

WORKED COPIES  
5244/A A2002

**SHORTHAND  
ADVANCED**

**A2002**

<b>TASK NUMBER</b>	<b>NUMBER OF WORDS</b>
1	242
2	244
3	263
<b>TOTAL</b>	<b>749</b>

*FOR A **DISTINCTION** - NO MORE THAN **15** faults*

*FOR A **PASS** - NO MORE THAN **23** faults*

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**LETTER HEADED**

Our ref IN/LF/pb

Day Month Year

URGENT

Mrs Arunee Narula  
GPO Box 2916  
Bangkok 10519  
Thailand

Dear Madam

Leather Furniture

Thank you for your recent enquiry. We are happy to confirm that we *make* a range of superb leather furniture. At the present time we sell most of our products by mail order. We are looking into setting up our own web site on the World Wide Web.

Our company's brochure is enclosed. This contains colour pictures of our complete range. You will see that our designs are a sensitive mixture of traditional and modern. We also offer a wide choice of colours. We are proud of our very high standards and use materials of the best quality only.

We offer two *guarantees*. Customers are allowed up to four weeks from the receipt of their furniture to change their minds. This is especially helpful for those who do not make their purchases in one of our showrooms. If for any reason they are not happy with any item we will collect it from them. We will make no charge for this. We will also refund the payment. The second guarantee covers any defects in the materials used. It also covers faulty manufacture. We are so confident in our products that we feel able to offer this extra guarantee.

Please do not hesitate to contact us if you would like further information.

Yours faithfully

Ingrid Nukuru  
Chief Executive

Enc

Copy to Stephan Salamone

**M E M O**

TO           Stephan Salamone  
FROM        Ingrid Nukuru  
REF         IN/LF/pb  
DATE        Day Month Year

CONFIDENTIAL

**NEW RANGE FEASIBILITY STUDY**

We have received some enquiries regarding office furniture. I feel that this might be an appropriate time for us to explore the possibilities of selling leather chairs for the office. I enclose a report which states that many office workers now *suffer* back pain and tension. It appears that most of these problems are caused by poor posture.

I would be grateful if you and your team would look into the feasibility of our company producing high quality office chairs. It may be possible to produce other furniture in the future. For example a complete range of office desks and printer stands as well as other office furniture may be considered. Our first priority must be chairs for computer operators and other office workers who may be seated for considerable periods of time. There has been a great deal of research into the problems people experience because of poor posture.

Your draft report should be on my desk before the end of next month. At the same time I would like some rough sketches of the kind of chairs which your team feel would be suitable. Of course the chairs must be adjustable so that they give proper support to their users. The Board of Directors is due to meet in a few weeks and I need to have some firm proposals to put before them.

Enc

## QUARTERLY PROGRESS REPORT

The Sales Director has recently been looking into the possibility of selling our products to members of the public over the Internet. I am happy to report that as a result of his hard work our company now has its own web site. More and more people are choosing to buy products electronically and we feel it is vital that we offer this facility.

Buying products electronically *has* become very popular. Buyers can save both time and money. We are also able to offer good discounts. At present none of our competitors are offering this facility. We have every reason to believe that our turnover will benefit and as a result our profits should increase.

Our company is also considering the manufacture and sale of office furniture. We have received several enquiries during the past eight *weeks* from people looking for good quality leather office chairs and desks. Our Sales Department is looking into the possibility of expanding our range. We hope to be able to report to you in the very near future that the design work has commenced.

On the subject of guarantees we feel that we need to do more than just offer the guarantees that are in place at present. We have great confidence in the very high quality of our products. We propose to offer many more products in the future.

We should now look into the possibility of collecting, repairing and returning any damaged items free of charge. Under this new scheme customers would call us to carry out repairs promptly and without fuss.

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<b>TASK NUMBER</b>	<b>NUMBER OF WORDS</b>
1	252
2	234
3	262
<b>TOTAL</b>	<b>748</b>

*FOR A **DISTINCTION** - NO MORE THAN **15** faults*

*FOR A **PASS** - NO MORE THAN **23** faults*

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**LETTER HEADED**

Our ref MD/LOND/592

Day Month Year

PERSONAL

Miss Nafisa Jameel  
PO Box 7634  
Jeddah 21689  
Saudi Arabia

Dear Miss Jameel

New Appointment

Following your interview at Head Office yesterday I have pleasure in confirming your appointment as secretary to the Sales Director of our London branch. I understand you need to give four weeks' notice in your present position. I would be grateful therefore if you could let me know as soon as possible when you will be able to start work with us.

As stated at the interview your starting salary will be confirmed to you in writing as soon as we receive copies of your qualifications and full details of your experience. The correct point on the salary scale can then be worked out. I would remind you that salaries are reviewed every six *months*. Your first review will take place in October.

I understand that you have now passed your examination in shorthand at 100 words per minute. As soon as you receive the certificate please send it to our Finance Department. You will then receive a further \$1000 per year in salary.

Please find enclosed a company information pack. This *gives* full details about the organisation of our company. Information regarding your conditions of employment will also be included.

If you have any queries regarding your new post please do not hesitate to let me know. I look forward to welcoming you to our company.

Yours sincerely

Marvid Devoy  
Human Resource Director

Enc

Copy to Mustafa Bakir

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**M E M O**

TO Line Managers  
FROM Marvid Devoy  
REF MD/KQ  
DATE Day Month Year

URGENT

TRAINING COURSES

The Training Section is organising a number of short *courses*. The majority of these will be held during the lunch hour. New staff should be included in these new courses. They would be in addition to the induction courses.

Please ensure that all your staff as well as trainees are informed of these courses. They will offer useful skills but are not confined to the workplace. For example those who cannot swim may like to take the opportunity to learn. Our new indoor swimming pool is due to be completed next month.

All courses will be managed by experienced and qualified staff. Courses are free of charge to all employees. We have now decided to include part time staff in our training courses.

A full list of the courses we are proposing to offer is enclosed. The majority of courses will be held here at Head Office.

Younger employees have asked us to consider offering driving lessons. These lessons can be rather expensive which makes it impossible for them to learn to drive. We are considering offering these lessons but a fee of \$20 per course will probably have to be charged.

It may be necessary for us to limit the courses. They are likely to be very popular. A limit of three per employee may be recommended.

Enc

## WORKING FROM HOME

More and more people are working from home. It is estimated that the number will increase by between 10 and 15% over the next five *years*.

There are many reasons why people decide to work from home. The major reason was thought to be the desire to reduce the time, stress and cost of travelling to and from work. Another reason was thought to be the reduced cost of information technology.

Many people who work from home have said that they enjoy being able to choose where and when to work. Many have dedicated home offices while others use various rooms throughout the house. It does seem to be an entirely individual decision as to what suits best. The ability to choose when to work is very important for many. Most home workers are able to use breaks effectively.

It is a recognised fact that many people prefer to begin work in the early morning and finish at about midday. However there are many others who prefer to work in the afternoon or evening. Parents find it useful to organise their working day around their family's needs.

There appears to be little doubt that the main reason people prefer to work from home is the flexible life style it *offers*. Many employees have said that they can break from their work when they feel tired. They may just relax or may prefer to enjoy their hobby or take some exercise before returning to work again fully refreshed. This may be why there is so little sickness among home workers.



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**LETTER HEADED**

Our ref EM/6428

Day Month Year

URGENT

Mr Antoni Chrisohous  
Apt 210  
San Pedro de Alcantara  
Malaga  
Spain

Dear Mr Chrisohous

**LUXURY WEEKEND BREAKS**

We are delighted to inform you that we are offering luxury weekend breaks at all our hotels. We have 20 hotels in our group at present. We intend to provide special weekend breaks throughout the autumn and winter and possibly in the spring.

Full details of these breaks *are* given in the enclosed brochure. You may prefer to stay at the seaside. At present we have 12 hotels located on the coast. On the other hand you may wish to visit a place of historic interest or to relax in the countryside. We have hotels in all the major tourist areas.

A luxury weekend break will begin on Friday with a gourmet dinner. Coffee may be taken in the restaurant or may be served in your room if you prefer. After breakfast on Saturday there will be a coach trip which will take all day. Lunch will be provided at another of our hotels. There will be a three course dinner on the Saturday evening. This will be followed by live entertainment. Your luxury break will finish with Sunday lunch which will comprise at least three *courses*.

When you have read the details in our brochure we hope you will contact us again. We are sure that these weekend breaks will be very popular.

Yours sincerely

Elena Marangos  
Managing Director

Enc

Copy to Siran Genee

**M E M O**

TO All Staff  
FROM Elena Marangos  
REF EM/6132  
DATE Day Month Year

URGENT

Business Travel Arrangements

The directors at their meeting yesterday expressed great concern at the alarming rise in the costs of travel. The Finance Director has been asked to produce a report with a breakdown of these costs as a matter of urgency. In order to give him as much information as possible all staff are asked to send him a brief summary of their present travel arrangements. It is hoped that by making changes to these arrangements we may be able to make substantial savings.

Staff at Head Office have offered their help in this cost cutting exercise. The travel agents that they have been using for over three years are able to give substantial discounts. These are available because journeys are booked far in advance. Sometimes only a rough outline of a journey is necessary rather than a detailed schedule. Bookings *are* possible so long as enough details are presented. The directors are hopeful that the same travel agents may be used for all business travel in future.

We are now asking members of staff to submit details of journeys they intend to make as soon as they possibly can. These should be sent to the Finance Director. A copy of the itinerary should be kept by each individual. It is important for staff to realise however that they must not approach any travel agents themselves.

## ELECTRONIC MAIL

Electronic mail has become one of the main methods of communication for our employees. We are very pleased with the way in which it has improved our efficiency. When it was introduced four *years* ago many members of staff were very worried about using it. It is now true to say that most employees enjoy using electronic mail. They like being able to leave a message for someone who is out of the office and of course they also like receiving messages.

The time has now come for some rules to be applied to the use of electronic mail. It is not necessary to use standard forms of address. Electronic mail is of course much faster than a letter. The tone used is much less formal. This informality leads some people to think that mistakes in spelling, grammar and punctuation are acceptable.

Our Chief Executive's recent article in the company newsletter pointed out errors such as these are definitely not acceptable. They could give the wrong impression of our company. Please remember that our mail system has a spelling checker. It should always be used.

Finally managers should please bear in mind that electronic mail should not be used as a means to reprimand staff. Reprimands should only be given face to face in line with our policy. Remember that copies of mail can be sent to other people. Electronic mail is not as private as a telephone call or letter. It is best to think of it as a postcard which anyone can read.