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5224/A A2002

**SHORTHAND FOUNDATION**

**A2002**

<b>TASK NUMBER</b>	<b>NUMBER OF WORDS</b>
1	120
2	117
3	106
<b>TOTAL</b>	<b>343</b>

*FOR A **DISTINCTION** - NO MORE THAN **7** faults*

*FOR A **PASS** - NO MORE THAN **11** faults*

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**LETTER HEADED**

Our ref VP/TM

Day Month Year

Mrs K P Owen  
Pox 5916  
Limbe  
Malawi  
Central Africa

Dear Mrs Owen

Thank you for your letter which we received this morning. We were sorry to hear that the chairs we sent to you recently arrived in a damaged state.

The chairs were in perfect condition when they left our factory. We have been in touch with our delivery company. They are looking into this matter. We will contact you again as soon as we receive their report.

In the meantime we have arranged for replacement chairs to be sent to you. These are entirely free of charge. The damaged chairs will be collected from you at this time.

Yours sincerely

Chief Executive

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**M E M O**

TO Rupert Marin  
FROM Verona Polzone  
REF VP/TM  
DATE Day Month Year

Damaged Furniture

I refer to our telephone conversation of today. Please arrange for replacement chairs to be sent to Mrs Owen immediately. It is important that the damaged chairs are collected by our delivery company. This should be done at that time.

I would be grateful if you could let me know as soon as the damaged chairs arrive. They should be returned to our warehouse at Head Office. We will then be able to find out what happened. It may be possible for us to make a claim against the delivery company. Please leave a message with my secretary if I am not available.

## DAMAGED GOODS

We have recently received several complaints regarding damaged goods. It is important that all staff are aware of what to do in these cases.

Our delivery company has been asked to ensure that the original packing material is still in place. This will help us to discover whether the goods were properly packed. It is possible that the goods have not been handled correctly. It may be that the goods have been damaged in transit.

Please ensure that returned goods are stored carefully in the warehouse. The area at the rear is to be used. An inspection of damaged goods should then be possible.

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**LETTER HEADED**

Our ref JAH/296

Day Month Year

Miss Catherine Soo  
Flat 3  
Beacon Hill Road  
Kowloon Tong  
Kowloon  
Hong Kong

Dear Miss Soo

Thank you for your enquiry about courses at this College. Our prospectus is at present being updated. I will ensure that one is sent to you as soon as we receive copies from our printers.

From the information you have given in your letter I would suggest that our Secretarial Skills Course would be most suitable for you. This covers all the areas of training in which you have expressed an interest. It is a full time course. At the end of the course you should have reached a high standard. You should have no difficulty in obtaining employment.

Yours sincerely

Principal

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**M E M O**

TO            Lee Hyun Woo  
FROM         J A Harper  
REF          JAH/297  
DATE         Day Month Year

**NEW PROSPECTUS**

I have today received a letter of enquiry from Miss Soo. She is very interested in gaining secretarial qualifications.

Our prospectus is at present being updated and the final draft is due to be sent to the printers tomorrow. They have promised to send copies to us by the end of next week.

It is very important that we receive copies of the prospectus very soon. If necessary I would appreciate it if you could chase the printers on my behalf. As soon as we receive copies please send one to Miss Soo. I would be grateful if you could also send her an application form.

## CRIME PREVENTION

It is a very sad fact that crime is on the increase. We must all take care of our property. Students as well as staff are reminded to keep their bags with them at all times. There have been too many reports recently of purses and bags having been stolen. The College is doing all it can to protect property.

We have recently been visited by local police officers. They have advised us on a new alarm system. This is due to be fitted within the next few weeks. Notice will be given well in advance when alarms are likely to be tested.



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**LETTER HEADED**

Our ref SER/NA65

Day Month Year

Mr Ahmed Salama  
PO Box 2261  
West King Fahd Road  
Riyadh 11426  
Saudi Arabia

Dear Mr Salama

I regret that I have to cancel our meeting. This was due to take place at the Hotel Royal next week.

You may remember that I have been waiting to go into hospital. I have now received a letter asking me to go in for my operation on Monday. I am sorry for the inconvenience this will cause you.

I would be grateful if our meeting could be held next month. Please contact my secretary as she keeps my diary. She will be happy to help you. I expect to be away from work for a few weeks.

Yours sincerely

Service Director

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**M E M O**

TO            Salman Zaidi  
FROM         Eon Brendell  
REF          SER/NA66  
DATE         Day Month Year

**SERVICE MANAGER ABSENCE**

You may remember that I have been waiting to go into hospital. I have now heard that my operation will go ahead on Monday. I realise that the timing is not good. However I am not prepared to cancel.

I would be grateful if you could take over my work for the next few weeks. I expect to be back at work within a month. Angelika is my secretary and she will be happy to help you. She has worked with me for many years and keeps my diary in good order.

Our Managing Director is to hold a meeting of all staff tomorrow.

## STAFF MEETING

The Managing Director has asked that all service staff attend a meeting tomorrow. This will be held in the Conference Room during the morning break. Please make every effort to attend.

The Service Director is due to go into hospital for a minor operation next week. Full details will be given on how the service department will be organised in his absence. The next few weeks are likely to be very difficult for us. It is important that all staff attend.

Anyone who has already booked a day off may be excused. They should contact their line manager if they are unable to attend.