

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

COMMUNICATION AND TASK MANAGEMENT

5232/A

Core Module: Practical Assessment

2006

1 hour 30 minutes

Additional Materials: Typing Paper
Answer Booklet/Paper

READ THESE INSTRUCTIONS FIRST

Type or write your Centre number, candidate number and name on all the work you hand in.
If you use handwriting for your answers, write in dark blue or black pen.
Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.
You must attempt all tasks.
All printouts must be submitted at the end of the assessment.
At the end of the examination, fasten all your work securely together.
The number of marks is given in brackets [] at the end of each question or part question.

This document consists of **4** printed pages.



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 the Sales Department which is managed by Jamil Aina. You have been asked to complete the following tasks.

Task 1

The following items should be included in the Agenda for the next Sales Meeting:

Staff Appraisal

Change of Contract – Introduction of Flexitime

- Prepare the Agenda including the items listed above as well as the usual items.
- Give **two** reasons why an Agenda helps a meeting run smoothly.

Task 2

Note – urgent

The Moonlight bathroom furniture has a design fault. This could be dangerous. Customers who have purchased this furniture in the last two months must be informed immediately.

Production Manager

Jamil would normally ask you to inform staff of urgent matters by using the fax machine. However, on this occasion he prefers you to use email.

- Give **one** reason why you think Jamil has asked that email is used.
- Give **two other** advantages of using email as a method of communication.
- Give **one** disadvantage of using the fax machine as a method of communication.

Task 3

A new member of staff has some ideas and wishes to discuss them with you before asking for them to be agenda items. You wish to indicate to the member of staff that you are listening to what they are saying and you are interested.

- Give **four** ways in which you could do this during the meeting.

Task 4

Note

Thank you for the figures. I think they will be more effective at the meeting if they were produced as a chart.

Jamil

	Jan	Feb	March	April
UK	150	600	140	400
CHINA	250	450	750	300
USA	800	900	750	400

- Produce the chart using the above figures.
- The title should be Bathroom Sales.
- Give **two** reasons why charts are used when presenting figures.

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SCENARIO

You are an administrator in a small team which completes projects set by management. You have been asked to do the following.

Task 1

Note
Several managers have complained that incomplete telephone messages have been received. We need to help our telephonists by giving them some basic information when taking telephone messages.

- List **five** pieces of information that **must** be included in telephone messages.

Task 2

- Give **five** reasons why staff may prefer to use an email rather than a letter as a means of communication.

Task 3

Team leaders need to check on the progress made by team members during the management of a task. They need to know if objectives would be met within the deadlines given and to review progress.

- **Produce** a form that team members can complete so that team leaders can monitor progress.

Task 4

Give **five** reasons why feedback to team members is important.