

CAMBRIDGE
INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN
OFFICE ADMINISTRATION**

SHORTHAND

ADVANCED LEVEL

5244/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

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Task 1 – Letter to Mrs Arunee Narula

Dear Madam

Thank you for your recent enquiry. **(full stop)** We are happy to confirm that we makes a range of superb leather furniture. **(full (1/4) stop)** At the present time we sell most of our products by mail order. **(full stop)** We are looking into setting up our own web (1/2) site on the World Wide Web. **(paragraph)**

Our company's brochure is enclosed. **(full stop)** This contains colour pictures of our complete range. **(full stop)** You (3/4) will see that our designs are a sensitive mixture of traditional and modern. **(full stop)** We also offer a wide choice of colours. **(full stop) (1)** We are proud of our very high standards and use materials of the best quality only. **(paragraph)**

We offer two guarantee. **(full stop)** Customers are (1 1/4) allowed up to four weeks from the receipt of their furniture to change their minds. **(full stop)** This is especially helpful for those who do (1 1/2) not make their purchases in one of our showrooms. **(full stop)** If for any reason they are not happy with any item, we will collect (1 3/4) it from them. **(full stop)** We will make no charge for this. **(full stop)** We will also refund the payment. **(full stop)** The second guarantee **(2)** covers any defects in the materials used. **(full stop)** It also covers faulty manufacture. **(full stop)** We are so confident in our products that we (2 1/4) feel able to offer this extra guarantee. **(paragraph)**

Please do not hesitate to contact us if you would like further information. **(full stop)**

Yours faithfully **(2 1/2)**

[ONE MINUTE BREAK]

Task 2 – Memo to Stephan Salamone from Ingrid Nukuru

We have received some enquiries regarding office furniture. **(full stop)** I feel that this might be an appropriate time for us to explore the possibility **(1/4)** of selling leather chairs for the office. **(full stop)** I enclose a report which states that many office workers now suffers back pain and tension. **(1/2)** **(full stop)** It appears that most of these problems are caused by poor posture. **(paragraph)**

I would be grateful if you and your team would **(3/4)** look into the feasibility of our company producing high quality office chairs. **(full stop)** It may be possible to produce other furniture in the future. **(1)** **(full stop)** For example, a complete range of office desks and printer stands, as well as other office furniture may be considered. **(full stop)** Our **(1 1/4)** first priority must be chairs for computer operators and other office workers who may be seated for considerable periods of time. **(full stop)** There has **(1 1/2)** been a great deal of research into the problems people experience because of poor posture. **(paragraph)**

Your draft report should be on my desk before **(1 3/4)** the end of next month. **(full stop)** At the same time I would like some rough sketches of the kind of chairs which your team **(2)** feel would be suitable. **(full stop)** Of course the chairs must be adjustable so that they give proper support to their users. **(full stop)** The **(2 1/4)** Board of Directors is due to meet in a few weeks and I need to have some firm proposals to put before them. **(full stop)** **(2 1/2)**

[ONE MINUTE BREAK]

Task 3 – Report

The Sales Director has recently been looking into the possibility of selling our products to members of the public over the Internet. **(full stop)** I ($\frac{1}{4}$) am happy to report that as a result of his hard work our company now has its own web site. **(full stop)** More and more ($\frac{1}{2}$) people are choosing to buy products electronically and we feel it is vital that we offer this facility. **(paragraph)**

Buying products electronically have become very ($\frac{3}{4}$) popular. **(full stop)** Buyers can save both time and money. **(full stop)** We are also able to offer good discounts. **(full stop)** At present, none **(1)** of our competitors are offering this facility. **(full stop)** We have every reason to believe that our turnover will benefit and, as a result, our ($1\frac{1}{4}$) profits should increase. **(paragraph)**

Operator: put the next paragraph only into single linespacing

Our company is also considering the manufacture and sale of office furniture. ($1\frac{1}{2}$) **(full stop)** We have received several enquiries during the past eight week from people looking for good quality leather office chairs and desks. **(full stop)** ($1\frac{3}{4}$) Our Sales Department is looking into the possibility of expanding our range. **(full stop)** We hope to be able to report to you in the **(2)** very near future that the design work has commenced. **(paragraph)**

On the subject of guarantees, we feel that we need to do more than just ($2\frac{1}{4}$) offer the guarantees that are in place at present. **(full stop)** We have great confidence in the very high quality of our products. **(full stop)** ($2\frac{1}{2}$) We propose to offer many more products in the future. **(full stop)** We should now look into the possibility of collecting, repairing and returning any ($2\frac{3}{4}$) damaged items free of charge. **(full stop)** Under this new scheme, customers would call us to carry out repairs promptly and without fuss. **(full stop)** **(3)**

That is the end of the dictation.

CAMBRIDGE

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5244/A A2002
1¾ hours

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You must try to do all tasks.

Hand in all your work at the end of the assessment.

If you use more than one sheet of paper, attach the sheets together.

You may use calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell checkers and manufacturers' manuals during the assessment.



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Task 1 - Letter

To Mrs Arunee Narula, GPO Box 2916, Bangkok 10519, Thailand
From Ingrid Nukuru, Chief Executive
Our ref IN/LF/pb
Special Mark URGENT
Subject Heading Leather Furniture
Copies Produce 2 extra copies, one to be routed to Stephan Salamone
Proper Names World Wide Web

Task 2 - Memo

To Stephan Salamone
From Ingrid Nukuru
Ref IN/LF/pb
Special Mark CONFIDENTIAL
Subject heading NEW RANGE FEASIBILITY STUDY
Proper Names Board of Directors

Task 3 - Report. Use double linespacing, unless otherwise instructed

Heading QUARTERLY PROGRESS REPORT
Proper Names Sales Director, Internet, Sales Department

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Task 1 – Letter to Miss Nafisa Jameel

Dear Miss Jameel

Following your interview at Head Office yesterday, I have pleasure in confirming your appointment as secretary to the Sales Director of our ($\frac{1}{4}$) London Branch. **(full stop)** I understand you need to give four weeks' notice in your present position. **(full stop)** I would be grateful therefore if ($\frac{1}{2}$) you could let me know as soon as possible when you will be able to start work with us. **(paragraph)**

As stated at the interview, ($\frac{3}{4}$) your starting salary will be confirmed to you in writing as soon as we receive copies of your qualifications and full details of your experience. **(1) (full stop)** The correct point on the salary scale can then be worked out. **(full stop)** I would remind you that salaries are reviewed every ($1\frac{1}{4}$) six month. **(full stop)** Your first review will take place in October. **(paragraph)**

I understand that you have now passed your examination in shorthand at ($1\frac{1}{2}$) one hundred words per minute. **(full stop)** As soon as you receive the certificate, please send it to our Finance Department. **(full stop)** You will ($1\frac{3}{4}$) then receive a further thousand dollars per year in salary. **(paragraph)**

Please find enclosed a company information pack. **(full stop)** This give full details about **(2)** the organisation of our company. **(full stop)** Information regarding your conditions of employment will also be included. **(paragraph)**

If you have any queries regarding your ($2\frac{1}{4}$) new post, please do not hesitate to let me know. **(full stop)** I look forward to welcoming you to our company. **(full stop)**

Yours sincerely ($2\frac{1}{2}$)

[ONE MINUTE BREAK]

Task 2 – Memo to Line Managers from Marvid Devoy

The Training Section is organising a number of short course. **(full stop)** The majority of these will be held during the lunch hour. **(full stop)** $(\frac{1}{4})$ New staff should be included in these new courses. **(full stop)** They would be in addition to the induction courses. **(paragraph)**

Please ensure that all $(\frac{1}{2})$ your staff as well as trainees are informed of these courses. **(full stop)** They will offer useful skills but are not confined to the workplace. $(\frac{3}{4})$ **(full stop)** For example those who cannot swim may like to take the opportunity to learn. **(full stop)** Our new indoor swimming pool is due **(1)** to be completed next month. **(paragraph)**

All courses will be managed by experienced and qualified staff. **(full stop)** Courses are free of charge to all $(1\frac{1}{4})$ employees. We have now decided to include part time staff in our training courses. **(paragraph)**

A full list of the courses we are proposing to $(1\frac{1}{2})$ offer is enclosed. **(full stop)** The majority of courses will be held here at Head Office. **(paragraph)**

Younger employees have asked us to consider offering $(1\frac{3}{4})$ driving lessons. **(full stop)** These lessons can be rather expensive which makes it impossible for them to learn to drive. **(full stop)** We are considering **(2)** offering these lessons but a fee of twenty dollars per course will probably have to be charged. **(paragraph)**

It may be necessary for us to $(2\frac{1}{4})$ limit the courses. **(full stop)** They are likely to be very popular. **(full stop)** A limit of three per employee may be recommended. **(full stop)** $(2\frac{1}{2})$

[ONE MINUTE BREAK]

Task 3 – Report

More and more people are working from home. **(full stop)** It is estimated that the number will increase by between ten and fifteen per cent ($\frac{1}{4}$) over the next five year. **(paragraph)**

There are many reasons why people decide to work from home. **(full stop)** The major reason was thought to ($\frac{1}{2}$) be the desire to reduce the time, stress and cost of travelling to and from work. **(full stop)** Another reason was thought to be the ($\frac{3}{4}$) reduced cost of information technology. **(paragraph)**

Operator: put the next paragraph only into single linespacing.

Many people who work from home have said that they **(1)** enjoy being able to choose where and when to work. **(full stop)** Many have dedicated home offices while others use various rooms throughout the house. **($\frac{1}{4}$) (full stop)** It does seem to be an entirely individual decision as to what suits best. **(full stop)** The ability to choose when to work **($\frac{1}{2}$)** is very important for many. **(full stop)** Most home workers are able to use breaks effectively. **(paragraph)**

It is a recognised fact that many people **($\frac{3}{4}$)** prefer to begin work in the early morning and finish at about midday. **(full stop)** However there are many others who prefer to work in **(2)** the afternoon or evening. **(full stop)** Parents find it useful to organise their working day around their family's needs. **(paragraph)**

There appears to be little **($\frac{2}{4}$)** doubt that the main reason people prefer to work from home is the flexible life style it offer. **(full stop)** Many employees have said that **($\frac{2}{2}$)** they can break from their work when they feel tired. **(full stop)** They may just relax or may prefer to enjoy their hobby or take **($\frac{2}{4}$)** some exercise before returning to work again fully refreshed. **(full stop)** This may be why there is so little sickness among home workers. **(full stop) (3)**

That is the end of the dictation.

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Task 1 - Letter

To Miss Nafisa Jameel, PO Box 7634, Jeddah 21689, Saudi Arabia
From Marvid Devoy, Human Resource Director
Our ref MD/LOND/592
Special Mark PERSONAL
Subject Heading New Appointment
Copies Produce 2 extra copies, one to be routed to Mustafa Bakir
Proper Names Head Office, Sales Director, London, October, Finance Department

Task 2 - Memo

To Line Managers
From Marvid Devoy
Ref MD/KQ
Special Mark URGENT
Subject heading TRAINING COURSES
Proper Names Training Section, Head Office

Task 3 - Report. Use double linespacing, unless otherwise instructed

Heading WORKING FROM HOME
Proper Names None

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Task 1 – Letter to Mr Antoni Chrisohous

Dear Mr Chrisohous

We are delighted to inform you that we are offering luxury weekend breaks at all our hotels. **(full stop)** We have twenty ($\frac{1}{4}$) hotels in our group at present. **(full stop)** We intend to provide special weekend breaks throughout the autumn and winter and possibly in the spring. ($\frac{1}{2}$) **(paragraph)**

Full details of these breaks is given in the enclosed brochure. **(full stop)** You may prefer to stay at the seaside. **(full stop)** At ($\frac{3}{4}$) present we have twelve hotels located on the coast. **(full stop)** On the other hand you may wish to visit a place of historic interest **(1)** or to relax in the countryside. **(full stop)** We have hotels in all the major tourist areas. **(paragraph)**

A luxury weekend break will begin on ($1\frac{1}{4}$) Friday with a special dinner. **(full stop)** Coffee may be taken in the restaurant or may be served in your room if you prefer. **(full (1½) stop)** After breakfast on Saturday there will be a coach trip which will take all day. **(full stop)** Lunch will be provided at another of ($1\frac{3}{4}$) our hotels. **(full stop)** There will be a three course dinner on the Saturday evening. **(full stop)** This will be followed by live entertainment. **(full (2) stop)** Your luxury break will finish with Sunday lunch which will comprise at least three course. **(paragraph)**

When you have read the details in our ($2\frac{1}{4}$) brochure, we hope you will contact us again. **(full stop)** We are sure that these weekend breaks will be very popular. **(full stop)**

Yours sincerely ($2\frac{1}{2}$)

[ONE MINUTE BREAK]

Task 2 – Memo to All Staff from Elena Marangos

The directors at their meeting yesterday expressed great concern at the alarming rise in the costs of travel. **(full stop)** The Finance Director has been **(1/4)** asked to produce a report with a breakdown of these costs as a matter of urgency. **(full stop)** In order to give him as much **(1/2)** information as possible, all staff are asked to send him a brief summary of their present travel arrangements. **(full stop)** It is hoped that by **(3/4)** making changes to these arrangements we may be able to make substantial savings. **(paragraph)**

Staff at Head Office have offered their help in this cost **(1)** cutting exercise. **(full stop)** The travel agents that they have been using for over three years are able to give substantial discounts. **(full stop)** These **(1 1/4)** are available because journeys are booked far in advance. **(full stop)** Sometimes only a rough outline of a journey is necessary rather than a detailed **(1 1/2)** schedule. **(full stop)** Bookings is possible so long as enough details are presented. **(full stop)** The directors are hopeful that the same travel agents may **(1 3/4)** be used for all business travel in future. **(paragraph)**

We are now asking members of staff to submit as soon as they possibly can details **(2)** of journeys they intend to make. **(full stop)** These should be sent to the Finance Director. **(full stop)** A copy of the itinerary should be **(2 1/4)** kept by each individual. **(full stop)** It is important for staff to realise however that they must not approach any travel agents themselves. **(full stop)** **(2 1/2)**

[ONE MINUTE BREAK]

Task 3 – Report

Electronic mail has become one of the main methods of communication for our employees. **(full stop)** We are very pleased with the way in which $(\frac{1}{4})$ it has improved our efficiency. **(full stop)** When it was introduced four year ago many members of staff were very worried about using it. **(full $(\frac{1}{2})$ stop)** It is now true to say that most employees enjoy using electronic mail. **(full stop)** They like being able to leave a message for $(\frac{3}{4})$ someone who is out of the office and of course they also like receiving messages. **(paragraph)**

Operator: put the next paragraph only into single linespacing **(1)**

The time has now come for some rules to be applied to the use of electronic mail. **(full stop)** It is not necessary to use $(1\frac{1}{4})$ standard forms of address. **(full stop)** Electronic mail is of course much faster than a letter. **(full stop)** The tone used is much less formal. **(1 $\frac{1}{2}$) (full stop)** This informality leads some people to think that mistakes in spelling, grammar and punctuation are acceptable. **(paragraph)**

Our Chief Executive's recent article in $(1\frac{3}{4})$ the company newsletter pointed out that errors such as these are definitely not acceptable. **(full stop)** They could give the wrong impression of our company. **(2) (full stop)** Please remember that our mail system has a spelling checker. **(full stop)** It should always be used. **(paragraph)**

Finally managers should please bear $(2\frac{1}{4})$ in mind that electronic mail should not be used as a means to reprimand staff. **(full stop)** Reprimands should only be given face to face $(2\frac{1}{2})$ in line with our policy. **(full stop)** Remember that copies of mail can be sent to other people. **(full stop)** Electronic mail is not as $(2\frac{3}{4})$ private as a telephone call or letter. **(full stop)** It is best to think of it as a postcard which anyone can read. **(full stop) (3)**

That is the end of the dictation.

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You must try to do all tasks.

Hand in all your work at the end of the assessment.

If you use more than one sheet of paper, attach the sheets together.

You may use calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell checkers and manufacturers' manuals during the assessment.



UNIVERSITY *of* CAMBRIDGE
Local Examinations Syndicate

This question paper consists of 3 printed pages.

GUIDELINES TO CANDIDATES

Total Time Allowed: 1¾ hours

Please read the following instructions carefully.

- 1 You must read, and listen to, all instructions carefully.
- 2 You will be required to complete **three** assessment tasks: **three** passages will be dictated at **100 wpm**. You must then transcribe all three passages **within 1½ hours**, which is the time allowed for transcription.
- 3 You must use a typewriter or a word processor to complete the transcripts. If you are using a typewriter, any memory facility must be cleared before you start typing.
- 4 If you are using a word processor, save each document as a separate file. You must carry out all printing yourself. Your Tutor will tell you the exact printing details.
- 5 The Candidate Information Sheet attached contains important detail which you will need to include in your transcript. Make sure you refer to this during the assessment.
- 6 Correct any errors of agreement which may appear in any document.
- 7 You will be given **4 minutes** to read the Candidate Information Sheet and to make any notes you wish.
- 8 Your Tutor will tell you what stationery is available for you to use. If you are using a word processor, your Tutor may provide you with templates for letters and memos.
- 9 You may use calculators, calendars, English, mother-tongue and shorthand dictionaries, thesauruses, spell-checkers and manufacturers' manuals.
- 10 Insert today's date on letters and memos.
- 11 Please insert your name, Centre number and task number at the top right-hand corner on each piece of work.
- 12 Assemble your completed work in task order.

CANDIDATE INFORMATION SHEET

You have **4 minutes** in which to study this paper before the start of the dictation. During this time you may make notes.

Please refer to this Sheet throughout the assessment. It includes the names, addresses, job titles and headings you need to include in your transcription.

Three passages will be dictated at **100 words per minute**:

- 1 a **letter** of **2½ minutes**;
- 2 a **memo** of **2½ minutes**;
- 3 a **report** of **3 minutes**.

You must transcribe **all three passages**.

Please use a new sheet of paper for each passage.

Task 1 - Letter

To Mr Antoni Chrisohous, Apt 210, San Pedro de Alcantara, Malaga, Spain
From Elena Marangos, Managing Director
Our ref EM/6428
Special Mark URGENT
Subject Heading LUXURY WEEKEND BREAKS
Copies Produce 2 extra copies, one to be routed to Siran Genee
Proper Names Friday, Saturday, Sunday

Task 2 - Memo

To All Staff
From Elena Marangos
Ref EM/6132
Special Mark URGENT
Subject heading Business Travel Arrangements
Proper Names Finance Director, Head Office

Task 3 - Report. Use double linespacing, unless otherwise instructed

Heading ELECTRONIC MAIL
Proper Names Chief Executive