



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

COMMUNICATION AND TASK MANAGEMENT

5232/A

Core Module: Practical Assessment

2007

1 hour 30 minutes

Additional Materials: Answer Booklet/Paper
 Typing Paper

READ THESE INSTRUCTIONS FIRST

- 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.

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 working for the Sales Director, Mrs Lim. You have been asked to complete the following tasks.

Task 1

Mrs Lim has been asked to arrange for the Sales Manager to attend the next meeting of Senior Managers. The meeting will be next Thursday at 1000 hrs in the General Manager's Office.

- Prepare a memo from Mrs Lim inviting the Sales Manager to attend the meeting.
- In your memo inform the Sales Manager that he will need to discuss with his colleagues various proposals to reorganise the bonus scheme for salespersons. Ask him to bring the results of the discussion to the meeting.

Task 2

You are currently working on a team project. The work has been divided between the team members.

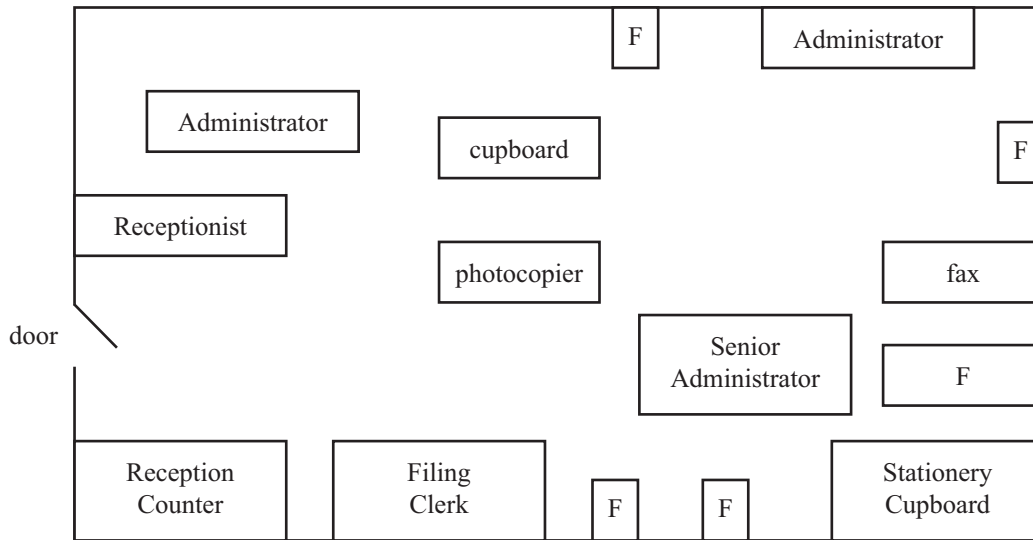
- List 4 reasons why it is important that you complete the work you have been given by the set deadline.

Task 3

- List 3 reasons for using an Agenda at team meetings.
- Explain the purpose of an action plan.
- List 2 ways in which the Team Leader would monitor work in progress.

Task 4

Administration Office



F = filing cabinet

- Give 4 ways in which this work environment could be changed to improve the workflow.

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