

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

SHORTHAND

5244/A

Optional Module: Practical Assessment

2004

1 hour 45 minutes

Additional Materials: Letterheaded A4 paper
Memo paper
Plain A4 paper

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.

IB04 01_5244_A/2RP
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UNIVERSITY of CAMBRIDGE
International Examinations

GUIDELINES TO CANDIDATES**Total Time Allowed: 1¾ 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 **100 wpm**. You must then transcribe all three passages **within 1½ 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 **4 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 **4 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 100 words per minute:

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

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

Please use a new sheet of paper for each passage.

TASK 1 – Letter

To	Mr Sandy Wilson, 1622 Shore Road, Olympia, Washington, WA 98502, USA
From	Tomoko Shibata, Regional Director
Our ref	TS/bk
Special Mark	URGENT
Subject Heading	<u>Family Holiday – Singapore</u>
Copies	Produce 2 extra copies, one to be routed to Peter Ambrose
Proper Names	Singapore, Lakeside Hotel, Orange Tree Lake

TASK 2 – Memo

To	Joshua Morris
From	Junichi Suzuki
Ref	JS/mk
Subject Heading	EXTENDED USE OF CENTRE FACILITIES
Proper Names	Petra Anders

TASK 3 – Report. Use double linespacing, unless otherwise instructed

Heading	HEALTH AND FITNESS CENTRE
Proper Names	Joshua Morris, Martial Arts, Wednesday

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TUTORS' NOTES

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Please ensure that you have read the Tutor Instructions for Practical Assessments in Office Administration, and the Tutor Guidelines for this particular assessment, understand all the requirements of this assessment, and make the necessary preparations **before** arranging for your candidates to be assessed.

This document consists of **6** printed pages.

IB04 01_5244_A_TUT/RP
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UNIVERSITY *of* CAMBRIDGE
International Examinations

TUTOR GUIDELINES

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Total Time Allowed: 1¾ hours

Please ensure you are familiar with all the details contained within the Guidelines to Candidates.

- 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 **100 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 ¼ minute, ½ minute, ¾ minute and 1 minute sections, indicated by (¼) (½) (¾) (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 **1½ hours** - the time allowed for transcription.

DICTATION SHEETS**TIME ALLOWED FOR TRANSCRIPTION - 1½ HOURS****THIS IS THE DICTATION FOR ASSESSMENT OF SHORTHAND ADVANCED LEVEL
(100 wpm)**

The assessment consists of **three** passages.

Each passage will be dictated at **100 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 **2½ minutes** long and is a **memo**.

There will be another pause of **1 minute** before the final passage. The final passage is **3 minutes** long and is a **report**.

TASK 1 – Letter

Dear Mr Wilson

Thank you for your letter asking whether we could arrange a special holiday for you and your family in Singapore. **(full stop)** (¼) We note that you are particularly keen to find a hotel that offers sporting facilities. **(paragraph)**

We recommend the Lakeside Hotel on the edge of (½) the Orange Tree Lake. **(full stop)** The hotel has been in the ownership of the same company for over two hundred years. **(full stop)** It (¾) is well furnished and has a great deal of charm. **(full stop)** The reception hall and a number of bedrooms is situated in a new **(1)** extension among the trees behind the hotel. **(full stop)** The rooms are large and bright. **(full stop)** They are all well equipped with modern facilities. **(1¼) (paragraph)**

One of the main advantages of the hotel is the large number of sporting facilities it provides. **(full stop)** Guests may take advantage of **(1½)** all these facilities or just take a leisurely break. **(full stop)** Among the sports available are golf and horse riding. **(full stop)** There is also **(1¾)** a large indoor swimming pool. **(full stop)** The stables are new and very well equipped. **(full stop)** Rides may be taken through the very attractive **(2)** countryside. **(full stop)** There are many opportunities for walks and the lake has much to offer. **(full stop)** Guests may wish to take a boat **(2¼)** out on the lake. **(paragraph)**

We enclose the hotel's latest brochure which includes many special offer and a list of prices. **(full stop)**

Yours sincerely **(2½)**

[ONE MINUTE BREAK]

TASK 2 – Memo to Joshua Morris from Junichi Suzuki

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. (1/4) **(full stop)** This would benefit people of all ages who live in the area. **(paragraph)**

A considerable sum of money have been made available to (1/2) enable the scheme to start as soon as possible. **(full stop)** Our chairman is particularly keen that the scheme should be a great success. **(full (3/4) stop)** It may be necessary, however, for additional staff to be employed. **(full stop)** It is unlikely that existing staff will be able to cope **(1)** with more people using the centre. **(paragraph)**

I would like you to prepare a report for the next meeting of directors and senior managers. **(full (1 1/4) stop)** Your report should look into the likely staffing needs for the centre if extra numbers of people are to be accommodated as well as **(1 1/2)** members of staff. **(full stop)** You should also consider the costs of installing new equipment. **(full stop)** Petra Anders has listed the items which will **(1 3/4)** be needed. **(full stop)** This list is enclosed. **(paragraph)**

Your report should also include your recommendations for the fees that we should charge for use **(2)** of the centre. **(full stop)** However, the directors would like staff to continue to enjoy free use of all the facilities. **(paragraph)**

I would be **(2 1/4)** happy to give you any help you may need. **(full stop)** Please contact my secretary to make an appointment for us to meet. **(full stop) (2 1/2)**

[ONE MINUTE BREAK]

TASK 3 – Report

Our health and fitness centre were opened four years ago. **(full stop)** It has been extremely popular with all members of staff. **(full stop)** They ($\frac{1}{4}$) have enjoyed the facilities at the centre free of charge for several years. **(full stop)** The directors propose that this should continue. **(full stop)** They ($\frac{1}{2}$) have recognised the benefits to be gained by employees making use of the centre. **(paragraph)**

At their meeting last week, the directors decided to consider ($\frac{3}{4}$) a proposal to offer the facilities provided at the centre to members of the local community. **(full stop)** As you will know, the facilities include **(1)** an indoor swimming pool. **(full stop)** This provides opportunities for swimming as well as fun activities. **(full stop)** Various exercise classes are provided and these ($1\frac{1}{4}$) are aimed at people of all ages. **(full stop)** There are also tennis and squash courts. **(paragraph)**

(Operator: put the next paragraph only into single ($1\frac{1}{2}$) line spacing)

Joshua Morris has been asked to produce a draft report at the next meeting of directors and senior managers. **(full stop)** He will ($1\frac{3}{4}$) be investigating the equipment required, additional staff and also the fees which should be charged for local people to use the centre. **(paragraph)**

The directors **(2)** are also considering asking a team of architects to look into possible ways of expanding the centre to accommodate other facilities. **(full stop)** It has ($2\frac{1}{4}$) been proposed, for example, that a large hall should be considered to provide activities such as Martial Arts. **(paragraph)**

A special staff meeting will be ($2\frac{1}{2}$) held in the dining room on Wednesday of next week starting at two o'clock. **(full stop)** Joshua Morris will present his draft report. **(full stop)** ($2\frac{3}{4}$) Staff will be given the opportunity to discuss the report. **(full stop)** The directors all feels that decisions should be made without delay. **(full stop)** **(3)**

[THAT IS THE END OF THE DICTATION]

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TASK 1 – Letter

To	Mr Siran Marangos, Apt 291, Calle Oratorio 6, Portals Nous, Mallorca, Spain
From	Vishal Tolani, Director
Our ref	VT/KLA
Special Mark	PERSONAL
Subject Heading	MEMBERSHIP OF GOLF CLUB
Copies	Produce 2 extra copies, one to be routed to Pedro Silvero
Proper Names	Pedro Silvero

TASK 2 – Memo

To	Santhe Udeshi
From	Vishal Tolani
Ref	VT/KLA
Subject Heading	ADDITIONAL FACILITIES
Proper Names	Committee, Corporate Events Secretary

TASK 3 – Report. Use double linespacing, unless otherwise instructed

Heading	CORPORATE GOLF EVENTS
Proper Names	None

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Local Examinations Syndicate

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TASK 1 – Letter

Dear Mr Marangos

Thank you for your fax which I have just received. **(full stop)** I am happy to give you information about our golf ($\frac{1}{4}$) club. **(full stop)** I am enclosing our brochure which contains full membership details, including current fees. **(full stop)** Please let me know if you would ($\frac{1}{2}$) like to look round the club and meet some of our members. **(full stop)** My secretary would be pleased to make an appointment for you. ($\frac{3}{4}$) **(paragraph)**

You will then be able to book your first round of golf. **(full stop)** I would strongly advise that you try to avoid busy **(1)** periods such as school holidays for your first visit. **(full stop)** The club are very much quieter at other times. **(full stop)** This is particularly ($1\frac{1}{4}$) relevant if you wish to have lessons with our club professional. **(full stop)** Pedro Silvero has been with us for over six years. **(full stop)** ($1\frac{1}{2}$) Details of when Pedro is available and a list of his fees can be found in the brochure. **(paragraph)**

We also have a great deal ($1\frac{3}{4}$) of experience in arranging various golf events. **(full stop)** We can help businesses to meet prospective clients away from the pressures of commerce. **(full stop)** **(2)** We can also organise events to promote a new brand. **(full stop)** Please let me know if you would like to receive our separate brochure ($2\frac{1}{4}$) of corporate events. **(paragraph)**

In the meantime, if you requires any other information, please do not hesitate to let me know. **(full stop)**

Yours sincerely ($2\frac{1}{2}$)

[ONE MINUTE BREAK]

TASK 2 – Memo to Santhe Udeshi from Vishal Tolani

I was very pleased that the Committee decided to appoint you as our new Corporate Events Secretary. **(full stop)** I have no doubt at all **(1/4)** that you will be very successful in this new post. **(full stop)** There are some issues which are rather urgent which I would like you **(1/2)** to consider. **(paragraph)**

We have received numerous enquiries recently regarding other facilities which we could perhaps provide. **(full stop)** Several company have asked for photographs **(3/4)** to be taken during their corporate golf event. **(full stop)** We have also received suggestions regarding filming these events and producing video films for clients **(1)** to use in various ways. **(full stop)** These could be useful for marketing campaigns for example. **(full stop)** Please look into the possibility of hiring **(1 1/4)** a professional photographer. **(full stop)** A local person would be preferred. **(paragraph)**

Another suggestion was that we should engage after dinner speakers. **(full stop)** We **(1 1/2)** anticipate that clients would bring guests to play golf. **(full stop)** They would then have dinner together in our clubhouse. **(full stop)** The new catering **(1 3/4)** system seems to be working well and we have received many compliments on the high quality of the food and the service provided. **(full stop)** **(2)** I would like you to discuss with some of your professional contacts how we could hire after dinner speakers. **(full stop)** Please let me know **(2 1/4)** how this could be operated and the likely costs. **(paragraph)**

It may be helpful for us to meet within the next few day. **(full stop)** **(2 1/2)**

[ONE MINUTE BREAK]

TASK 3 – Report

The first major decision to make is when to hold your event. **(full stop)** For those people who live in warm climates this is not $(\frac{1}{4})$ a problem. **(full stop)** However, for those who live in colder climates this may be a major consideration. **(full stop)** A day which is cold $(\frac{1}{2})$ but dry can be successful. **(full stop)** Most people would prefer to avoid playing in the rain. **(full stop)** People who live in countries where $(\frac{3}{4})$ rainfall is expected at certain times of the year may wish to hold their golf event when rain is not usual. **(paragraph)**

(Operator: put the (1) next paragraph only into single linespacing)

Few people would be prepared to give up their time at a weekend to take part in an events. $(1\frac{1}{4})$ **(full stop)** Thursday is particularly popular with those who have stressful jobs. **(full stop)** Holding an event on this day can help people unwind towards $(1\frac{1}{2})$ the end of a busy week. **(paragraph)**

You should also consider the type of invitations to send to guests. **(full stop)** We have a wide $(1\frac{3}{4})$ range of stationery from which to choose. **(full stop)** All you will need to do is to select the invitation card, give us a list **(2)** of those you wish to invite and we will do the rest. **(full stop)** We will ensure that your guests give us the responses necessary $(2\frac{1}{4})$ to make your event a great success. **(paragraph)**

We can also advise on the most appropriate golf format to use. **(full stop)** There are three $(2\frac{1}{2})$ format commonly used. **(full stop)** They are listed in our club brochure. **(full stop)** The advantages and disadvantages of each are clearly listed. **(full stop)** $(2\frac{3}{4})$ Our club professional will be happy to give any additional help you may need in trying to decide on this very important aspect. **(full stop)** **(3)**

[THAT IS THE END OF THE DICTATION]