

CAMBRIDGE
INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN
OFFICE ADMINISTRATION**

SHORTHAND

FOUNDATION LEVEL

5224/A A2002

PRACTICAL ASSESSMENT SET

(9 pages including this cover)

This set comprises:

For the Tutor

- Tutor Guidelines (1 page)
- Dictation Sheets (4 pages)

For the Candidate

- Instructions to Candidates (1 page)
- Guidelines to Candidates (1 page)
- Candidate Information Sheet (1 page)

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DICTATION SHEETS

TIME ALLOWED FOR TRANSCRIPTION - 1 HOUR

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(60 wpm)**

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- There will be a pause of **1 minute** before the second passage. The second passage is **2 minutes** long and is a **memo**.
- There will be another pause of **1 minute** before the final passage. The final passage is **2 minutes** long and is a **report**.

Task 1 - Letter. The full address is given on the Candidate Information Sheet.

Dear Mrs Owen

Thank you for your letter which we received this morning. **(full stop)** $(\frac{1}{4})$ We were sorry to hear that the chairs we sent to you recently arrived in $(\frac{1}{2})$ a damaged state. **(paragraph)**

The chairs were in perfect condition when they left our factory. $(\frac{3}{4})$ **(full stop)** We have been in touch with our delivery company. **(full stop)** They are **(1)** looking into this matter. **(full stop)** We will contact you again as soon as we $(1\frac{1}{4})$ receive their report. **(paragraph)**

In the meantime we have arranged for replacement chairs to be $(1\frac{1}{2})$ sent to you. **(full stop)** These are entirely free of charge. **(full stop)** The damaged $(1\frac{3}{4})$ chairs will be collected from you at this time. **(full stop)**

Yours sincerely

Chief Executive **(2)**

[ONE MINUTE BREAK]

Task 2 - Memo to Rupert Marin from Verona Polzone

I refer to our telephone conversation of today. **(full stop)** Please arrange for replacement chairs **(1/4)** to be sent to Mrs Owen immediately. **(full stop)** It is important that the damaged **(1/2)** chairs are collected by our delivery company. **(full stop)** This should be done at that **(3/4)** time. **(paragraph)**

I would be grateful if you could let me know as soon as **(1)** the damaged chairs arrive. **(full stop)** They should be returned to our warehouse at Head **(1 1/4)** Office. **(full stop)** We will then be able to find out what happened. **(full stop)** **(1 1/2)** It may be possible for us to make a claim against the delivery company. **(full (1 3/4) stop)** Please leave a message with my secretary if I am not available. **(full stop) (2)**

[ONE MINUTE BREAK]

Task 3 - Report headed DAMAGED GOODS

We have recently received several complaints regarding damaged goods. **(full stop)** It is important that **(1/4)** all staff are aware of what to do in these cases. **(paragraph)**

Our delivery company **(1/2)** has been asked to ensure that the original packing material is still in place. **(full (3/4) stop)** This will help us to discover whether the goods were properly packed. **(full stop) (1)** It is possible that the goods have not been handled correctly. **(full stop)** It may **(1 1/4)** be that the goods have been damaged in transit. **(paragraph)**

Please ensure that returned goods **(1 1/2)** are stored carefully in the warehouse. **(full stop)** The area at the rear is to **(1 3/4)** be used. **(full stop)** An inspection of damaged goods should then be possible. **(full stop) (2)**

That is the end of the dictation.

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SHORTHAND
FOUNDATION LEVEL

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5224/A A2002
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Hand in all your work at the end of the assessment.

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CANDIDATE INFORMATION SHEET

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Task 1 - Letter

To Mrs K P Owen, Box 5916, Limbe, Malawi, Central Africa
From Chief Executive
Our ref VP/TM
Proper Names None

Task 2 - Memo

To Rupert Marin
From Verona Polzone
Ref VP/TM
Subject Heading Damaged Furniture
Proper Names Mrs Owen, Head Office

Task 3 - Report. Use double linespacing

Heading DAMAGED GOODS
Proper Names None

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5224/B B2002

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Task 1 - Letter. The full address is given on the Candidate Information Sheet.

Dear Miss Soo

Thank you for your enquiry about courses at this College. **(full stop)** (¼) Our prospectus is at present being updated. **(full stop)** I will ensure that one is (½) sent to you as soon as we receive copies from our printers. **(paragraph)**

From the (¾) information you have given in your letter, I would suggest that our Secretarial Skills Course **(1)** would be most suitable for you. **(full stop)** This covers all the areas of training **(1¼)** in which you have expressed an interest. **(full stop)** It is a full time course. **(1½)** **(full stop)** At the end of the course you should have reached a high standard. **(1¾)** **(full stop)** You should have no difficulty in obtaining employment. **(full stop)**

Yours sincerely

Principal **(2)**

[ONE MINUTE BREAK]

Task 2 - Memo to Lee Hyun Woo from J A Harper

I have today received a letter of enquiry from Miss Soo. **(full stop)** She is $(\frac{1}{4})$ very interested in gaining secretarial qualifications. **(paragraph)**

Our prospectus is at present being updated and $(\frac{1}{2})$ the final draft is due to be sent to the printers tomorrow. **(full stop)** They $(\frac{3}{4})$ have promised to send copies to us by the end of next week. **(paragraph)**

It **(1)** is very important that we receive copies of the prospectus very soon. **(full stop)** If $(1\frac{1}{4})$ necessary I would appreciate it if you could chase the printers on my behalf. **(full $(1\frac{1}{2})$ stop)** As soon as we receive copies, please send one to Miss Soo. **(full stop)** $(1\frac{3}{4})$ I would be grateful if you could also send her an application form. **(full stop) (2)**

[ONE MINUTE BREAK]

Task 3 - Report headed CRIME PREVENTION

It is a very sad fact that crime is on the increase. **(full stop)** We ($\frac{1}{4}$) must all take care of our property. **(full stop)** Students as well as staff are ($\frac{1}{2}$) reminded to keep their bags with them at all times. **(full stop)** There have been ($\frac{3}{4}$) too many reports recently of the theft of purses and bags. **(full stop)** The College **(1)** is doing all it can to protect property. **(paragraph)**

We have recently been visited by ($1\frac{1}{4}$) local police officers. **(full stop)** They have advised us on a new alarm system. **(full (1½) stop)** This is due to be fitted within the next few weeks. **(full stop)** Notice ($1\frac{3}{4}$) will be given well in advance when alarms are likely to be tested. **(full stop) (2)**

That is the end of the dictation.

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Task 1 - Letter

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

From Principal

Our ref JAH/296

Proper Names College, Secretarial Skills Course

Task 2 - Memo

To Lee Hyun Woo

From J A Harper

Ref JAH/297

Subject Heading NEW PROSPECTUS

Proper Names Miss Soo

Task 3 - Report. Use double linespacing

Heading CRIME PREVENTION

Proper Names College

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Task 1 - Letter. The full address is given on the Candidate Information Sheet.

Dear Mr Salama

I regret that I have to cancel our meeting. **(full stop)** This ($\frac{1}{4}$) was due to take place at the Hotel Royal next week. **(paragraph)**

You may remember ($\frac{1}{2}$) that I have been waiting to go into hospital. **(full stop)** I have now received ($\frac{3}{4}$) a letter asking me to go in for my operation on Monday. **(full stop)** I **(1)** am sorry for the inconvenience this will cause you. **(paragraph)**

I would be grateful if ($1\frac{1}{4}$) our meeting could be held next month. **(full stop)** Please contact my secretary as she ($1\frac{1}{2}$) keeps my diary. **(full stop)** She will be happy to help you. **(full stop)** I ($1\frac{3}{4}$) expect to be away from work for a few weeks. **(paragraph)**

Yours sincerely

Service Director **(2)**

[ONE MINUTE BREAK]

Task 2 - Memo to Salman Zaidi from Eon Brendell

You may remember that I have been waiting to go into hospital. **(full stop)** I ($\frac{1}{4}$) have now heard that my operation will go ahead on Monday. **(full stop)** I realise ($\frac{1}{2}$) that the timing is not good. **(full stop)** However I am not prepared to cancel. ($\frac{3}{4}$) **(paragraph)**

I would be grateful if you could take over my work for the next **(1)** few weeks. **(full stop)** I expect to be back at work within a month. **(full ($1\frac{1}{4}$) stop)** Angelika is my secretary and she will be happy to help you. **(full stop)** ($1\frac{1}{2}$) She has worked with me for many years and keeps my diary in good order. ($1\frac{3}{4}$) **(paragraph)**

Our Managing Director is to hold a meeting of all staff tomorrow. **(full stop) (2)**

[ONE MINUTE BREAK]

Task 3 - Report headed STAFF MEETING

The Managing Director has asked that all service staff attend a meeting tomorrow. **(full stop)** (¼) This will be held in the Conference Room during the morning break. **(full stop)** Please (½) make every effort to attend. **(paragraph)**

The Service Director is due to go into hospital (¾) for a minor operation next week. **(full stop)** Full details will be given on how **(1)** the service department will be organised in his absence. **(full stop)** The next few weeks **(1¼)** are likely to be very difficult for us. **(full stop)** It is important that all **(1½)** staff attend. **(paragraph)**

Anyone who has already booked a day off may be excused. **(full (1¾) stop)** They should contact their line manager if they are unable to attend. **(full stop) (2)**

That is the end of the dictation.

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Task 1 - Letter

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

From Service Director

Our ref SER/NA65

Proper Names Hotel Royal, Monday

Task 2 - Memo

To Salman Zaidi

From Eon Brendell

Ref SER/NA66

Subject Heading SERVICE MANAGER ABSENCE

Proper Names Monday, Angelika, Managing Director

Task 3 - Report. Use double linespacing

Heading STAFF MEETING

Proper Names Managing Director, Conference Room, Service Director