

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

SHORTHAND

5234/A

Optional Module: Practical Assessment

2004

1 hour 30 minutes

Additional Materials: Letterheaded A4 paper
Memo paper
Plain A4 paper
Envelope
Label

READ THESE INSTRUCTIONS FIRST

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

Read the Guidelines to Candidates and the Candidate Information Sheet 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.

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International Examinations

GUIDELINES TO CANDIDATES**Total Time Allowed: 1½ hours**

Please read the following instructions carefully.

- 1 You must read, and listen to, all instructions carefully.
- 2 You will be required to complete **three** assessment tasks: **three** passages will be dictated at **80 wpm**. You must then transcribe all three passages **within 1¼ hours**.
- 3 You must use a typewriter or a word processor to complete the transcripts. If you are using a typewriter, any memory facility must be cleared before you start typing.
- 4 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.
- 5 The Candidate Information Sheet attached contains important detail which you will need to include in your transcript. Make sure that you refer to this during the assessment.
- 6 Correct any errors of agreement which may appear in any document.
- 7 You will be given **5 minutes** to read the Candidate Information Sheet and to make any notes you wish.
- 8 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.
- 9 You may use calculators, calendars, English, mother-tongue and shorthand dictionaries, thesauruses, spell-checkers and manufacturers' manuals.
- 10 Insert today's date on letters and memos.
- 11 Please insert your name, Centre number and task number at the top right-hand corner on each piece of work.
- 12 Assemble your completed work in task order.

CANDIDATE INFORMATION SHEET

You have **5 minutes** in which to study this paper before the start of the dictation. During this time you may make notes.

Please refer to this Sheet throughout the assessment. It includes the names, addresses, job titles and headings you need to include in your transcription.

Three passages will be dictated at 80 words per minute:

- 1 a **letter** of **2½ minutes**;
- 2 a **memo** of **2 minutes**;
- 3 a **report** of **2½ minutes**.

You must transcribe ***all three passages***.

Please use a new sheet of paper for each passage.

TASK 1 – Letter. Please produce an envelope or label addressed to Miss Madhu Pandit at the address given.

To	Miss Madhu Pandit, 210 3 rd Floor, Elahi Centre, Preedy Street, Saddar, Karachi, Pakistan
From	Ruby Iqbal, Personnel Officer
Our ref	RI/423
Subject Heading	<u>Appointment as Secretary</u>
Proper Names	Head Office, Chief Engineer, Monday, Reception Desk, December, Monica Lee, Accounts Office

TASK 2 – Memo

To	All Staff
From	Vikas Kumar
Ref	VK/684
Subject Heading	NEW RANGE
Proper Names	Peter Chu, Peter

TASK 3 – Report. Use double line spacing

Heading	NEW CLOTHING RANGE
Proper Names	Peter Chu, Peter, Friday, Saturday, Grand Hall, Publicity Department

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TUTOR GUIDELINES

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Total Time Allowed: 1½ hours

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- 1 Give each candidate a copy of the Guidelines to Candidates and a Candidate Information Sheet.
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- 3 **Three** passages must be dictated at **80 wpm** and these are attached.
- 4 To assist the reader, passages are presented with commas indicated. These must not be read. Candidates are required to insert only the essential comma in Task 3, but will not be penalised for the insertion of other appropriate commas.
- 5 Errors of agreement are included in the dictation; these are underlined and should be dictated as shown for candidates to correct.
- 6 Each passage is counted into $\frac{1}{4}$ minute, $\frac{1}{2}$ minute, $\frac{3}{4}$ minute and 1 minute sections, indicated by ($\frac{1}{4}$) ($\frac{1}{2}$) ($\frac{3}{4}$) (1) etc.
- 7 A one-minute break should be allowed between passages and at the end of the dictation.
- 8 Clearly indicate to candidates when you are ready to start the dictation.
- 9 An invigilator should be present to check all timings and words dictated.
- 10 Candidates must transcribe all **three** passages within **1¼ hours** - the time allowed for transcription.

DICTATION SHEETS**TIME ALLOWED FOR TRANSCRIPTION - 1¼ HOURS****THIS IS THE DICTATION FOR ASSESSMENT OF SHORTHAND STANDARD LEVEL
(80 wpm)**

The assessment consists of **three** passages.

Each passage will be dictated at **80 wpm**.

The first passage is **2½ minutes** long and is a **letter**.

There will be a pause of **1 minute** before the second passage. The second passage is **2 minutes** long and is a **memo**.

There will be another pause of **1 minute** before the final passage. The final passage is **2½ minutes** long and is a **report**.

TASK 1 – Letter to Miss Madhu Pandit

Dear Miss Pandit

Thank you for attending the interview at Head Office last week. **(full stop)** I am pleased to **(1/4)** confirm your appointment as secretary to the Chief Engineer. **(paragraph)**

Your employment will start on the first Monday of next **(1/2)** month. **(full stop)** I should like you to come to the Reception Desk on that day when you arrive at **(3/4)** oh nine hundred hours. **(paragraph)**

Your salary will be twenty thousand dollars per year. **(full stop)** I confirm that the **(1)** company has a policy of reviewing the salaries of all employee in December every year. **(paragraph)**

You may be interested **(1 1/4)** to know that references supplied by your headteacher and the tutor in charge of your secretarial course were very satisfactory. **(1 1/2)** **(paragraph)**

We shall pay a bonus of five hundred dollars when you pass the examinations in shorthand and word processing **(1 3/4)** that you took recently. **(full stop)** This payment is for passing both the examinations. **(full stop)** Monica Lee in the **(2)** Accounts Office should be given copies of the results as soon as you receive them. **(paragraph)**

We hope that you **(2 1/4)** will be happy and enjoy working as a member of our company. **(full stop)**

Yours sincerely

Ruby Iqbal

Personnel Officer **(2 1/2)**

[ONE MINUTE BREAK]

TASK 2 – Memo to All Staff from Vikas Kumar

I wrote to you all last month to inform you of our plans to launch a new range of clothing. ($\frac{1}{4}$) **(full stop)** You will be pleased to know that we have now signed contracts with Peter Chu. **(full stop)** A ($\frac{1}{2}$) copy of our press release is attached for your information. **(paragraph)**

Peter has produced a variety of clothing and we ($\frac{3}{4}$) think his designs will be very popular. **(full stop)** The materials are of excellent quality. **(full stop)** Peter has worked **(1)** for fashion houses in various parts of the world. **(paragraph)**

We intend to hold a fashion show just for staff ($1\frac{1}{4}$) at the end of next month. **(full stop)** All staff will receive invitations and will be allowed to bring a ($1\frac{1}{2}$) guest. **(paragraph)**

We hope that all our staff will be able to come along. **(full stop)** It will be a ($1\frac{3}{4}$) very good opportunity for you to see the new range before traders are invited to view the clothing. **(full stop)**
(2)

[ONE MINUTE BREAK]

TASK 3 – Report headed NEW CLOTHING RANGE

We are very pleased to inform all our shareholders that our company has now signed contracts with Peter Chu. **(full (1/4) stop)** We are confident that his designer label will appeal to both young and old. **(full stop)** We hope to **(1/2)** attract many new customers. **(full stop)** Peter has a great deal of experience. **(full stop)** He has worked for many **(3/4)** famous fashion houses in various parts of the world. **(paragraph)**

We propose to hold three fashion shows. **(full stop)** These **(1)** will be held on a Friday evening, **(comma)** a Saturday afternoon and a Saturday evening next month. **(full stop)** We **(1 1/4)** expect each show to last about ninety minutes. **(paragraph)**

The shows will be held in the Grand Hall. **(full stop)** **(1 1/2)** This have three small rooms which will be used as changing rooms. **(full stop)** A member of our Publicity Department **(1 3/4)** will provide the commentary. **(paragraph)**

It has been suggested that we ask people attending the shows to make a donation **(2)** instead of paying an entry fee. **(full stop)** All the money collected will be given to local charities. **(paragraph)**

Full **(2 1/4)** details of the dates and times of the shows will be announced in the local newspapers next week. **(full stop)** **(2 1/2)**

[THAT IS THE END OF THE DICTATION]

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TASK 1 – Letter. Please produce an envelope or label addressed to Mrs Z Chan at the address given.

To	Mrs Z Chan, 23 Miami Street, Mandaluyong City 1650, Manila, Philippines
From	Jon Corinthian, Sales Executive
Our ref	JC/DOR
Subject Heading	SALE OF 23 MIAMI STREET
Proper Names	Sally Wong

TASK 2 – Memo

To	Sally Wong
From	Jon Corinthian
Ref	JC/DOR
Special Mark	URGENT
Subject Heading	PROSPECTIVE PURCHASER
Proper Names	Mrs Ortez, Springfield, Vivien, David

TASK 3 – Report. Use double linespacing

Heading	CHIEF EXECUTIVE'S ANNUAL REPORT
Proper Names	Azicate Development, Cebu, Internet

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TASK 1 – Letter to Mrs Z Chan

Dear Mrs Chan

Thank you for your interest in using our agency to sell your house. **(full stop)** I have $(\frac{1}{4})$ arranged for one of our sales consultants to visit you. **(full stop)** Sally Wong will telephone you tomorrow to arrange $(\frac{1}{2})$ a convenient time and day with you. **(paragraph)**

Our fees include advertising in the local newspapers. **(full stop)** If you $(\frac{3}{4})$ would like to advertise in national newspapers, we can arrange this but there would be an extra charge. **(full stop)** **(1)** All properties for sale with our company are included on our website. **(full stop)** We ensure that pages are updated $(\frac{1}{4})$ daily. **(full stop)** In this way we can be sure that all the information concerning properties on our website is $(\frac{1}{2})$ accurate and may be relied upon. **(full stop)** Full details of all the marketing strategies we use may be found $(\frac{3}{4})$ in our brochure which are enclosed. **(paragraph)**

We are confident that, if you choose to place your house with our **(2)** agency, a buyer will be found very quickly. **(paragraph)**

If you have any further queries or need more information on $(\frac{2}{4})$ any aspect, please do not hesitate to get in touch with me. **(full stop)**

Yours sincerely

Jon Corinthian

Sales Executive $(\frac{2}{2})$

[ONE MINUTE BREAK]

TASK 2 – Memo to Sally Wong from Jon Corinthian

I have received a request from Mrs Ortez today for properties in the Springfield area. **(full stop)** She requires a $(\frac{1}{4})$ large house with at least five bedrooms and three living room. **(full stop)** I have asked Vivien to search our $(\frac{1}{2})$ database for suitable properties. **(full stop)** Please ensure that the details are sent out today. **(paragraph)**

I would like you $(\frac{3}{4})$ to look after this customer. **(full stop)** I think it is possible that Mrs Ortez would like us to sell **(1)** her current property. **(full stop)** I know this house well as our agency sold it previously. **(full stop)** I feel $(1\frac{1}{4})$ sure that we have customers who would be interested in this property and am confident of a quick sale. **(paragraph)** $(1\frac{1}{2})$

Please keep me informed of the progress of this purchase. **(paragraph)**

I was very sorry to hear that David is $(1\frac{3}{4})$ still not well. **(full stop)** Please arrange for some flowers to be sent to him and his wife. **(full stop)** **(2)**

[ONE MINUTE BREAK]

TASK 3 – Report headed CHIEF EXECUTIVE’S ANNUAL REPORT

I am delighted to be able to report that our agency has had a very good year. **(full stop)** We **(¼)** have sold more properties than ever before. **(full stop)** The Azicate Development was an amazing success and we sold all **(½)** the properties in a very short time. **(full stop)** The properties were of a high standard and were so popular **(¾)** that the developer is considering a similar project in Cebu. **(full stop)** More details concerning this will be announced soon. **(1) (paragraph)**

Our database system was updated last year, **(comma)** is very easy to operate and has been very successful. **(full (¼) stop)** Its use has enabled us to sell more properties much faster with less money spent on advertising. **(paragraph)**

Our **(1½)** website continues to attract many people. **(full stop)** Pages are updated daily. **(full stop)** We feel it is very important **(1¾)** to ensure that all the details are always accurate in every way. **(full stop)** We must also keep ahead of **(2)** our competitors in all respects. **(paragraph)**

The modern trend of people selling their own properties using the Internet is worrying. **(2¼) (full stop)** We must be determined to offer people the highest quality service at a very reasonable cost. **(full stop) (2½)**

[THAT IS THE END OF THE DICTATION]