

**TEXT PROCESSING
STANDARD
A2002**

TASK NUMBER	NUMBER OF WORDS
2	120
3	297
4	166
5	103
TOTAL	686

FOR A DISTINCTION - NO MORE THAN 9 faults

FOR A PASS - NO MORE THAN 14 faults

TASK 2

MEMO

TO Sze-Mei Sihoe
FROM Conrad Yiu
REF CY/PK
DATE Day Month Year

New Business Opportunities

I believe you are aware that our biggest competitor, Budget Tours, has closed its doors today. In the past we have helped a number of their clients with holidays and I feel that we should now contact them.

Some of these customers have booked a holiday with Budget Tours that they have yet to take. If they call us, we can confirm with the resort whether or not the holiday is valid.

You should inform them that there are no advance fees. They will only need to pay when a holiday is confirmed. Please ensure they receive a Holiday Request Form and our current brochure.

TASK 3

FACTSHEET 22

PORTUGAL

This latest factsheet is the ninth in the series about European countries. Other factsheets are available and these include countries in all the continents throughout the world.

Our company has now added Portugal to the list of destinations that you can select for your dream holiday. We hope these outline details of the country give you the opportunity to discover a little more of its appeal.

Northern Portugal

The north of Portugal is a region of great beauty and contrast. From the dramatic mountains of the interior to the pine-forested shores, the unspoilt scenery is a joy.

Tour the wine districts, cruise past steep gorges and the terraced vineyards. Visit the port wine lodges or explore fascinating towns. Further afield lie the remote and hauntingly beautiful areas and historic provinces.

The Algarve

Sheltered by rolling hills to the north, The Algarve is on the south coast. Its matchless beaches slope gently to the sea. Often red cliffs, strange rock formations and craggy coves break the coastline. Modern resorts live side by side with traditional fishing villages and tranquil hillside villages.

Clothing

Undoubtedly the main reason for the popularity of this country is the wonderful year-round climate. Summers are hot and dry. Winter temperatures are very comfortable. Loose, cool clothing is satisfactory in the summer. A light jacket, wrap or sweater is recommended for chilly nights at other times of the year. Generally very casual wear is acceptable except when dining at smart hotels or restaurants.

Customs and Entry Formalities

You require a valid passport. A visa is not necessary for stays of up to 90 days. Check with the consulate or your travel agent to be sure for longer visits.

Driving

Visitors are advised to check whether they need an international driving licence.

TASK 4

LETTER HEAD

Our ref CY/PK

Day Month Year

URGENT

Mr Kelvin Ng
66 Tin Kwong Road
Homantin
Kowloon
Hong Kong

Dear Mr Ng

Booking Fee

Thank you for sending your Holiday Request Form. Unfortunately, we did not receive your booking fee with the Form. Until we receive this we cannot proceed with the booking of your holiday. We would be grateful, therefore, if you could send the fee required which is \$50 per person. Please ensure receipt by us within the next four days. We enclose a stamped addressed envelope for you to use to send us the fee.

Please bear in mind that we will acknowledge your booking approximately one month in advance of your chosen dates. However, due to limited availability in peak seasons the notice may be less than this.

If you require any further information at any time please do not hesitate to call us.

Yours sincerely

Conrad Yiu
Reservations Manager

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URGENT

Mr Kelvin Ng
66 Tin Kwong Road
Homantin
Kowloon
Hong Kong

TASK 5

RAFTERS HEALTH AND BEAUTY CLUB

92 NATHAN ROAD KOWLOON

Telephone 3 693186

A club where you can work out, or be pampered

Individual exercise and nutritional programmes devised

Enjoy an array of recreational facilities

Stretching, aerobics and aquarobics

Cardiovascular equipment

Squash and tennis courts

Basketball, volleyball and badminton

Outdoor and indoor heated swimming pools

Sauna and jacuzzi

Scuba diving demonstrations and courses

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Water sports

Games room with pool, snooker and billiards

Archery and table tennis

Flexible membership scheme offers benefits that are unique and exciting

Parties organised; excursions arranged

Exhibitions and many other events held throughout the year

**TEXT PROCESSING
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TASK NUMBER	NUMBER OF WORDS
2	116
3	300
4	169
5	110
TOTAL	695

*FOR A **DISTINCTION** - NO MORE THAN **9** faults*

*FOR A **PASS** - NO MORE THAN **14** faults*

TASK 2

MEMO

TO Angelika Steyn
FROM Cornell Kustner
REF AS/gr
DATE Day Month Year

JOB DESCRIPTION

The interview schedule for Gezina de Wet is now being compiled. Gezina lives in Nakuru and will therefore require help in finding some good accommodation. Her tutor has asked that she spends a varied working week within all the departments of our organisation.

I would have preferred Gezina to spend continuous periods of a few weeks in each section. This would give her an opportunity to build her confidence. I am anxious that, as this is an on-going initiative, we maximise the benefits to the student and to our staff.

Please put together a job description by the end of this week.

TASK 3

CODE OF BUSINESS CONDUCT

Our company gains a competitive edge by operating a policy of trust and integrity.

This is a brief guide for all employees on the level of conduct which is required at all times. It should be read after watching our training video "Standards of Professional Business Conduct".

RELATIONSHIPS WITH CLIENTS

The most basic aspect in our dealings with customers is a belief in the quality and pricing of the company's products. The pricing and discount levels offered to our customers are universal.

We do not believe in one-off deals. This can lead to a situation where one customer will pay less for a product than another. We carry out fair commercial dealings. We ensure that customers have confidence in our business integrity and that the products we sell meet the requirements of the buyer. We believe our products to be of the highest quality. The discounting of surplus stock is a policy which we do not subscribe to.

Pressure must never be brought to bear upon closing a deal in order to improve monthly figures. Clients must always dictate the pace of all dealings.

RELATIONSHIPS WITH OTHER EMPLOYEES

A good working relationship with colleagues adds to the company's image of trust and integrity. Open, honest communication is used at all levels. A corporate image is vital to achieve an atmosphere of co-operation. Carrying out duties beyond your level or grade is not permitted.

Strains in any working relationship can be raised during your staff appraisal interview. This will normally take place during the months of August and September.

CARE OF COMPANY ASSETS

All staff are asked to take care of the company's assets, including office items, hardware, software and sales stock.

The theft of any item by any member of staff will never be tolerated.

TASK 4

LETTER HEAD

Our ref AS/qr

Day Month Year

CONFIDENTIAL

Miss G de Wet
PO Box 42
Nakuru
Kenya

Dear Miss de Wet

STUDENT PLACEMENT

We are writing to confirm our offer to you of a student placement in our office in Nairobi. We confirm that the salary we are offering is \$15,500 per annum pro rata to the number of weeks worked. Your leave entitlement will be 15 working days in addition to statutory holidays. We will forward you a copy of your job description in due course.

We have spoken to your tutor, Lizel Borstlap, who is pleased with your work responsibilities and experience. Please contact Cornell Kustner, our office administrator in Nairobi, to arrange a possible starting date. Her direct line is 254 2 412689. Ms Kustner will be responsible for your supervision and will be assessing your performance on behalf of the company.

Please sign and return the enclosed acceptance form.

Yours sincerely

Angelika Steyn
Personnel Manager

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CONFIDENTIAL

Miss G de Wet
PO Box 42
Nakuru
Kenya

TASK 5

MOUFFLONS OF NAKURU

Second-hand items bought and sold

Part exchange welcomed

Browse our new Antiques and Collectibles Department

Large stock of new and used furniture

Most new furniture available at wholesale prices

Huge range of electrical goods

**Visit our Library Corner - browse the vast stock of
good quality used books**

All books arranged into sections for ease of selection

Contact us for all your removals

We can move one item or a whole house

Ask for our competitive removal rates

**If you need to hire baby equipment, for example high chairs,
cots, etc, contact us first - all equipment in first class
condition**

Telephone 254 2 698492 today for more information

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TASK 2

MEMO

TO Christos Nikonikkos
FROM Katia Savva
REF KS/FV
DATE Day Month Year

NEW SALES BROCHURE

You have already seen our draft sales brochure regarding The Acorns. It is important to stress that the accommodation has been designed with the needs of the older person in mind. There is a lift to the upper floors. Security locks are fitted to windows and external doors. The electrical sockets are at eye level. There is ample storage space and modern building materials are used throughout.

When we have had our meeting to discuss the sales brochure, I will arrange to have it printed. Now that we produce our own advertising material we will be able to guarantee that it is produced on time.

TASK 3

THE ACORNS

Following the successful completion of our Strovolos Development it is now time to consider our plans for The Acorns.

Location

We have managed to purchase the site near Paphos. This has the advantage of being in a beautiful, rural setting.

This site will enable us to provide twenty retirement flats which can be built to a high standard. The flats will contain more space than is usual in this kind of development.

Accommodation

Each ground floor flat will have four rooms as well as kitchen and bathroom. One room will have French doors opening out to a patio. The first floor flats will have three rooms with one room leading to a balcony.

Interior Design

Each kitchen will be fully fitted with pine units supplied direct from the manufacturer. The worktops will be tiled. All the usual appliances will be fitted as standard.

2

The bathroom will have a steel bath, vanity unit, toilet and separate shower. The purchaser will be able to choose the colour scheme throughout.

The main bedroom will have a full range of fitted wardrobes with shelf and hanging rail.

External Environment

The entrance road to The Acorns will be brick paved. The surrounding gardens will be fully landscaped with boundaries of trees and hedgerows, together with temporary fencing to ensure privacy. Each flat will have its own garage with internal lighting. There will also be easy access to an external water tap.

Warranty

Each home will have a ten year warranty, following an independent survey by a local firm of surveyors. Our customers can therefore be assured that our homes have been built to an extremely high standard combined with great attention to detail. They will be purchasing a property that will not only maintain but will increase its value over the coming years.

TASK 4

LETTER HEAD

Our ref KS/FV

Day Month Year

CONFIDENTIAL

Mr Nicos Trufonos
Kleanthis Trufonos & Sons
24 Agapinoros Street
8049 Paphos
Cyprus

Dear Mr Trufonos

THE ACORNS

Following our brief discussion earlier today, I have pleasure in enclosing three copies of our sales brochure. This gives a future buyer all the details of our properties in The Acorns. Large display posters will be printed in the near future for use in your branch offices. We feel it is important to ensure that buyers are aware that security is a major consideration in this development.

I was very impressed with the way your organisation dealt with the sale of our Strovolos Estate. The housing market is still in a rather depressed state but these new flats have been carefully developed to meet the needs of older people.

I will contact you in approximately two weeks to arrange an appointment for us to meet.

Yours sincerely

Katia Savva
Sales Director

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CONFIDENTIAL

Mr Nicos Trufonos
Kleanthis Trufonos & Sons
24 Agapinoros Street
8049 Paphos
Cyprus

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TASK 5

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Smaller than swimming pools
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Cheap to run
Perfect for small gardens
Any shape or design**

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**Your pool may be in need of repair or need repainting
Why not resurface with tiles or mosaics?**

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**Top quality made to measure winter covers
Heat retaining solar covers
Stainless steel pool rollers
Samples available**

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