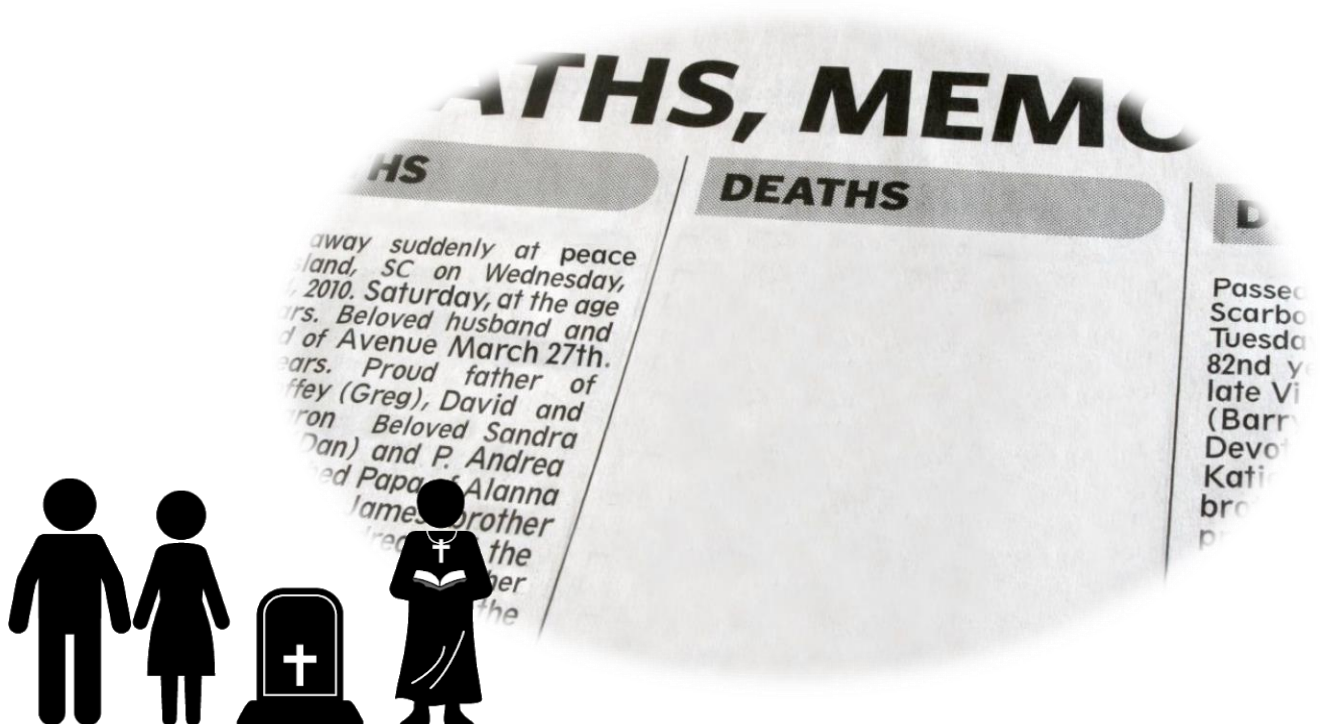
USEFUL PHRASES TO DESCRIBE THE FUNERAL SERVICE

- ❖ A Visitation / Prayer Service will be held
- ❖ A Funeral Service will be held at...
- ❖ A Memorial Service will be held at...
- ❖ A Celebration of Life will be held at ...

ACTIVITY: Obituary writing practice

A doctor, who has dedicated his/her life to the selfless service of humanity in your community, has died.

Use the obituary template and some of the phrases above to write his/her obituary.



ARTICLES

A magazine or newspaper article is written to **inform**, **persuade** and **entertain**. The style and tone of an article written for a school magazine will differ from an article written for a local newspaper or magazine.

Newspaper Article/Report	Magazine article
Written to communicate information to the reader about current events. It deals with facts, which should be relayed accurately. The writer should be completely objective, and there should be no slanting of the truth.	Magazines are produced for different markets, and the articles that appear in these magazines are written to interest the people in these specific target markets. While they should be about a current topic, it does not have to cover breaking news. This allows the writer to examine an issue in more depth, and to approach it in a more personal way.
• Give it a short clear title (to make this attention-grabbing) • Give it a sub-title • Add your name as the reporter • Give the most important facts first (Who? What? Why? When? Where?) • Elaborate on this information in the paragraphs that follow, keeping the story balanced if there are opposing viewpoints.	• Give it a short clear title • Give it a sub-title • Add your name as the writer and the name of a photographer • Write it in two columns and using, blocks, indicate where the main picture and supporting picture should go, and give these both captions.
Formal register Concise style Accurate facts.	Informal register Conversational tone

A NOTE ABOUT...

HEADLINES

THE HEADLINE NEEDS TO CAPTURE THE READER'S ATTENTION...

- ❖ Jargon – Dummy run saves the day.
- ❖ Ambiguity – Baby tycoon succeeds
- ❖ Familiar names – Riky Rick speaks out
- ❖ Puns – Otter devastation / Flu York City
- ❖ Sensationalism – Brutal slayings cause outrage
- ❖ Bias & prejudice – A one-track mind
- ❖ Emotive language – Teaful Di flees
- ❖ Alliteration – Fight flab forever

EXAMPLE OF A NEWSPAPER ARTICLE

ACTRESS BREAKS A LEG
Nicola Simpson injure during a performance

Amal Parker

Last night local celebrity Nicola Simpson literally broke a leg at a performance of That’s All at the Artscape Theatre. While supporting actress Thina Katsha was in the middle of her soliloque, Simpson fell dramatically from behind the curtain, tumbled across the stage, and then fell again off the stage, collapsing before the front row of the audience/

Questions are being asked about whether this incident was an accident, perhaps brough about by the tranquilisers she was taking or whether Simpson was pushed.

However, there seem to be no witnesses who can say what made Simpson fall.

Daryyl Jonas, ex-boyfriend of Simpson and current boyfriend of Katsha, was seen peeping out from behind the curtain just after the accident, but calims that he was in Katsha’s dressing room at the time of the accident.

‘Nicola wasn’t herself that evening,’ he told the press. ‘However, I wish her only the best, and I am sure the feeling is mutual.’

Simpson’s publicist released a statement this morning explaining that Simpson remembers nothing about the fall.

Simpson is now in a serious condition at the Vincent Pallotti Hospital, with a broken leg and serious bruising to her right arm and torso.

Picture 1

Poster of That’s All production
Photograph by Nomsa Duma

Catchy title
Informative sub-heading
Name of reporter

Quotation marks around quoted words.

Objective point of view

Accurate details.

Formal register.

POINTS TO REMEMBER WHEN WRITING A NEWSPAPER ARTICLE

- 1. Grab the reader’s attention by using an introduction which is a question or an unexpected statement linked to the topic.
- 2. **First paragraph:** In the first few sentences, answer these questions:

Who?

WHAT?

WHERE?

When?

Why?

How?

- 3. From the **second paragraph** through to the **fourth paragraphs**, give the details. It will strengthen your newspaper article if you provide one or 2 quotations from people who you may have interviewed or you read about.
- 4. **Last paragraph:** Round off your article. Your conclusion must link to the topic.
- 5. Write in the **THIRD PERSON** – he, she, it, they
- 6. Be **OBJECTIVE**
- 7. Use **ACTIVE VERBS** so that the reader can be immersed in what is being said.
- 8. Think of a **CATCHY TITLE**. If a title is provided in the question, use the given title.
- 11. Names, places, times, positions and any other necessary details should be included in the article.
- 12. Divide your ideas into clear paragraphs.
- 13. The article should stimulate interest and keep the reader absorbed.

EXAMPLE OF MAGAZINE ARTICLE

THE CHILL-OUT ZONE

Making a space where your teenagers can entertain

By Kayleigh Cole

Photographs by Nomsa Duma

Teenagers can be messy. Many reach a stage where they can use the kettle but not the squeegee. So when they start to entertain they can dirty more coffee cups than you knew you owned before they realise that it is time to clean up.

To minimise conflict it is a good idea to have a zone where they can relax that is different from the one that you want to keep neat for your friends – a place where they can slouch and you can let them.

Furnish this area using modern couches using cushions and throws that will need to be neaten up. Put pictures on the wall that they will enjoy but do not feel that you need to fame the latest band they are crazy about, because teenager’s tastes in music often change very quickly, and what they think is cool this year might embarrass them next year.

Andy Goldsworthy prints are a great idea for the walls.

Nature photographs are usually a good idea as they create a contemporary but calm mood.

Let them advise on colours and add the final touches, such as ornaments. This will help to make the space somewhere they will enjoy being – and help to maintain.

Colourful couches are a quick way to make the room look cheerful.

Picture 1

Picture 2

Short and catchy title.

Sub-title indicates what the subject of the article really is.

Informal register.

Personal style.

Directed at a particular audience.

Conversational tone.

Short paragraphs.

Pictures

Captions

PURPOSE OF THE MAGAZINE ARTICLE

- ❖ The question will tell you what the purpose of the magazine article is.
- ❖ The article is usually intended to inform, educate, engage, persuade, convince and entertain among other purposes.
- ❖ Depending on the topic, the article:
 - ✓ provides you with an opportunity to give your opinion/view/arguments for and against the topic,
 - ✓ deal with problems and solutions,
 - ✓ give advice and
 - ✓ make suggestions/recommendations/provide solutions.

USEFUL PHRASES WHEN USING INDEEDIRECT SPEECH (NO SPEECH MARKS NEEDED)

- He reported that . . .
- He also claimed that . . .
- He went on to state that . . .
- He confirmed that . . .
- She claimed that . . .
- He disputed that . . .
- He agreed that . . .
- He went on to tell us that . . .
- He continued by informing us that . . .
- In addition to this . . .
- He alleged . . .
- He emphasised . . .
- He continued by . . .
- A spokesman stated that . . .

USEFUL CONNECTIVES TO USE IN NEWSPAPER ARTICLES

- ✓ Shortly before daybreak . . .
- ✓ Later that day . . .
- ✓ Before long . . .
- ✓ As evening fell . . .
- ✓ As the sun set . . .
- ✓ Soon after . . .
- ✓ Hours later . . .
- ✓ Unfortunately . . .
- ✓ Fortunately . . .
- ✓ Soon
- ✓ Afterwards
- ✓ After that
- ✓ Later on
- ✓ Next
- ✓ Moments later
- ✓ Seconds later
- ✓ Much later
- ✓ Within minutes
- ✓ Suddenly
- ✓ Without any warning . . .
- ✓ At that very moment . . .
- ✓ In a flash

ACTIVITY: WRITE A NEWSPAPER REPORT



[Source: <https://images.app.goo.gl/hSCRdd78UvBvcULW9>]

DIALOGUE & INTERVIEW

A **dialogue** is a conversation between two people. It is a record of the exchanges as they occur, directly from the speaker's point of view.

An **interview** is similar to a dialogue. The major difference is that the one speaker probes the other by asking questions.

When writing a dialogue/interview:

- ✓ write the names of the characters on the left side of the page;
- ✓ use a colon after the name of the character who is speaking;
- ✓ use a new line to indicate each new speaker;
- ✓ avoid using long greetings and introductions – respond to the brief in the question
- ✓ advice to characters (or readers) on how to speak or present the action must be given in brackets before the words are spoken;
- ✓ sketch a scenario before you start writing.

EXAMPLE OF DIALOGUE:

Discussion between student and Vice Principal

[Nabeelah has been sent to the Vice Principal for dying her hair]

- Vice Principal: So, Nabeelah, what have you got to say for yourself?
- Nabeelah: (nervously clearing her throat) Ms Taylor, I don't have an excuse. I know that we are not allowed to dye or hair. But, I honestly did not expect that the colour would turn out like this. I thought it was going to look more natural!
- Vice Principal: It states clearly in the school's Code of Conduct that you are not allowed to dye your hair at all, regardless of whether it looks natural or not!
- Nabeelah: I know.
- Vice Principal: At the beginning of Grade 8, you and your parents signed the Code of Conduct, meaning that you understood it and that you agreed to its rules. This is a blatant disregard of the rules of the school and I will not tolerate it.
- Nabeelah: (sighs) I am so sorry, Ms Taylor. I take full responsibility for my actions and this will definitely not happen again.
- Vice Principal: I should hope not! Firstly, you shall get the dye removed immediately – I suggest a stripping agent – and secondly, you will have to go to two sessions of detention next week. Now, please, go back to class. Come and show me your hair tomorrow morning.
- Nabeelah: Yes, Ms Taylor. Thank you.

INTERVIEW

An **interview** is similar to a dialogue. The major difference is that the one speaker probes the other by asking questions.

ACTIVITY 1: How to plan the interview

You recently won a competition on Instagram. The prize is an opportunity to interview your favourite Instagram influencer. Plan the interview below.

Q1: _____

Answer: _____

Q2: _____

Answer: _____

Q3: _____

Answer: _____

Q4: _____

Answer: _____

Interview with _____

SCENARIO:

Useful and powerful phrases and questions to use in a media interview...

- “I feel strongly that...”

“What few people really realise is...”

“In my experience...”

“Before we move on to that I need to stress...”

“A good example of that is...”

“Can you tell me about...?”

“Can you explain what your organisation does?”

“What is your campaign trying to achieve?”

“Why is this important?”

“Can you put into perspective how big of a problem this is?”

“Did you have any ‘a-ha!’ moments that made you rethink your approach?”

“What was the biggest obstacle you faced, and how did you overcome it?”

How do you get inspired?

SPEECHES

A speech is a written account of an oral address with a specific purpose in mind. The purpose will be determined by the topic.

- ✓ The sign of a good speech is capturing and holding the attention of the audience.
- ✓ Must be in paragraph form
- ✓ The tone might be formal/informal depending on the audience
- ✓ Opening/ greeting
- ✓ Keep it brief and simple
- ✓ Outline the subject of the speech
- ✓ Highlight three or four key ideas and discuss each in a paragraph.
- ✓ Conclusion
- ✓ logical and appropriate closure to the speech

FORMAL	INFORMAL
A formal speech is written and presented in spoken form. It must be well-structured and easy to follow and statements must be clearly made.	Informal speeches are usually not prepared. They are often made in response to a request at a gathering. The tone of an informal speech is light and sincere.

Example of a Speech

Instruction: You, as a former learner of your school, were asked to deliver a motivational speech to the current matric class. Write the speech you will deliver.

Why Dreaming Big Is Not Always Good

Good morning matrices.

I have an important question for you, – which way of thinking is better, dreaming big or being satisfied with small things?

My whole life I thought I was going to be huge. I constantly scored at the top of the class. Over time, however, my motivation turned into something unhealthy. I started to believe that I was entitled to success. The first ominous sign came when I didn’t get a perfect score at the university entrance exams.

I started to feel like a failure. Now you are probably wondering, “What does it have to do with dreaming big?” Here’s my answer: I always dreamed big, and this made me overlook tiny successes. Dreaming big is good, as it helps a person set far-reaching goals and do bold things. But it can only work if a person has a healthy relationship with failure and takes tiny steps.

My wish for you is that you will always dream big despite setbacks on your road to success.

ACTIVITY: SPEECH WRITING PRACTICE

There has been an upsurge in the delinquency of a group of young people in your community. As a famous rap artist/singer who was raised in your community, you wish to dispel the perception that all young people are social misfits.

Write the speech that you would deliver to angry residents, at a community gathering.

TIP: Remember to identify the purpose, audience and context before you start planning.

REPORTS

Reports are factual accounts or summaries written in a formal concise manner. They are usually assigned or requested.

Formal	Informal
The formal report gives exact information about an issue that has been investigated.	An informal report is a short report on something that has happened. You are normally asked to write about an event that you have been involved in, such as a sports tournament or camp.
Format • A recipient • A sender • A topic • Introduction ◦ Briefly explain background and purpose of report	Format • A recipient • A sender • A topic • Introduction ◦ Briefly explain background and purpose of report
Body • Investigation ◦ Procedure followed to gather information • Findings ◦ Based on investigation • Recommendations ◦ Based on findings	Body • Should be factual account of incident/accident/ situation • Who? Why? Where? When? What? How?
Conclusion • Briefly draw together findings and recommendations	Conclusion • Briefly summarise
• Sign and date report	• Sign and date report
• Formal language to be used	• Informal format but formal language to be used • No slang or colloquial language

EXAMPLE OF FORMAL REPORT

Report on the investigation into the needs for dance classes as an extra-mural activity

For Attention: Mr Horn (The principal)

Terms Of Reference: As requested by the principal, Mr Horn the report investigates the demand for general dance classes as a possible extra-mural activity at REC Schools & Academies.

PROCEDURE:

1. Three members of the RCL compiled a questionnaire concerning the demand for dance classes.

2. It was distributed to all the learners.

3. The results were analysed.

FINDINGS:

1. 85% of the girls and 20% of the boys were interested.

2. More than half of the interested learners would not be able to join dance classes on Fridays because of other extra-mural involvements.

3. Only 13 learners indicated that they would definitely participate in dance classes on Friday afternoons.

4. A number of learners were concerned about the cost of the classes.

5. Learners were also very concerned about the actual genres of dance on offer.

CONCLUSION: General dance classes at REC would probably not prove to be a well-supported extra-mural activity. Too many learners are already over-committed.

RECOMMENDATIONS:

1. The Governing Body members should be informed of the outcome of this survey.

2. It does not seem that dance lessons in the afternoons would be viable, but the school could consider making dance a greater part of the Physical Education classes.

DATE: 24 June 2008

SIGNED: *Tom Problem*

T Problem
Chairperson of the Representative Council of Learners

Subject of the report

Name of the person who requested this report

Who asked for the report and why?

Using point form, explain how you gathered your data, who was consulted and what you did with your findings.

Using point form, explain what you found out from your research process. Focus on the facts that were discovered.

In a form of a paragraph, summarise what you have discovered.

Using point form, make suggestions without using "I" or "We".

Date

Signature

Name

Title

EXAMPLE OF INFORMAL REPORT

Report on the Grade 12 Camp in Spring Waters National Park		<i>Title</i>
Dates: 24-27 September 2018		<i>Some orientating information</i>
Attended by: The Grade 12 learners from REC Schools & Academies		
For the attention of: Mrs N Boshoff (Grade 12 Grade Head)		
1. TRANSPORT	The bus hired for transport to and from the campsite was punctual, comfortable and well-maintained. It is recommended that this company – Silver Star – be used again.	<i>Numbered, sub-headings, followed by short paragraphs (or sentences in point-form if it is more suitable).</i>
2. ACCOMODATION		
3. FOOD AND DINING AREA		
4. ENTERTAINMENT		
5. SECURITY	The learners were most inventive and entertaining, and the final camp concert was a huge success. Thanks should be extended to the Grade 12 teachers for their enthusiasm and hard work.	<i>Objective style</i>
6. RECOMMENDATIONS		
It is suggested that the site be used again and that the booking for the 2019 camp be made early as it is a popular campsite.		<i>General recommendations given near the end</i>
Mpho Johnson		<i>Name</i>
M Johnson		<i>Signature</i>
12A Class Captain		<i>Title</i>
30 September 2018		<i>Date</i>

REVIEW

A review is an individual’s response to a work of art, film, book, TV programme, Reviews might appear in a magazine or newspaper.

- Format:
 - *Introduction:*
providing brief background, .e.g. ‘This is the third book/film in ...’
 - *Body*
brief discussion of key incidents without giving away the plot
 - *Conclusion*
opinion/ recommendation
- Style and tone
 - formal tone
 - subjective

ACTIVITY 1: EXPLORING ASPECTS OF THE RESTAURANT

In a group, make a list of qualities that attract you to a restaurant. Make a second list with qualities you don’t like.

Example:

<i>Good qualities</i>	<i>Negative Qualities</i>
<i>Good food</i>	<i>Noisy</i>
<i>Friendly atmosphere</i>	

Restaurant Review Data Sheet

Complete the following data sheet for your favourite restaurant.

Categories	Example	
Location	<i>Convenient. Near the school.</i>	
Menu	<i>Pizza, pasta, salad</i>	
Type of Restaurant	<i>Italian</i>	
Price	<i>Expensive. It’s R500 for two unless you go at the “all-you-can-eat” special time.</i>	
Clientele	<i>Families, school kids, couples. It’s a good first date restaurant. It’s good for groups.</i>	
Atmosphere	<i>Clean but noisy. Good view from windows.</i>	
Reputation	<i>Famous name...</i>	
Food Quality	<i>Just okay. The potato salad is too sweet. The pizza is...</i>	
Service	<i>Sometimes when it’s busy the service is too slow.</i>	
Your Experience	<i>Review all the data and then write a paragraph about the restaurant.</i>	

ACTIVITY 2: USING STRONG TOPIC SENTENCES

A strong topic sentence needs to:

- Have a **clear focus** that is not too broad or too narrow. If the focus is too broad or too narrow the reader will be confused about the writer's purpose.
 - ✗ **Too Broad**: There are many restaurants in Johannesburg.
 - ✗ **Too Narrow**: Brian's Bread Basket is an Irish restaurant.
 - ✓ **Clear Focus**: The variety of restaurants in Johannesburg provides an opportunity to experience other cultures' cuisine without leaving South Africa.

Which topic sentences are strong? Which are weak? Why?

1. It is important to choose a restaurant that serves healthy food when planning a banquet.
2. Healthy food is essential for planning a banquet and that is also how I eat at home.
3. I would never work in a restaurant because I eat in restaurants.
4. The Hungry Hippo is a restaurant.
5. The Crazy Cow, one of the most popular restaurants in Daegu, is famous for its imported beef and "old west" décor.
6. Dinning out can be cheaper than cooking for a single person.
7. Many people like restaurants.
8. I think some restaurants do a good business.

Write topic sentences for the following topics (topic + idea or topic + opinion):

1. School lunches
2. Cell phones
3. New restaurant
4. Trends

Activity 3: Writing a Restaurant Review

Write a review of a restaurant. The following are some guidelines for writing a review:

- Begin with a general statement that mentions the restaurant's name and location.
- It is also possible to begin with a "hook" and then provide specifics about the restaurant.
- **Food** –Describe the food on the menu in detail. You can mention a particular dish that you have had there, if you think it is appropriate.
- **Atmosphere** –Discuss the exterior and interior décor. Also mention the ambience, background music and special features of the restaurant.
- **Service** –Some reviews may give details about the service from the first moment a customer enters the restaurant until the customer has finished the meal and leaves. It is okay to mention the name of a server or chef that is exceptionally friendly, helpful or talented.
- **Clientele** –Mention what type of people like to go there. Is there a dress code?
- **Price** –It is important to mention the general price range; however, specifics are not necessary. A "hint" about whether the place is expensive or cheap may be adequate.
- **Location** –Is the restaurant hard to find?
- Other details –Do customers need reservations? What are the hours? Is it crowded on weekends?
- The "Bottom Line" –Overall Conclusion. Make a couple of final comments and give the restaurant some type of "score" that will help other people decide whether they want to go there or not.

An example of a book review:

The Alchemist: A modern Parable	
Author: Paulo Coelho	Publisher: HarperTorch
The Alchemist by Paulo Coelho is a modern parable with a clear message: that you should follow your dream and become the person you are meant to be. Set in a pre-modern time in Spain and North Africa, the main character, Santiago, is a shepherd. He dreams that if he travels to the pyramids in Egypt he will find treasure, so he sets off on a quest. On the way he finds work with a merchant who has given up on pursuing his own quest, and he finds an alchemist who is living out his very own ‘personal legend’. A number of times Santiago has to overcome the temptation to give up his journey and settle for a life that does not reflect his dream. However, he does persevere with his quest, and, ultimately, his story shows that perseverance does pay off, while also showing that the journey itself is important. The simple style of this coming-of-age fantasy novel makes it easy to read, even as it deals with a deep issue. While some sceptics might find the tangible faith that underlies the novel naïve, it is sure to inspire everyone who is trying to discover their calling in life.	

- The title should consist of the name of the book and a phrase that gives your overall opinion of it, separated by a colon.
- The first paragraph gives the name of the book and the name of the author, and the underlying message.
- The second paragraph describes the setting and the main characters.
- The third paragraph gives some information about the storyline, but does not give away the ending. Use a semi-formal register and style that is thoughtful but concise.
- The fourth paragraph describes the style and gives the genre of the book. It also suggest who will enjoy reading this book.

An example of a restaurant review:

Sit down at Hlala Panzi <i>A feast awaits you</i>	
By Jessica Smith <u>Location:</u> 5 Main Road, Waterfall Mall, Rustenburg <u>Telephone:</u> 014 597 5563 <u>Cuisine:</u> Contemporary African <u>Price of a main course:</u> from R50 to approximately R150 <u>Service:</u> Very good Waterfall Mall is known for being a cultural hub, and now there’s a new kid on the block, the contemporary African restaurant Hlala Panzi. Upon entering, I feel like I am in an upmarket cave, where the rough walls are covered with iconic San rock art. ‘Hlala Panzi’ means ‘sit down’ in isiXhosa – so I do just that, on a tree stump set around a circular table. The table cloths are covered with African animal prints, and I suddenly feel as if I’m far away from the bustle of city life. I look at the menu. It’s a fusion of Diner meets Africa. Think Ostrich Burger with creamy mielie-pap instead of the usual fries. The menu also offers <i>umqombothi</i>, a traditional Xhosa beer made from fermented maize and sorghum. There is even and African-inspired breakfast combo of mielie-pap, amasi (similar to buttermilk) and blueberries. The service is quick and cheerful, and I am pleasantly surprised by the modes bill. Those looking for a hearty African meal will find that this restaurant is right on target. Hlala Panzi is awarded four out of five impala!	

- A catchy sub-heading indicating that the review will be positive
- Name of the reviewer
- Key information given before the first paragraph..
- The first paragraph tells you about the location and indicates the restaurant is new.
- The second paragraph focuses on décor and ambience.
- Subjective point of view.
- The third paragraph focuses on food and drink on offer.
- The fourth paragraph deals with service and prices.
- The last paragraph suggest who will enjoy visiting this restaurant, and gives it four out of five stars with an African twist.

	Restaurant	Play/ Performance	Movie	Book	CD
Identify what is being reviewed	Name	Name/ Title + name of theatre/ arena	Title (on circuit/ DVD)	Title	Title
Who	Owner/ chef	Writer/ director/ actors	Director/ actors	Writer/ Publisher/ Illustrator	Musician/ Producer
Where	Address	Venue	Which service providers/malls/ specialist cinemas	Which shops/ online order/ specialist book shops	Which shops/ online order/ specialist music stores
When	Date and time	When is it being performed (time and days)	When is it being screened (time and days/ period)	When will it start being available	When will it start being available
What	Types of food/ menu	Genre: comedy/ tragedy/ music/ basic storyline	Genre: rom-com/ sci-fi/ basic storyline	Genre/ basic storyline	Genre music
Evaluation:	✓ Taste ✓ Presentation ✓ Service ✓ Price ✓ environment/ atmosphere ✓ quality	✓ actors convincing ✓ Scenery ✓ Backdrop & Props ✓ Music ✓ special effects ✓ Plot	✓ Acting ✓ Setting ✓ special effects ✓ soundtrack ✓ Plot	✓ Quality writing ✓ descriptive/ factual ✓ development of characters ✓ quality of illustration	✓ Song choice – words/ lyrics; ✓ Voice ✓ Rhythm ✓ produced
Possible criticisms/ warnings/ how could it have been improved					
Rating: clearly indicate WHAT /5 or /100					

R E V I E W S

CRITIC





Appetizing
 Aromatic
 Authentic
 Beautifully presented
 Bite-size
 Chef's choice
 Country-fresh
 Creamy
 crisp
 Crunchy
 Delectable
 Delicious
 Inviting
 Juicy
 Irresistible
 Home-made
 High-end
 Finest
 Lively
 Locally produced
 Melt-in-your-mouth
 Moist
 Organic
 Perfectly cooked
 Zesty
 World-class
 Velvety
 Tasty
 Tender
 Sweet
 Scrumptious



Exceptional performance
 Well acted
 ...gives the part much
 personality
 Very convincing
 Full of wonderful
 characters
 Appealing
 Fascinating
 Funny
 Stereotypical
 Two-dimensional
 Warm-hearted
 Amusing
 Boring
 Clichéd
 Full of tension
 Unexpected plot twists
 Melodramatic
 Realistic
 Powerful scenes
 An audience pleaser
 A must-see
 A moving production
 A worthwhile watch
 Action-packed
 Badly acted
 Enjoyable
 Uplifting
 Fantastic
 Expertly directed



Acclaimed
 Award-winning
 Adventurous
 Based on
 Beautifully filmed
 Big-budget
 Breathtaking
 Character-driven
 Complex
 Critically acclaimed
 Current
 Daring
 Well-paced
 Thrilling
 Suspenseful
 Immensely talented
 Highly original
 Gripping
 Must-see
 Funny
 Star-studded
 Feel-good
 Fast-paced
 Sentimental
 Romantic
 Riveting
 Entertaining
 Quirky
 Realistic
 Dramatic
 Powerful



Absorbing
 Adventurous
 Autobiographical
 Award-winning
 Best-selling
 Bold
 Brilliant
 Candid
 Character-driven
 Coming-of-age
 Compelling
 Creative
 Controversial
 Deeply thoughtful
 Eloquent
 Emotionally charged
 Engaging
 Epic
 Entertaining
 Extraordinary
 Fascinating
 Fast-paced
 Feel good
 Heartwarming
 Highly original
 In-depth
 Inspirational
 Well-written
 Original
 Must-read
 stirring



Accomplished
 Blissful
 Brilliant
 Catchy
 Classic
 Clean
 Cleverly-written
 Complex
 Deftly-produced
 Dynamic
 Endlessly-playable
 Sophisticated
 Vocal
 Musical
 Upbeat
 Masterful
 Lyrical
 Layered
 Latest
 Rhythmic
 Trademark
 Talented
 Highly-listenable
 Poignant
 Harmonic
 Poetic
 Flawless
 Feel-good
 Notable
 Successful
 synthetic

EVALUATIVE VOCABULARY FOR REVIEWS

CV & COVER LETTER

A Curriculum Vitae (CV) is a document through which the writer presents himself/herself to the world. The document should present a strong, first impression of the candidate. It should present information clearly, objectively, and concisely.

Remember, a CV must address the post for which the candidate seeks employment. For example, a candidate who applies for a sports-related post will present a CV which speaks more about the candidate's prowess in sports than in the academic.

The following aspects must be addressed:

- ✓ Personal details
- ✓ Formal Qualifications
- ✓ Work experience (if applicable)
- ✓ Referees

A covering letter is a summary of the contents of the CV and is always accompanied by a detailed CV. The purpose is to introduce the applicant and provide information on why the applicant would be the most suitable candidate for the position.

EXAMPLE OF CV & COVER LETTER:

CURRICULUM VITAE OF _____	
PERSONAL DETAILS	
Surname and full names	
Date of birth	
Identity number	
Address	
Contact numbers	
Gender	
Marital status	
Dependants	
Religion	
Nationality	
Criminal record	
FORMAL QUALIFICATIONS	
Secondary education	
Name of institution	
Highest qualification obtained	
Year of completion	
Tertiary education	
Name of institution	
Highest qualification obtained	
Year of completion	
WORK EXPERIENCE	
Name and address of employer	
Date of employment	
Position	

REFEREES

Name

Relationship

Contact number

1.

2.

3.

180 Grove Road
Chatsworth
4084
21 November 2018

The Manager
The Good Read
Grove Centre
Pelican Road
Chatsworth
4084

Dear Sir / Madam

Application for post of shop assistant

I would like to apply for a part-time shop-assistant position at the Chatsworth branch of The Good Read.

I am an eighteen-year-old matric learner at Turnstone Secondary School. I am well-read and have a passion for books. I am also punctual, responsible, honest and hard-working.

I am available to work in the evenings, weekends, public holidays and the December holidays. Transport to and from work will not be a problem as I live only a few roads away from Grove Centre.

If you have any openings for part-time staff I hope that you will invite me for an interview. I can be contacted at the above address, or on the following cell phone number: 076 489 2398.

Thank you for your consideration.

Yours faithfully

Khanyisile Shabanya

Khanyasile Shabanya

Activity: Compile a CV and Cover letter

WORK FOR COFFEE BEANS

Join Rustenburg's number one café **Coffee Beans**, where every cup of coffee has the same aim: to bring families together and remind people that every cloud has a silver lining.

We offer a diverse range of employment opportunities, so start your career at **Coffee Beans** today:

- ✓ Choose the hours you work
- ✓ Get management experience
- ✓ Share your love of coffee

Join us as **WAITRESS**, **ASSISTANT MANAGER** or **BARISTA**, depending on your skills and experience.

Email us at: jobs@coffeebeans.co.za

AGENDA & MINUTES OF MEETING

An **agenda** is a document that is sent out before a meeting to all the people who will be attending the meeting. It indicates what will be discussed at that meeting, so that the people who will be attending are prepared for the discussions that will take place.

The following items must be included in an agenda.

Name of organisation Date and time and venue of meeting Agenda items: 1. Opening and Welcome 2. Apologies 3. Attendance 4.. Reading and adoption of minutes of previous meeting 5. Matters arising 6 New matters 6.1 Dwindling number of library users 6.2. 7. General 8. Date of next meeting 9. Closure

The **minutes** of a meeting are a record of what happened at a meeting and decisions that were taken.

The **minutes** must:

- ✓ Reflect the name of the organisation
- ✓ Show the date, the place and the time at which the meeting was held
- ✓ State the name of the people who attended the meeting – can be added as an annexure, attendance register
- ✓ Quote resolutions word for word
- ✓ Provide a summary of what was proposed and finally agreed upon
- ✓ Be written in the past tense
- ✓ Leave out trivialities like jokes
- ✓ Only become legal and binding once signed and dated by the chairperson after being read and adopted in the next meeting
- ✓ Indicate time meeting ended

Example of format:

Name of Organisation
Smallville Public Library

Date and time and venue of meeting

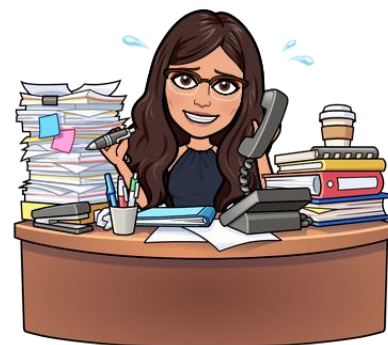
Minutes of meeting held on 12 February 2018 in the Smallville Public Library boardroom at 9h00.

Agenda items:

1. Opening and Welcome
The chairperson, Mr Blue, opened the meeting and welcomed all members present.
2. Apologies
Mr Grey was on leave.
3. Attendance
Refer to attached attendance register
4. Reading and adoption of minutes of previous meeting
Minutes of previous meeting were read and adopted by Mrs Black and seconded by Mr Green.
5. Matters arising from the minutes
5.1 Mrs Yellow reported on the progress of the farewell function arrangements of Mr Orange who was retiring at the end of March.
6. New matters
- 6.1 *It was noted with concern that the number of secondary school learners visiting the library had dwindled. It was decided that Ms Violet and Ms Indigo would embark on a campaign to recruit learners from the local secondary schools by visiting the school.*
- 6.2.
7. General
The staff was reminded of the black and red theme for Valentine's Day.
8. Date of next meeting
12 March 2018 at 9h00.
9. Closure
The meeting closed at 10h00

ACTIVITY: COMPILING AN AGENDA AND MINUTES OF THE MEETING

You are the secretary of a school committee that has been entrusted with arranging a party for a home for senior citizens. Draw up the agenda for a meeting where the main aim is to find out how far everyone is with his/her allocated duties. Then write up the minutes of this meeting, following the agenda carefully.



Sentence stems for Letter Activity 2.
FOR THE TEACHER TO COPY AND CUT OUT.

With reference to our telephone conversation (about)	With reference to your advertisement
I am writing this letter to request	I am writing this letter to complain in the strongest terms about
I find it most dissatisfactory that...	Please accept my sincere apologies.
I/we apologise for any inconvenience caused	I am writing to enquire about...
I would appreciate it if you could...	Please advise
Thanking you in advance.	This is due to...
I was delighted to hear that...	I am writing on behalf of...
I look forward to hearing from you.	If you require any further information, please do not hesitate to contact me.

Sources:

DBE Creative Writing Notes

The Answer Series Grade 12 HL

Peer created assessments