

# UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Advanced Level

## MARK SCHEME for the 2004 question paper

### CAMBRIDGE INTERNATIONAL DIPLOMA

**5244 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**  
**Advanced Level**

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5244  
Office Administration (Shorthand)

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	<b>FOUNDATION LEVEL –2004</b>	<b>5244</b>

**COOMBE LUXURY HOLIDAYS  
55 PARADISE ROAD  
SINGAPORE 335611**

Our Ref TS/bk

Day Month Year

URGENT

Mr Sandy Wilson  
1622 Shore Road Olympia  
Washington  
WA 98502  
USA

Dear Mr Wilson

Family Holiday - Singapore

Thank you for your letter asking whether we could arrange a special holiday for you and your family in Singapore. We note that you are particularly keen to find a hotel that offers sporting facilities.

We recommend the Lakeside Hotel on the edge of the Orange Tree Lake. The hotel has been in the ownership of the same company for over 200 years. It is well furnished and has a great deal of charm. The reception hall and a number of bedrooms are situated in a new extension among the trees behind the hotel. The rooms are large and bright. They are all well equipped with modern facilities.

One of the main advantages of the hotel is the large number of sporting facilities it provides. Guests may take advantage of all these facilities or just take a leisurely break. Among the sports available are golf and horse riding. There is also a large indoor swimming pool. The stables are new and very well equipped. Rides may be taken through the very attractive countryside. There are many opportunities for walks and the lake has much to offer. Guests may wish to take a boat out on the lake.

We enclose the hotel's latest brochure which includes many special offers and a list of prices.

Yours sincerely

Tomoko Shibata  
Regional Director

Enc

Copy to Peter Ambrose

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### MEMORANDUM

TO Joshua Morris  
FROM Junichi Suzuki  
REF JS/mk  
DATE Day Month Year

#### EXTENDED USE OF CENTRE FACILITIES

The directors decided at their meeting last week to look into the possibility of allowing local people to use the company's health and fitness centre. This would benefit people of all ages who live in the area.

A considerable sum of money has been made available to enable the scheme to start as soon as possible. Our chairman is particularly keen that the scheme should be a great success. It may be necessary however for additional staff to be employed. It is unlikely that existing staff will be able to cope with more people using the centre.

I would like you to prepare a report for the next meeting of directors and senior managers. Your report should look into the likely staffing needs for the centre if extra numbers of people are to be accommodated as well as members of staff. You should also consider the costs of installing new equipment. Petra Anders has listed the items which will be needed. This list is enclosed.

Your report should also include your recommendations for the fees that we should charge for use of the centre. However the directors would like staff to continue to enjoy free use of all the facilities.

I would be happy to give you any help you may need. Please contact my secretary to make an appointment for us to meet.

Enc

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## HEALTH AND FITNESS CENTRE

Our health and fitness centre was opened 4 years ago. It has been extremely popular with all members of staff. They have enjoyed the facilities at the centre free of charge for several years. The directors propose that this should continue. They have recognised the benefits to be gained by employees making use of the centre.

At their meeting last week the directors decided to consider a proposal to offer the facilities provided at the centre to members of the local community. As you will know the facilities include an indoor swimming pool. This provides opportunities for swimming as well as fun activities. Various exercise classes are provided and these are aimed at people of all ages. There are also tennis and squash courts.

Joshua Morris has been asked to produce a draft report at the next meeting of directors and senior managers. He will be investigating the equipment required, additional staff and also the fees which should be charged for local people to use the centre.

The directors are also considering asking a team of architects to look into possible ways of expanding the centre to accommodate other facilities. It has been proposed for example that a large hall should be considered to provide activities such as Martial Arts.

A special staff meeting will be held in the dining room on Wednesday of next week starting at 2 o'clock. Joshua Morris will present his draft report. Staff will be given the opportunity to discuss the report. The directors all feel that decisions should be made without delay.