

# UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Foundation Level

## MARK SCHEME for the 2004 question paper

### CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

**5222      Communication and Task Management, maximum mark 100**

This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which Examiners were initially instructed to award marks. They do not indicate the details of the discussions that took place at an Examiners' meeting before marking began. Any substantial changes to the mark scheme that arose from these discussions will be recorded in the published *Report on the Examination*.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers and the *Report on the Examination*.

- CIE will not enter into discussion or correspondence in connection with these mark schemes.

2004

**CAMBRIDGE INTERNATIONAL DIPLOMA**  
**Foundation Level**

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5222/A

Office Administration (**Communication and Task Management**)

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## MARKING

### TASK 1 (30 marks)

- Why is non-verbal communication important? (3.2 - 5 marks)

it affects how the message is received .....5

it affects the understanding of the message .....5

- Give five ways you would use body language to show that you are friendly and approachable. (3.2 - 25 marks)

eyes .....5

arms and hands .....5

feet, legs and bodies .....5

smiling .....5

handshake .....5

posture .....5

demeanour .....5

appearance .....5

### TASK 2 (20 marks)

- Give four examples of how you could support a colleague who is having difficulty meeting deadlines. (4.2 - 20 marks)

indicate support where appropriate .....5

respect her views .....5

ask appropriate questions .....5

one to one assistance .....5

prioritising .....5

training .....5

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**TASK 3 (20 marks)**

- Give **four** reasons why you may find it hard to listen to a colleague's problems. (4.2 - 20 marks)

BECAUSE

- |  |   |
|--|---|
| there was a lot of noise                                   | 5 |
| there were many distractions                               | 5 |
| you do not particularly like your colleague                | 5 |
| you don't like the subject                                 | 5 |
| you found the situation stressful                          | 5 |
| you were concentrating on what to say next, to comfort her | 5 |

**TASK 4 (30 marks)**

- List **six** things you would expect to find in a business letter. (3.3 - 30 marks)

- |                               |   |
|-------------------------------|---|
| letterheaded paper .....      | 5 |
| name and address .....        | 5 |
| designation .....             | 5 |
| salutation .....              | 5 |
| reference .....               | 5 |
| date .....                    | 5 |
| subject heading .....         | 5 |
| introduction .....            | 5 |
| body of letter .....          | 5 |
| enclosure if applicable ..... | 5 |
| complimentary close .....     | 5 |

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## MARKING

### TASK 1 (15 marks)

- Describe **two** benefits of reviewing the progress of your work with your line manager. (1.3 - 10 marks)
  - helps with planning issues ..... 5
  - regular feedback on your performance means you can improve your work ..... 5
  - checking that requirements haven't changed helps you complete the task .....5
  
- Give one reason why companies have regular team meetings. (1.3 - 5 marks)
  - share ideas .....5
  - motivate staff – common goals ..... 5
  - improve communication ..... 5

### TASK 2 (30 marks)

- Give **four** rules you should follow when answering the telephone at work. (4.3 - 20 marks)
  - answer quickly .....5
  - identify yourself .....5
  - if transferring caller give explanation of who they are .....5
  - do not continue a conversation after picking up the phone .....5
  - speak clearly .....5
  
- List **five** pieces of information you would need when taking a telephone message for your line manager. (4.3 - 10 marks)
  - telephone number of caller .....2
  - date .....2
  - time .....2
  - name of caller .....2
  - company .....2
  - action required .....2

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**TASK 3 (24 marks)**

- Give three advantages of using e-mail. **(3.2, 3.3 - 18 marks)**
  - quick 6
  - can print out for a record 6
  - low cost 6
  - easy to copy in other people 6
  - can store electronically, saving office space 6
  
- Give **two** other forms of written communication you might use at work. **(3.2 - 6 marks)**
  - memo 3
  - report 3
  - fax 3

**TASK 4 (31 marks)**

- You have been asked to prepare an agenda. **(2.1 - 31 marks)**
  - title 'Agenda' ..... 1
  - apologies for absence ..... 3
  - minutes of last meeting ..... 3
  - matters arising ..... 3
  - date of next meeting ..... 3
  - date ..... 3
  - time (1330) ..... 3
  - venue (Room 1) ..... 3
  - progress report ..... 3
  - new security system ..... 3
  - health and safety training ..... 3
  - AOB ..... 3