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5234/A A2002

**SHORTHAND  
STANDARD**

**A2002**

<b>TASK NUMBER</b>	<b>NUMBER OF WORDS</b>
1	215
2	155
3	178
<b>TOTAL</b>	<b>548</b>

*FOR A **DISTINCTION** - NO MORE THAN **11** faults*

*FOR A **PASS** - NO MORE THAN **17** faults*

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**LETTER HEADED**

Our ref PB/PERS/814

Day Month Year

PRIVATE AND CONFIDENTIAL

Mr Heino Kustner  
PO Box 69  
Nakuru  
Kenya

Dear Mr Kustner

Offer of Employment

I am writing to confirm your appointment as senior manager at the Peponi Garden Centre. If possible we would like you to start work with us at the beginning of next month. Our Personnel Office will contact you within the next few days with regard to the actual start date.

As we stated at your interview the job can be difficult as it is rather complex. There are certain times of the year when life at the Centre is particularly busy. There is a total of four departments and all of these are run by competent and experienced staff. We feel it is important for you to ensure that they *continue* to work happily and successfully together.

The only department which is not making a profit at the present time is the craft section. We should like to expand this side of the business.

Full details of your salary package together with your conditions of employment may be found in the enclosed information pack.

We look forward to welcoming you to our company.

Yours sincerely

Peter Berowne  
Chief Executive

Enc

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PRIVATE AND CONFIDENTIAL

Mr Heino Kustner  
PO Box 69  
Nakuru  
Kenya

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**M E M O**

TO            Marc Steyn  
FROM         Peter Berowne  
REF          PB/EXP/24  
DATE         Day Month Year

I was delighted that Heino Kustner was able to accept our offer of employment as senior manager at the Peponi Garden Centre. I was very impressed with his qualifications as well as his extensive experience in the business.

This would seem an ideal time for us to expand the business generally. We should consider trying to attract more customers. I feel sure the restaurant could do more business. We could perhaps encourage customers who buy goods in one of the departments to use the Centre restaurant. Those who buy goods to the value of at least ten dollars for example could be given a free sandwich and cup of tea. It may also be possible to offer special discount meals to certain customers.

Please give these proposals some thought. It would be helpful if we could meet next week to discuss them.

## BUSINESS EXPANSION

The directors are pleased to announce that Heino Kustner has been appointed as new senior manager of the Peponi Garden Centre. Until recently he was the manager of the Parks Department.

We think this is an ideal time to expand our business. We would also hope to make improvements to certain areas of our trade. Some staff have already made some helpful comments. We *intend* to run a scheme for suggestions from our customers and there will be a prize for the best one. In this way we hope to improve our profits as well as the range and quality of our products.

We are also aware of the need to improve the ways in which we display our products.

We need to publicise the peace and quiet of our gardens. We often forget how beautiful it is just to sit in these gardens. There is a great deal of wildlife as well as birds, flowers and trees. We intend to advertise in local newspapers next month. A new television advertising campaign is also being considered.

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**B2002**

<b>TASK NUMBER</b>	<b>NUMBER OF WORDS</b>
1	213
2	152
3	175
<b>TOTAL</b>	<b>540</b>

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*FOR A **PASS** - NO MORE THAN **17** faults*

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**LETTER HEADED**

Our ref DW/BK

Day Month Year

Mr Richard Beacher  
186 Nam Shan Village  
Sai Kung  
New Territories  
Hong Kong

Dear Mr Beacher

PAK SHA WAN HOLIDAY CENTRE

Thank you for your letter which we received today. I am pleased to give you some details about our new holiday centre. This is due to open at the beginning of June.

We are proud to be able to offer you excellent accommodation at low cost. We have luxury caravans which cater for up to eight people. Each unit has a wide range of modern equipment. A full list of all the facilities can be found in the enclosed colour brochure.

We provide a number of snack bars and restaurants for those who prefer not to do their own cooking. The menus are extensive and there is sure to be something to suit everyone.

Various sports and leisure facilities are available on site. These *are* also listed in great detail in our brochure. Many families return year after year. Of course children are extremely well catered for. Even if the weather is poor we provide a great deal of interesting things to do at reasonable cost.

Yours sincerely

David Westwood  
Centre Manager

Enc

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**Mr Richard Beacher**  
**186 Nam Shan Village**  
**Sai Kung**  
**New Territories**  
**Hong Kong**



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**M E M O**

TO Elisabeth Minns  
FROM David Westwood  
REF DW/BK  
DATE Day Month Year

**CONFIDENTIAL**

Now that the holiday centre is almost complete I feel we should consider the holiday packages we are offering to our customers. So far we have concentrated on the usual family holidays. People who enjoy this type of holiday usually stay in caravans. We should now consider accommodation with a little more luxury. I have in mind a high class hotel which could be built on the north side of the centre.

Please give some thought to this proposal. I think we should meet to discuss the issues involved. I would suggest we meet in my office at ten am next Wednesday. Please let me know if this is convenient. I have received a report recommending a firm of local architects who could do the design work for us. A mixture of modern and traditional design would seem suitable.

## PLANNING MEETING

The next planning meeting will take place at the end of the month. The venue will be Ruby House. The meeting should be held in the evening and should not start before 8 pm.

In the light of our plans to design and build a new hotel on the site I feel that we should invite more specialists. We are considering a local firm of architects for the design work. However it would be useful to include other firms who may have valuable experience which we could use.

We need to draw up a guest list. Any recommendations would be greatly appreciated. It would be helpful to include people with experience of the hotel, holiday and leisure industries. The directors are keen to use local companies where possible.

Our Chairman will give a talk which is expected to *last* for approximately half an hour. He wishes to outline the major possibilities. There will be an opportunity for questions.

Refreshments will be available. A varied range of snacks and soft drinks will be provided.

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STANDARD**

**C2002**

<b>TASK NUMBER</b>	<b>NUMBER OF WORDS</b>
1	209
2	153
3	172
<b>TOTAL</b>	<b>534</b>

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*FOR A **PASS** - NO MORE THAN **17** faults*

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5234/C C2002

**LETTER HEADED**

Our ref VC/SUP/TJ

Day Month Year

PERSONAL

Mrs Soulla Kliton  
PO Box 602319  
Paphos  
Cyprus

Dear Mrs Kliton

Post of Supervisor

With reference to your interview last Wednesday morning I am pleased to offer you the post of Supervisor with this company.

Catering for private dinner parties is the major part of our business. We also cater for large functions and we are gaining a good reputation in this field. My partner and I are hoping to expand this side of the business.

It would be necessary for you to visit customers. You would need to discuss the menus and to see the conditions under which the meals would be prepared and served.

You would be responsible for organising the team of workers required. All the preparation and cooking would be supervised by you. A list of people who *work* for us at the present time together with their qualifications and experience is enclosed.

Full details of your working conditions with rate of pay and hours of work can be found in the enclosed information pack.

We are delighted to welcome you to our company. We hope you will enjoy working with us.

Yours sincerely

Vassos Chrysochous  
Personnel Officer

Enc

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PERSONAL

Mrs Soulla Kliton  
PO Box 602319  
Paphos  
Cyprus

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**M E M O**

TO            Andreas Matsas  
FROM        Vassos Chrysochous  
REF         VC/SUP/TJ  
DATE        Day Month Year

I enclose some correspondence regarding our new Supervisor. Soulla Kliton has accepted the job and is due to start work at the end of next month. It would be helpful if you could organise her induction and other matters relating to this new post. I have business meetings in Hong Kong next week but will be available until Friday should you wish to discuss anything with me.

I think we should now consider a new appraisal system for all staff. I have felt for a long time that we are not working as productively and efficiently as we should. I enclose some proposals. I think we should ask a local company to carry this out on our behalf. Paphos Services are very experienced and have recently carried out a similar appraisal. Please let me have your views as soon as possible.

## STAFF APPRAISAL

A firm of local consultants will shortly be reviewing our staff levels. The appraisals will start with all members of staff undergoing personal interviews which will be arranged within the next few weeks. They will be held in the Seminar Room at the Village Hotel. This room is very quiet and comfortable. Topics will include pay, training and performance. Responses to questions will be recorded on tape recorders. Each interviewer will also complete a form. In this way we hope to be sure that the required questions are asked. It is hoped that this will ensure fairness as everyone will be asked the same questions.

Any member of staff who would prefer to have a friend at an interview may do so. It is not our intention to intimidate staff. We need to streamline the company. It may be necessary to reduce the numbers we employ.

The results of the interviews will be known within approximately four *weeks*. We hope the appraisals will ensure a strong future for our company.