

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Foundation Level

MARK SCHEME for the 2004 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA

5224 Office Administration (Shorthand), 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: 5224
Office Administration (Shorthand)

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COOMBE PRODUCTS
PARADISE HOUSE
ORCHARD STREET
SINGAPORE 35411

Our Ref JY/jct

Day Month Year

Mr Haide Lee
12 Bideford Street
Singapore 55412

Dear Mr Lee

The directors were very pleased to meet you at our Annual General Meeting at the Royal Hotel last week. I should like to take this opportunity of thanking you most sincerely for attending the meeting. I hope that you found all the discussions interesting and helpful. If you have any questions I shall be pleased to answer these to the best of my ability.

My secretary will telephone you next week concerning the next Planning Meeting. I should be most grateful if you could attend this very important meeting.

I look forward to meeting you again in the very near future. Yours

sincerely

Managing Director

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TO All Sales Staff
FROM Jenni Yorke
REF JY/jct
DATE Day Month Year

ANNUAL SALES CONFERENCE

We are arranging our annual sales conference for next month. This will give all our sales staff up to date information about our range of products.

We have organised a range of activities during the day. In the morning the Chief Engineer will give a talk. Staff will be able to ask questions and raise matters of interest. The afternoon session will involve various displays and the Sales Manager will chair a discussion. Staff will be able to suggest new ways of promoting our goods.

As soon as the date and location of the conference have been confirmed we will write to staff with full details.

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NEW MAIL ORDER SERVICE

I am pleased to report that our new mail order service is due to start at the beginning of next month. We will offer free postage and packing on all orders received during the first week. After that time we will make a small charge for postage.

Our catalogue contains many high quality colour photographs. When customers place an order we will ask them to indicate a second choice. This is in case any items are not available.

We will refund money to customers on any item that is unsatisfactory. However these items must be returned to our head office within seven days of receiving them.