

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge International Diploma in Office Administration
Standard Level

TEXT PROCESSING

5231/A

Core Module: Practical Assessment

2004

1 hour 45 minutes

Additional Materials: Letterheaded A4 paper
Memo paper
Plain A4 paper
Envelope or label

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 **9** printed pages.

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International Examinations

GUIDELINES TO CANDIDATES

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TASK 1

Many business owners have recognised the vital importance of computers in their organisations. When having to input data, most companies choose to use computers to do this. Data can also be updated very easily.

61
128
192
214

Repetitive tasks can be undertaken, sometimes with the press of a button. It is not only owners who benefit. Staff also have the benefit of using computers to carry out repetitive and boring tasks.

280
356
413

One example of a repetitive task is the mailshot. This is a letter that is sent out to many people. Each letter is generated by the computer to look like an original. Years ago this letter would have been produced by a typist. He or she would have taken many hours to type the same letter a hundred times, using a manual or electric typewriter. Any errors made would have been corrected using a pencil eraser. Today a hundred letters can be produced quickly.

489
559
633
706
778
843
875

TASK 2

MEMO

To Rebecca Coleman

From Jon Dulcio

Ref JD/42

OPENING CEREMONY

We have had a good response to our advertisements for staff. Most of the vacancies are for catering and cleaning assistants. Interviews will be held next week.

We now need to organise the opening ceremony. Please give some thought as to who we could ask to do this. Leila has suggested a local sportsperson. Perhaps you could discuss this with her and let me know what you decide.

I should like to invite approx 60 guest to the ceremony. Catering staff need to plan a variety of food to accomodate this number of people. Please let me have your guest's names as soon as poss.

TASK 3

Double line spacing, except where indicated

MANAGING DIRECTOR'S QUARTERLY REPORT

Inset this paragraph 50 mm from left margin

During the last 4 months we have enjoyed extremely high profits ~~during the first half of this financial year~~ ^{in Hong Kong}. Our new centre ^{has} made an excellent start. Already record numbers of people have used the facilities available at the centre.

✓

We have new ~~bowling alleys~~ ^{leisure centres} opening in various cities throughout the world. ~~The first leisure centre to open its doors is~~ ^{One of the first to be opened will be} in Singapore. [The building work is well ahead of schedule. The builders are due to leave the premises in 2 weeks' time. They hope to have finished all work, including complete internal decoration, before then.

Press coverage is being arranged.

We now need to concentrate on the ^{opening ceremony of the} Singapore centre. We are considering asking a famous sports person to perform the opening ceremony. A buffet with food and soft drinks will be organised. Full details concerning the ceremony will be announced within the next few days.

This paragraph in single line spacing

The Staff Suggestion Scheme has only been in operation for 2 months. New parties for children between the ages of 4 and 14 commenced this week.

We think that our inclusive fee ^{is very competitive} ^{per child} and parents seem very pleased. Many have commented that they think they are getting excellent value for money. We have also set up a new telephone line for parents seeking advice on arranging childrens' parties.

We have already received many excellent ideas.

The directors would be pleased to hear from

~~Team Leaders wish to receive imaginative ideas from~~ any members of staff with imaginative ideas for attracting young people.

I am very concerned that we do not appear to be attracting ~~young children and most importantly~~ teenagers to our centres. Figures for the first quarter of this year show that attendance figures for the age group 17 to 30 are poor.

Please produce an envelope or label addressed to
Mr Antony Chu

Our ref AS/CS/50

PERSONAL

Mr Antony Chu
Apartment 12
98 Paradise Pk
Singapore 650294

Dear Mr Chu

Job Application

I acknowledge receipt of your recent letter. You asked for info about a position as chef at our new leisure centre.

We plan to open in about two months' time. We will be holding interviews over several days starting next Wed. There are still some vacancies in the Catering Section. I enclose a summary sheet which lists these. Please let me know if you are interested in any of these posts. I will then arrange an interview for you.

Our co is the largest in the leisure industry in South East Asia. At present we have full and part time posts. We offer training to all new staff.

If you would like an informal chat concerning any of the vacant positions, please telephone Kuli Suvinder.

Yrs srclly

Asma Siraj
Assistant Personnel Officer

TASK 5

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

Kowloon Gymnasium

21 Twelfth Street
Tel 852 22670676

Join us today on Twelfth Street

Our well-equipped gym overlooks the Park

We have
new cross-trainers
bikes
steppers
joggers
rowers

A range of fitness classes for all sizes and all ages
is available at all times

Vast selection of weights and resistance machines with
our expert staff to advise you

Our qualified team of instructors will work out a
personal programme for you

Call us on the above telephone number or call in today
for a free assessment session

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Tutor Guidelines

For the Candidate
Instructions to Candidates
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TASK 1

What would you do if you were at work and saw a fire? Would you try to	72
put it out? Would you do nothing? Or perhaps you would shout to	138
colleagues?	149
It is better to be safe than sorry in this situation. Raise the alarm	220
immediately. Try to remain calm. Leave the building by the nearest exit.	296
Do not run or shout. Try not to panic.	335
When you start work with a company, you should find out where the	401
nearest assembly point is. This information should be given to you	469
during your induction course. If not, ask your supervisor or colleagues.	544
The fire alarm should be tested regularly. You will then become familiar	618
with the sound it makes.	642
What you do when the fire alarm sounds will vary according to where	710
you work and to the rules of your organisation. Make sure you are	777
familiar with these rules. You will not have time to find out what they are	854
when the alarm sounds.	875

TASK 2

MEMO

To Ivor Williams

From Daffyd Jenkins

Ref DJ/hw

Next Month's Presentation

I am very pleased that Mrs Chen has agreed to give a presentation on her work in China.

Please ensure that a laptop computer with presentation software and a suitable screen is available for her use. You may remember that we had numerous complaints last month. Members could not see the presentation because the screen was too small. Perhaps it will be necessary for us to hire a large screen?

I believe that our members will be very interested in Mrs Chen's presentation and I am sure it will be very successful. I know we are all looking forward to meeting her.

TASK 3

Double linespacing, except where indicated

THE GIANT PANDA

Inset this paragraph 35mm from left margin

The giant panda has been in existence for over 2 million years and is one of the oldest mammals on earth. ~~Pandas can only be found in areas of the Far East~~
China is its only natural home.

large bear-like

when they are sick or old

These creatures stand at around one metre tall and weigh up to 100 kg. Their ears and body are black and their face and neck are white. Such distinctive markings act as a camouflage, allowing their bodies to merge into the background. People are their only

enemy, although they may be caught by leopards. ~~Research has shown that pandas are active for about 15 hours a day. the remaining 9 hours are spent resting, when they either sit against a supporting tree.~~ *Research has shown that pandas are active for about 15 hours a day. the remaining 9 hours are spent resting, when they either sit against a supporting tree.* Most of their active time is spent eating and, although preferring vegetarian food, ~~you will probably be very surprised to learn that~~ pandas are in fact carnivores.

This section in single linespacing

Bamboo is their staple diet. Pandas enjoy eating the whole plant. However, bamboo is very slow growing and it can take ~~10~~ *at least* 10 years before a plant can provide food.

This is a major problem and is causing great concern to wildlife experts

or curl up on the ground

Pandas have a low reproductive rate and only one offspring can be reared at a time. The breeding research base towards the Tibetan border is one of the most successful breeding centres in the world.

About 1,000 giant pandas in the wild (still survive). They can be found in their usual places ^{natural habitat} along the borders between China and Tibet. ✓

Approx 30 year ago

~~It is probably over three decades ago when~~ many animal species, including leopards, tigers, lions, elephants and pandas, became endangered. Bamboo forests were chopped down for farming and firewood. However, the reduction in animal numbers was not merely caused by the loss of the natural habitat. Roads, villages and farmland split up the remaining habitat. Poaching therefore became easy and profitable.

TASK 4

Please produce an envelope or label addressed to
Mrs Z Chen

Our ref DJ/hw

Mark this URGENT

Mrs Z Chen
29 Zizhuyuan Rd
Beijing
China

Dr Mrs Chen

PRESENTATION TO MEMBERS

With ref to your letter received today, we are delighted that you are able to accept our invitation to talk to our members next month about your recent work.

We shall be pleased to pay your travel expenses and we will arrange accommodation in a local hotel for you. As agreed, we will be happy to donate your fee to a wildlife charity. Please complete and return the enclosed form as soon as possible. This enables you to tell us about the type of accommodation you prefer and of any special dietary needs you may have.

We will arrange for a laptop computer with presentation software and a screen to be available for your use.

We look forward very much to meeting you.

Yours sincerely

Daffyd Jenkins
Membership Sec

TASK 5

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

Annual Dinner

Society of Wildlife Preservation

Grand Plaza Hotel

(Date to be confirmed)

Proposed Menu

Cream of celery soup with chicken
 Minestrone soup with crushed black pepper
 Cream of asparagus soup with nutmeg

Chef's speciality of the day
 Braised mushrooms with mixed stir fried vegetables
 Pei-pah chicken braised in luxury soy sauce
 Braised shark's fin with shredded crabmeat

Chocolate fudge cake topped with fresh cherries
 Apple and blackberry tart
 Raspberry cheesecake
 Ice creams

Cheese and biscuits

Variety of coffees
 Chrysanthemum tea

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