

WORKED COPIES  
5241/A A2002

**TEXT PROCESSING  
ADVANCED  
A2002**

| <b>TASK NUMBER</b> | <b>NUMBER OF WORDS</b>     |
|--------------------|----------------------------|
| 2                  | 174                        |
| 3                  | 566                        |
| 4                  | 196                        |
| 5                  | WP 56<br>TYPE 54           |
| <b>TOTAL</b>       | <b>WP 992<br/>TYPE 990</b> |

***FOR A DISTINCTION - NO MORE THAN 11 faults  
FOR A PASS - NO MORE THAN 20 faults***

**TASK 2**

**MEMO**

TO Aditya Patnaik  
FROM Parbati Patankar  
REF AP/283  
DATE Day Month Year

**PERSONAL**

Coaching Matters

Please arrange a meeting of all our current coaching staff. I would also like you to write to prospective coaches for the coming season.

As you are now responsible for personnel records of coaching staff, I would like you to update our record system on the new database.

I suggest that you send a copy of our current information to all members of staff and ask them to confirm these details. We should take this opportunity of collecting the necessary information about prospective coaches. Once this is done you can arrange for a mailshot to be sent out.

I shall be away for 10 days but we need to have a meeting as soon as possible after my return. I will ask my secretary to contact you this week to confirm a convenient date. I enclose a copy of the programme leaflet we discussed on Thursday, which is now with the printers and will be available shortly.

Enc

### TASK 3

#### TAMIL NADU CRICKET CENTRE

#### IMPROVE YOUR CRICKET

We are pleased to be able to provide information about the coaching sessions for next year. Interest in youth cricket has increased over the last three years in particular and this could be attributed to the renewed success of the local and district teams in recent seasons.

#### MEMBERSHIP

Subscriptions are available for membership. There are a number of membership categories. These include squad, supporters, family and social. If payment causes any difficulty please contact the secretary of your local centre, in confidence, for further details.

#### SOCIAL

There is an active social committee responsible for the centre and events are arranged for players, their families and friends. Support for these events is encouraged. They have the advantage of providing much needed funds. Parents are expected to assist in providing refreshments for home matches. Donations of items of food, or help to clear away after matches, would be appreciated. If you can help in any way at all, please contact your local club secretary.

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## TRAINING

The programme of training to be held at Nilgiri is now available. Details of the duration of the courses and costs are shown in the programme. Please contact your local cricket co-ordinator to receive sufficient copies for distribution among your own players.

As a result of the feedback from coaches and players, the range of skills available this year will be much broader. It was felt that positive improvements would be seen if specific skills were taught at individual sessions.

Bowling will incorporate medium and fast bowling as well as spin bowling skills. Wicket keeping and fielding will either be separate activities or may be combined with spin bowling.

This year, for the first time, the club will be paying for outside coaches to work with our most promising players. We are confident that this will be seen as a demonstration of our commitment to youth cricket.

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In order to improve opportunities for young players, we guarantee to arrange courses so that those who will be taking part in league or representative cricket, can enrol on consecutive courses. There is a 10% discount for all players enrolling on two or more courses. This is in addition to any other discount to which they may be entitled.

Some courses are very popular and are booked up quickly. Please send your completed application form, together with a cheque for the correct fee, to your local club secretary as soon as possible.

#### EQUIPMENT

*We can now supply all your sports equipment needs.* A special price list is available from centre managers. We are currently negotiating a discount for club members with Choudhury Sports Equipment, the manufacturer and sponsor with whom we have had links over a number of years. Each purchase will generate bonus points for the centre and we are hoping to purchase a bowling machine through this and other fundraising.

#### NEXT SEASON'S SQUADS

Those players who had a successful past season will automatically be offered places in the new season's squads. Trials will also be held and these will

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provide new talent to enhance the breadth of skill within each squad. All players can benefit from further coaching sessions, both throughout the season and between seasons, as preparation.

#### INSURANCE

All coaches who work at the centre have public liability insurance.

Personal accident cover for individual players, however, is not provided but is highly recommended.

TASK 4

LETTER HEAD

Our ref AP/286

Day Month Year

FOR THE ATTENTION OF MS GITA MEHTA

Choudhury Sports Equipment  
120 DP Sasmal Road  
Calcutta 700 033  
India

Dear Sirs

CRICKET EQUIPMENT

Further to our correspondence last year, I am writing to bring you up to date with the recent developments in our coaching programmes.

We have reorganised the cricket coaching within the whole district and are now in the process of writing to all players and prospective players. The new cricket courses are intended to develop specific skills.

Please let me have copies of your most recent catalogues and price lists. We wish to place an order for new equipment within the next five weeks. We are hoping to be able to purchase a bowling machine if we are fortunate enough to raise sufficient funds.

I hope that we can repeat the previous arrangements whereby we were able to accumulate bonus points for the centre as a result of members' purchases. I enclose a copy of last year's contract for your information. You will see that we already have 3,500 bonus points carried forward from last season.

Yours faithfully

Aditya Patnaik  
District Manager

Enc

Copy to Parbati Patankar

TASK 5

FIXTURE LIST

| MATCH DETAILS     |             | OPPONENTS | VENUE |
|-------------------|-------------|-----------|-------|
| <u>Date</u>       | <u>Time</u> |           |       |
| Saturday 4 May    | 1430        | Khunti    | Home  |
| Wednesday 15 May  | 1800        | Rajgir    | Away  |
| Saturday 1 June   | 1730        | Daitari   | Home  |
| Wednesday 19 June | 1400        | Joshiपुर  | Away  |
| Saturday 6 July   | 1030        | Daitari   | Away  |
| Wednesday 10 July | 1200        | Rajgir    | Home  |
| Saturday 20 July  | 1530        | Joshiपुर  | Home  |
| Saturday 3 August | 1100        | Khunti    | Away  |

**TASK 5**

**FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY**

FULL NAME ..... Pepita Seth

ADDRESS ..... Eagle Hall

..... Ootacamund 63491 Nilgiri

..... Tamil Nadu

DATE OF BIRTH ..... 12.8.87 TEL NO: 423 2689

SCHOOL (give address) ..... Hebron International School

..... Ootacamund 65261 Nilgiri

..... Tamil Nadu

**PLAYING EXPERIENCE:**

| DATES | TEAM        | POSITION  |
|-------|-------------|---|
| 2001  | School Team | Slow spin bowler  |
| 2002  | School Team | Third in batting order<br>Medium spin bowler<br>Opening batsman |

**DETAILS OF PARENT/GUARDIAN**

NAME AND ADDRESS ..... Mr & Mrs G Seth

..... Eagle Hall Ootacamund 63491 Nilgiri Tamil Nadu

**EMERGENCY CONTACT TELEPHONE NUMBER**

..... 423 2611

I do ~~not~~ have my own personal insurance cover.

DATE ..... Day Month Year

\* Delete as appropriate

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**TEXT PROCESSING  
ADVANCED  
B2002**

| <b>TASK NUMBER</b> |      | <b>NUMBER OF WORDS</b>     |
|--------------------|------|----------------------------|
| 2                  |      | 167                        |
| 3                  |      | 562                        |
| 4                  |      | 196                        |
| 5                  | WP   | 54                         |
|                    | TYPE | 39                         |
| <b>TOTAL</b>       |      | <b>WP 979<br/>TYPE 964</b> |

***FOR A DISTINCTION - NO MORE THAN 11 faults  
FOR A PASS - NO MORE THAN 20 faults***

**TASK 2**

**MEMO**

TO           Natasha Ching  
FROM         Sumita Khatri  
REF          NC/CR/2002  
DATE         Day Month Year

URGENT

Induction Course

Louise Wong has now been appointed as the new senior secretary in the Sales Department. Please ask Kelvin Weng to deal with the letters to the unsuccessful candidates. I enclose a copy of the interview schedule which lists full particulars of each candidate. Please ensure that the letters leave here before Wednesday. As decided at our meeting last week, the wording recommended should be used for these letters. If you have any doubts at all, please contact me. Travelling expenses should be reimbursed at the same time. All candidates completed a claim form at the interviews. I am confident that Crystine Lee has all the correspondence. Please check with her.

I understand that Louise intends to start work at the beginning of next month. Please contact her today to arrange the precise date. It will also be necessary for her induction course to be arranged. Please see to this immediately.

Enc

### TASK 3

#### CARIBBEAN LUXURY CRUISE

##### A WARM WELCOME

We have great pleasure in announcing that our company has now bought its own cruise ship. The Ocean Voyager was built for long-distance cruising and is one of the most spacious ships afloat. There is plenty of open deck space. There are large, elegant public rooms and spacious cabins.

The Ocean Voyager also has a host of amenities. Full details of these can be found in our brochure which is full of colour pictures of the ship as well as the various ports of call that we shall make.

On 20 October the Ocean Voyager will set off on a Caribbean cruise. Given below are brief details of the itinerary for the trip. It is possible, however, that the details may have to be changed for reasons beyond our control.

*We will arrange first-class air travel from your nearest international airport to London Heathrow. A luxury train will then await you to take you to Southampton Docks where your luxury cruise will commence.*

We will sail at approximately 1100 hours and will spend the first three days at sea. You will be able to experience all our amenities. You may take part in any of the activities we have to offer or you may prefer to spend a very lazy, relaxing time.

On the fourth day we will arrive in the Azores. We will spend a day in this beautiful island archipelago which is claimed by some to be the remains of legendary Atlantis. There will be an optional excursion to see the extinct volcano. This has two lakes in its crater, one deep blue and the other jade green.

We will spend the next four days at sea. This will be another opportunity to try out various leisure pursuits or to spend time simply doing nothing.

On 28 October we will arrive at Barbados in the West Indies. We will be here for about 11 hours to explore the excellent gardens and countryside. You may decide to take a sightseeing trip. If you are

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more adventurous, you may like to take to the skies for a thrilling helicopter ride across the island.

The following day we arrive in Grenada. This offers a spectacular blend of volcanic mountains, green valleys and superb beaches. Grenada's capital, St George, is the main port. Its protected harbour and blue lagoon are complemented by the town's pastel warehouses and gabled buildings. If you wish to sightsee, there are rainforests, spice plantations and waterfalls to visit.

Our journey continues to St Lucia. We stay here for two days to enjoy the beautiful gardens. Here we will see valleys of orchids, hibiscus and bougainvillea.

The next day will be an opportunity for you to rest before our next port of call which will be Dominica. We shall spend 10 hours here. Dominica claims to have a beach for every day of the year and is a lush, green, volcanic island.

Our last port of call will be Funchal on Madeira. We shall stay here for two days. Visit the floral splendours or take an optional

4

excursion to see a traditional market or an embroidery factory.

There will also be a chance for you to taste some Madeira wine.

We then make our way back to England where you will be met by  
luxury train to Heathrow airport and home.

TASK 4

LETTER HEAD

Our ref OU/LHW/2002

Day Month Year

PERSONAL

Mr Lee Hyun Woo  
PO Box 63  
Pasir Panjang 9111  
Singapore

Dear Mr Woo

LUXURY CRUISE

Thank you for your fax message received today. We are pleased to be able to send you information on a special tour.

Our Caribbean cruise offers the opportunity to cruise in luxury at a very affordable price. If you would like to take advantage of this tour, please telephone our Customer Services Department immediately. If you prefer, you may also use email or fax, details of which can be found on the back page of our brochure, which is enclosed.

We are delighted that our company has now bought its own ship. The Ocean Voyager is a beautiful, gracious ship. It offers high standards of service and an array of amenities. All cruises offer unbeatable value with many extras included in the price, such as insurance and travel to and from Southampton, England, by air and rail. We believe our prices are lower than any of our competitors.

If you have any queries, please contact Sashim Parmanand, our Customer Services Manager.

Yours sincerely

Oscar Udeshi  
Chief Executive

Enc

Copy to Sashim Parmanand

TASK 5

OCTOBER INDUCTION COURSE

| NEW EMPLOYEES |                  | MENTOR    | DEPARTMENT |
|---------------|------------------|-----------|------------|
| <u>Name</u>   | <u>Position</u>  |           |            |
| Louise Wong   | Senior Secretary | S Khatri  | Sales      |
| Lata Kundamal | Clerk            | C Lee     | Accounts   |
| Sreya Patri   | Typist           | S Khatri  | Sales      |
| Jonathan Chan | Security Guard   | S Pandya  | Guardhouse |
| Anita Ko      | Data Clerk       | C Lee     | Accounts   |
| Uzma Parveen  | Nurse            | T Wozniak | Personnel  |
| Alwyn Jenkins | Receptionist     | S Pandya  | Guardhouse |

**TASK 5**

**FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY**

NAME ..... Lata Kundamal .....

ADDRESS ..... PO Box 938 .....

..... Pasir Panjang 9111 .....

..... Singapore .....

DATE OF BIRTH ..... 24.1.84 ..... SEX: ..... Female .....

TELEPHONE NUMBER ..... 7 569 0120 .....

POSITION APPLIED FOR ..... Accounts Clerk .....

**PREVIOUS WORK EXPERIENCE**

| DATES                     | EMPLOYER   | POST HELD    |
|---------------------------|--|--------------|
| September 2001 to present | SPC Chemicals Pte Ltd<br>Informatics Building<br>62 International Business Park<br>Singapore | Receptionist |

NEXT OF KIN ..... Mother: Mrs P Kundamal .....

EMERGENCY CONTACT NUMBER ..... 65 568 8593 .....

~~SMOKER~~/NON-SMOKER\*

DATE ..... Day Month Year .....

\* Delete as appropriate

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ADVANCED  
C2002

| TASK NUMBER  | NUMBER OF WORDS            |
|--------------|----------------------------|
| 2            | 165                        |
| 3            | 555                        |
| 4            | 207                        |
| 5            | WP 56<br>TYPE 45           |
| <b>TOTAL</b> | <b>WP 983<br/>TYPE 972</b> |

**FOR A *DISTINCTION* - NO MORE THAN 11 faults**  
**FOR A *PASS* - NO MORE THAN 20 faults**

**TASK 2**

**MEMO**

TO Marcelle Letacq

FROM Marie Saich

REF MS/298

DATE Day Month Year

URGENT

New Training Courses

I have received a letter from Mr Jonathan Brewer who wishes to offer training to some of his staff. His company is expanding in all departments.

We should devise a package based on their list of objectives and business targets. The list is enclosed for your information.

I should be pleased if we could meet tomorrow at 1400 hours in my office. We will need to carry out an initial audit immediately and draw up an action plan based on their findings. We must ensure that opportunities are offered so that staff can record their own strengths and weaknesses. Staff must be managed and motivated to make the best contribution to the company.

A process to monitor and review outcomes against intentions must be carried out throughout the programmes. This will help to maximise the capacity of the company to meet its current and projected business needs.

Enc

### TASK 3

#### TRAINING AND DEVELOPMENT

#### CAREER GUIDANCE

As a training consultancy organisation one of our principal services is in careers guidance. This is offered to those wishing to evaluate their skills and knowledge. They are then able to take action to achieve their potential and personal goals.

We are able to help you to record your strengths and weaknesses. We help you to identify your leadership style, learn how to contribute to a team session, communicate and resolve conflict.

Guidance is offered to help you re-evaluate your current job. It is hoped that as a result you will be more effective.

Our staff are able to assist you to be more skilful in finding your next position.

#### Costs

Costs are calculated on the basis of \$350 per consultant per day, plus expenses and reimbursement of each consultant's travelling costs.

### Programmes of Training

These fall into two broad categories. Our standard format programmes are based on national vocational standards. Tailored programmes are always structured in direct response to clients' measured requirements.

*Trainees are not required to sit any tests.* They must demonstrate their competence where it counts - in their place of work. The academic content of the award takes second place to their ability to prove that they can apply what they know.

An assessment of a client's existing knowledge and ability is the first stage in the process. From that an action plan can either be designed or put forward to address those areas in which a client demonstrates a lack of knowledge, experience or skill.

There will be miscellaneous workshops and individual guidance sessions. The aim of these sessions is to show how knowledge and theory from the workshops can be translated and put into practical use.

3

Staff are trained to put the new ideas into real use in the workplace and improve their standards of work. Our trainers also offer support in the workplace.

The topic for each workshop is selected in direct response to the perceived need. There are a number of subjects that form a fairly standard list of items from which workshop topics can be chosen. These include marketing, communication, health and safety, decision making and problem solving.

All the topics we offer are structured to suit your exact requirements. Flexibility is crucial when designing programmes. We recognise the difficulty of having key staff absent from the workplace. The delivery is structured in such a way that it can be tailored to satisfy the requirements of the individual and the organisation.

It is not necessary to attend all of the sessions in every case. Some clients may require only specific set modules. Each of these modules is designed to stand alone.

Training sessions can be organised in-house, at our own offices or at other premises.

A video produced by Eastern Eye Business Television showing our work is available. However, we would ask that you treat this with total confidentiality and return it to us when you have finished with it.

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If you would like more detailed information on what we have to offer, please contact our colleague, Josseline Bayliss. She will be pleased to help you in any way and can organise an initial meeting at your offices should this be of assistance to you. This would be entirely free of charge and without committing yourself in any way.

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TASK 4

LETTER HEAD

Our ref MS/299

Day Month Year

URGENT

Mr Jonathan Brewer  
Chief Executive  
Johnson & Brewer Ltd  
PO Box HM 0214  
Hamilton HM JX  
Bermuda

Dear Mr Brewer

TRAINING AND CONSULTANCY SUPPORT

Thank you for your letter which we received yesterday. We have designed, developed and supported flexible programmes to meet the standards of nationally recognised qualifications. All sessions are linked to support staff in the workplace. We ensure that training meets the needs of the organisation as well as the individual.

Each one of the programmes includes advice and guidance sessions that will allow staff to receive full recognition of their abilities. Sessions may be carried out either in-house or you can choose to use one of our training rooms.

It is our experience that some of the skills and knowledge used in the programmes will already be possessed by members of your staff. Whenever that is the case it will not be necessary to attend that module.

We would like the opportunity of meeting you to discuss your company's requirements in more detail. We will contact you in a few days when you have had time to look at the sample programmes which are enclosed.

Yours sincerely

Marie Saich  
Training Director

Enc

Copy to Josseline Bayliss

TASK 5

SOCIAL CLUB CALENDAR

| EVENT   | WHEN AND WHAT TIME |             | COST PER PERSON<br>\$ |
|---|--------------------|-------------|-----------------------|
|   | <u>Date</u>        | <u>Time</u> |                       |
| Charity coffee morning and bring and buy sale | 15 February        | 0930        | Donation to charity   |
| Spring day trip by luxury coach               | 29 April           | 0900        | 56                    |
| Family barbecue                               | 11 June            | 1700        | 10                    |
| Steam traction rally                          | 20 July            | 1130        | 8                     |
| Shopping trip                                 | 19 November        | 0700        | 18                    |

**TASK 5**

**FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY**

FULL NAME ..... Matthew Barnaby Epp .....

ADDRESS ..... 68 Ried Street .....

..... Hamilton HM 12 .....

..... Bermuda .....

DATE OF BIRTH ..... 12.11.49 ..... TEL NO: 298 5734 .....

DATE EMPLOYMENT COMMENCED ..... 1 February 2002 .....

| JOB TITLE               | DEPARTMENT      | INTERESTS  |
|-------------------------|-----------------|--|
| Word processor operator | Human Resources | Golf, squash, amateur dramatics, cricket, rugby, chess |

NAME AND ADDRESS OF REFEREE ..... Mrs Angela Clibborn-Dyer .....

..... Human Resources Director PO Box HM278 Hamilton HM 58 .....

**EMERGENCY CONTACT NAME AND TELEPHONE NUMBER**

..... Barnaby Epp (Father) - 298 9364 .....

I ~~WISH~~/DO NOT WISH\* to receive mailing information.

DATE ..... Day Month Year .....

\* Delete as appropriate