

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

**COMMUNICATION AND TASK MANAGEMENT**

**5232/A**

Core Module: Practical Assessment

2005

**1 hour 30 minutes**

Additional Materials: Typing Paper  
Answer Booklet/Paper

**READ THESE INSTRUCTIONS FIRST**

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper.  
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 **4** printed pages.

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UNIVERSITY of CAMBRIDGE  
International Examinations

**GUIDELINES TO CANDIDATES**

The following guidelines will help you to be successful in your assessment:

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

## SCENARIO

You are an administrator in an Information Technology Department. You have been asked to complete the following tasks for the IT Manager.

### TASK 1

MEMORANDUM

From: Reception Staff

To: IT Manager

NEW COMPUTERS

Following discussions at a staff meeting, we would like to have two new flat screen computers in the reception area.

Prepare a memorandum for the IT Manager in response to the above. **You need to refuse the request for all the following reasons:**

- the existing computers are relatively new
- budgets have to be considered
- computers are allocated according to who needs them the most
- computer equipment is issued after annual review of equipment
- this request should have come through their manager.
  
- Describe **two** ways in which a memo and a business letter differ.

### TASK 2

At a recent team meeting a Junior Administrator was quite disruptive.

- Prepare **three** open and **one** closed question that could be used when interviewing this administrator in order to discover why she behaved in this way.

**TASK 3**

Give **six** ways that can be used to reduce interruptions to work, so that deadlines can be met.

**TASK 4****NOTE**

Your telephone account has been extremely high for the last three months. Will you look at ways in which your account could be reduced in the future.

Finance Department

One of the reasons for the high cost of telephone calls may be that staff do not plan properly before making telephone calls.

- Prepare a notice of **five** points that staff should consider when planning to make telephone calls.

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## SCENARIO

You have recently joined the organisation and have decided that it would be helpful if you had quick reference notes.

Today you have chosen to prepare the following notes.

### TASK 1

- What is an Agenda?
- Give **three** reasons for providing and using an agenda.
- Which is the last but one item on an Agenda and what is its purpose?
- Which is the last agenda item?

### TASK 2

Compose a memo to your senior administrator using standard business layout.

- Briefly explain the main role of a team negotiator.
- Give a list of **eight** skills/talents required by a successful team negotiator.

Remember to use the rules for written communication.

### TASK 3

- Give **three** guidelines for preparing a report.
- Give **five** guidelines for planning the structure of a report.
- Give **three** guidelines for planning the style of a report.

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