

CAMBRIDGE INTERNATIONAL EXAMINATIONS  
Cambridge Career Award in Office Administration  
Foundation Level

**TEXT PROCESSING**

**5221/A**

Core Module: Practical Assessment

2003

**1 hour 45 minutes**

Additional Materials: Letterheaded A4 paper  
Memo paper  
Plain A4 paper

**READ THESE INSTRUCTIONS FIRST**

Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.

Type or write your Centre number, candidate number and name at the top of each separate piece of paper used.

You must attempt all tasks.

All printouts must be submitted at the end of the assessment.

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

This document consists of 7 printed pages.



**GUIDELINES TO CANDIDATES**

**Time Allowed: 1¾ hours**

***Please read the following instructions carefully.***

- 1 You must read, and listen to, all instructions carefully.
- 2 You must use a typewriter or a word processor to complete this assessment. If you are using a typewriter, you may use the memory facility available on it, but this must be cleared before you start typing.
- 3 **Task 1 – Speed Test:** this will be a **5 minute** copy typing test – the speed will be calculated up to and including the 6<sup>th</sup> error which you make. You will be given one minute to scan the text immediately before keying begins. You must be ready for immediate keyboard input when the test begins. You may make corrections within the time allowed for the speed test. Printing of the Speed Test must be carried out immediately when the test finishes.
- 4 You will be given **10 minutes' reading time** for **Tasks 2 – 5** and you may make notes and/or highlight any detail during this time, before keying of these tasks begins.
- 5 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.
- 6 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used.
- 7 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.
- 8 Correct errors within the words which have been circled.
- 9 Insert today's date on letters and memos.
- 10 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
- 11 Assemble your completed work in task order.

**TASK 1**

We expect that all our reception staff will dress smartly and suitably.	74
Both male and female employees will receive a clothing allowance and this will be paid once a year. It will be of equal value, regardless of seniority.	144 219 230
The allowance will cover the cost of a smart suit and five shirts. Women may wear either skirt suits or trouser suits. Ties and scarves in purple and blue will be supplied free of charge.	307 383 424
All callers to our premises must be greeted warmly and without delay. Response to all visitors should be proactive rather than reactive. Good manners are essential.	497 572 595
Smoking is never acceptable.	625

## TASK 2

Type this memo - correct errors within circled words

From Phillippe Le Saux  
To Maurice Petofi  
Ref PLS/DB

### ADVICE TO CUSTOMERS

I **beleive** we should give our customers much more info than we do at present.

Some of our representatives **has** suggested that important details such as the vaccinations that are required should be given to customers as far in advance as poss. Perhaps we should include additional sections in our brochure on essentials for travelling?

Please give some thought as to the details to be included. I would **apprecate** your report by the end of this week.

## TASK 3

Type this report in double linespacing. Correct errors within words which have been circled.

TOBAGO

Daniel Defoe

Many people feel sure that ~~Bruce Maysfield~~ had Tobago in mind when he wrote his boook "Robinson Crusoe". Travellers who enjoy the scenery <sup>and birdlife</sup> tend to think of the island as an undiscovered gem.

Tobago remains quiet and unspoilt, even in this world of hustle and bustle. It is a magical haven where the number of ~~brightly coloured birds such as~~ hummingbirds is far greater than that of its visitors.

This place really is idyllic.

Point Pigeon is one of the best places to spend a day. Picture a small peninsula with coconut tres swaying in the breeze and a white beach that slopes gently down to a turquoise sea. Spend the day exploring offshore reefs or secret coves. Relax and listen to the rhythm of the se3a.

Swim or snorkel to your heart's content in water that sparkles like ~~jewels~~ <sup>diamonds</sup> under the sun. In the evening, you may scan the baech for signs of turtles hatching. ✓

Tobago is filled with rich tropical splendour and a charm all of its own.

## TASK 4

Type this letter - correct errors within words which have been circled

Our ref PH/152

Mrs K P Sheasby  
1682 Founex  
Vaud  
Switzerland

Dr Mrs Sheasby

Thank you for your enquiry concerning money to take on holiday with you. I am enclosing an information sheet that gives details about currency.

Some countries restrict the import and export of local currency. We advise all clients to check with their bank's before they travel. You will need only a small amount of local currency on arrival.

You will be able to change money at your hotel or at a local bank. Take your credit cards with you as these are very useful. Travellers' cheques are also recommended as they guarantee extra security.

I hope you have a very enjoyable holiday.

Yours sincerely

Pamela Houldgate  
Tour Co-ordinator

## TASK 5

Display this agenda, using different forms of emphasis; eg centring, font style/size, italics, bold, underlining, capitalisation etc

### Notice of Meeting

A meeting of the  
Sales Team  
will be held on  
Tuesday 10 June  
at 1330 hours  
in Room 5

### Agenda

- 1 Apologies for absence
- 2 Minutes of previous meeting
- 3 Matters arising
- 4 New sales targets
- 5 Brainstorming session - new products
- 6 Training courses
- 7 Any other business

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UNIVERSITY of CAMBRIDGE  
Local Examinations Syndicate



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**TASK 1**

Choosing the right type of golf equipment can be a worrying task. There	75
are many factors that need to be considered.	119
A very important factor when buying this type of equipment will be how	192
much you can afford to pay. You could spend a great deal of money on	263
a single club. You should remember however that spending a lot of	331
money is not necessarily going to make you a more competent golfer.	398
You then need to consider whether or not to buy new equipment.	463
Manufacturers will no doubt advise you to buy new but you can acquire	534
genuine bargains on equipment that has been used previously. These	602
can be excellent value.	625

## TASK 2

Type this memo - correct errors within circled words

From Johnny Chu

To Soo-Jung Hsu

Ref JC/RT

NEW VIDEO FILM

The Crimson Rose is about to be put into service. I understand our Chairman will make an announcement tomorrow.

I think we should now consider making a video film of the ship. This should include pictures of the main public areas, some of the cabins and a few of the stunning views. I would like you to start planning the video immed.

We need to discus some urgent matters. Please contact my secretary in order to arrange a meeting.

## TASK 3

Type this report in double linespacing. Correct errors within words which have been circled.

### CRIMSON CRUISING

Booking a cruising holiday with Crimson Cruises is very easy. All you need to do is to telephone the number on the ~~inside cover of the~~ front page of our brochure.

Our staff will be able to confirm your booking immediately.

### Days on Board Ship

with your fellow passengers

Inside the Crimson Rose there are four large lounges where you can relax.

There is a shop that sells a wide range of items. These include all those essentials you may have forgoten to bring <sup>with you</sup>. Outside you can sit in the sun or enjoy a swim in the pool. in warm weather, breakfast and lunch <sup>are served</sup> ~~may be taken~~ on deck. Keep a lookout for wildlife ~~dolphine~~ swimming alongside!

### Shore Trips

One of the best things about cruising is waking up in a diff4erent location every day. In order to hlep you make the most of your ashore time we offer a wide range of trips. These are ideal if you wish to see the best sight's in each area.

## TASK 4

Type this letter - correct errors within words which have been circled

Our ref SC/3610

Mr Foo Kheng Yan  
Apartment 12  
Bukit Batok St 21  
Singapore 650205

Dr Mr Yan

Thank you for your enquiry (received) today asking for a copy of our holiday brochure. We have much pleasure in enclosing this for you.

I (believe) some of our cruises are fully booked already. I would advise you therefore to make your booking as soon as you can.

Next month we are adding a new ship to our fleet. The Crimson Rose is going to be the largest and the best of our cruise ships. A list of the dates on which this ship is sailing is included in the brochure.

We look forward to hearing from you again.

Yours sincerely

Susanti Chan  
Sales Manager

## TASK 5

Display this notice, using different forms of emphasis; eg centring, font style/size, italics, bold, underlining, capitalisation etc

Australia

An exclusive fully escorted tour

A wonderful opportunity to explore this fascinating country from the glitter of Sydney to the haunting splendour of the outback

Visit all the major centres

Spend 5 nights in the beautiful Palm Cove - an ideal base for the Barrier Reef

For further information telephone Brian Yeo on

3-215691