

CAMBRIDGE INTERNATIONAL EXAMINATIONS  
Cambridge Career Award in Office Administration  
Advanced Level

**COMMUNICATION AND TASK MANAGEMENT**

**5242/A**

Core Module: Practical Assessment

2003

**2 hours**

Additional Materials: Typing Paper  
Answer Booklet/Paper

**READ THESE INSTRUCTIONS FIRST**

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper.  
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 **5** printed pages.

© CIE 2003



UNIVERSITY of CAMBRIDGE  
Local Examinations Syndicate

**GUIDELINES TO CANDIDATES**

The following guidelines will help you to be successful in your assessment:

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

## SCENARIO

Among your many duties as a senior administrator, you lead regular team meetings, control and co-ordinate the workflow, and supervise all outgoing mail. Today you have chosen to review your own quality control standards.

### TASK 1

#### PART 1

As a team leader you will know the importance of keeping order at team meetings, not only to avoid time-wasting but to ensure objectives are achieved.

Complete the attached checklist for use as a reference guide:

- In Column 2, give **one** example of how each personality type may affect other team members.
- In Column 3, describe the possible action that could be taken to deal with the personality type in Column 1.

#### PART 2

- Give **one** guideline for briefing a member of your team.
- Give **four** advantages of team briefings.

### TASK 2

In an organisation work must be co-ordinated and controlled at any level, in order to meet overall objectives. This involves co-operation, communication and flexibility.

Give:

- **two** examples of communication
- **two** examples of co-operation
- **one** example of flexibility

that could help to achieve the overall objectives of a business organisation.

### TASK 3

- Study the following badly-written letter and list **six** letter-writing faults.
- Redraft the letter using a standard letter format and concise, appropriate wording.

**BRIC-A-BRAC PLC**  
531 High Street  
SINGAPORE

Worldwide Telephone Supplies  
Telephone House  
198 Mercury Road  
Singapore South

Dear Sirs,

We acknowledge receipt of yours of the 16<sup>th</sup> in connection with us not paying our telephone bill for the last quarter.

Please accept our most sincere apologies for the delay, which was caused because the man who was dealing with this matter was suddenly taken very ill. We were not aware that this telephone bill had not been paid, but as we are now in the middle of settling all of our accounts we have very great pleasure in sending you our cheque for \$550.00, to settle our overdue account. We did try very hard to get you last week by phoning to let you know the situation but we couldn't get the person we wanted to speak to because she wasn't in, so we couldn't speak to her.

We would assure you most sincerely that we always pay our bills and meet all our obligations, but nevertheless we hope you understand that this situation was an entirely unforeseen set of circumstances over which we had no control. Please excuse us for any inconvenience given.

Yours sincerely,

**TASK 1****Checklist to be completed by candidate**

<b>COLUMN 1</b>	<b>COLUMN 2</b>	<b>COLUMN 3</b>
<b>Personality type</b>	<b>Effect on others</b>	<b>Possible action</b>
1 Over-talkative		
2 Argumentative		
3 Know-it-all		
4 Positive		
5 Mediator		
6 Shy		
7 'Ideas' person		
8 Inarticulate		

CAMBRIDGE INTERNATIONAL EXAMINATIONS  
Cambridge Career Award in Office Administration  
Advanced Level

**COMMUNICATION AND TASK MANAGEMENT**

**5242/B**

Core Module: Practical Assessment

2003

**2 hours**

Additional Materials: Typing Paper  
Answer Booklet/Paper

**READ THESE INSTRUCTIONS FIRST**

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper.  
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 **3** printed pages.

© CIE 2003



UNIVERSITY of CAMBRIDGE  
Local Examinations Syndicate

**GUIDELINES TO CANDIDATES**

The following guidelines will help you to be successful in your assessment:

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

## SCENARIO

You work for a very busy consumer complaints agency, which deals with numerous replies to letters of complaint. Your duties include overseeing the quality of out-going correspondence, and you frequently need to delegate work.

### TASK 1

- Give **three** reasons why senior administrators may be reluctant to delegate.
- Give **five** rules to use when delegating work.

### TASK 2

#### PART 1

- List **four** basic factors that must be considered when using oral and written communication, to ensure that the message is successfully understood.
- Give **one** example of each factor to illustrate your answer.

#### PART 2

You are concerned that many administrators use an inappropriate tone and style when corresponding with clients.

- Compose a memo to all administrators informing them of your concern. Using your notes for Part 1, include the **four** basic factors that they must consider when using oral and written communication.

Your memo should give particular attention to its tone and style, and follow the principles of written communication.

### TASK 3

Prepare an appropriate chart showing the comparison between work scheduled and work achieved, for the following **three** projects. Ensure that the chart is presented neatly.

- Project A was planned for January to August. The actual time involved was January to mid-October.
- Project B was planned for July to February. The actual time involved was July to February.
- Project C was planned for mid-April to July. The actual time involved was April to mid-September.