

# UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Standard Level

## MARK SCHEME for the 2004 question paper

### CAMBRIDGE INTERNATIONAL DIPLOMA

5231

Office Administration (Text Processing), maximum mark 100

This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which Examiners were initially instructed to award marks. They do not indicate the details of the discussions that took place at an Examiners' meeting before marking began. Any substantial changes to the mark scheme that arose from these discussions will be recorded in the published *Report on the Examination*.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers and the *Report on the Examination*.

- CIE will not enter into discussion or correspondence in connection with these mark schemes.

2004

**CAMBRIDGE INTERNATIONAL DIPLOMA**  
**Standard Level**

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5231

Office Administration (Text Processing)

<b>Page 1</b>	<b>Mark Scheme</b>	<b>Syllabus</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5231</b>

## TASK 2

### MEMO

TO Rebecca Coleman  
FROM Jon Dulcio  
REF JD/42  
DATE Day Month Year

#### OPENING CEREMONY

We have had a good response to our advertisements for staff. Most of the vacancies are for catering and cleaning assistants. Interviews will be held next week.

We now need to organise the opening ceremony. Please give some thought as to who we could ask to do this. Leila has suggested a local sports person. Perhaps you could discuss this with her and let me know what you decide.

I should like to invite approximately 60 guests to the ceremony. Catering staff need to plan a variety of food to accommodate this number of people. Please let me have your guests' names as soon as possible.

<b>Page 2</b>	<b>Mark Scheme</b>	<b>Syllabus</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5231</b>

### TASK 3

#### MANAGING DIRECTOR'S QUARTERLY REPORT

During the last 4 months we have enjoyed extremely high profits. Our new centre in Hong Kong has made an excellent start. Already record numbers of people have used the facilities available at the centre.

We have new leisure centres opening in various cities throughout the world. One of the first to be opened will be in Singapore.

The building work is well ahead of schedule. The builders are due to leave the premises in 2 weeks' time. They hope to have finished all work, including complete internal decoration, before then.

We now need to concentrate on the opening ceremony of the Singapore centre. We are considering asking a famous sportsperson to perform the opening ceremony. Press coverage is being arranged. A buffet with food and soft drinks will be organised. Full details concerning the ceremony will be announced within the next few days.

The Staff Suggestion Scheme has only been in operation for 2 months. We have already received many excellent ideas. New parties for children between the ages of 4 and 14 commenced this week. We think that our inclusive fee per child is very competitive and parents seem very pleased. Many have commented that they think they are getting excellent value for money. We have also set up a new telephone line for parents seeking advice on arranging children's parties.

<b>Page 3</b>	<b>Mark Scheme</b>	<b>Syllabus</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5231</b>

2

I am very concerned that we do not appear to be attracting teenagers to our centres. Figures for the first quarter of this year show that attendance figures for the age group 17 to 30 are poor.

The directors would be pleased to hear from any members of staff with imaginative ideas for attracting young people.

<b>Page 4</b>	<b>Mark Scheme</b>	<b>Syllabus</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5231</b>

**TASK 4**

**COOMBE LEISURE GROUP**  
55 PARADISE ROAD  
SINGAPORE 335611

Our ref AS/CS/50

Day Month Year

PERSONAL

Mr Antony Chu  
Apartment 12  
98 Paradise Park  
Singapore 650294

Dear Mr Chu Job

Application

I acknowledge receipt of your recent letter. You asked for information about a position as chef at our new leisure centre.

We plan to open in about two months' time. We will be holding interviews over several days starting next Wednesday. There are still some vacancies in the Catering Section. I enclose a summary sheet which lists these. Please let me know if you are interested in any of these posts. I will then arrange an interview for you.

Our company is the largest in the leisure industry in South East Asia. At present we have full and part time posts. We offer training to all new staff.

If you would like an informal chat concerning any of the vacant positions, please telephone Kull Suvinder.

Yours sincerely

Asma Siraj  
Assistant Personnel Officer

Enc

<b>Page 5</b>	<b>Mark Scheme</b>	<b>Syllabus</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5231</b>

**LABEL OR ENVELOPE**

PERSONAL

Mr Antony Chu  
Apartment 12  
98 Paradise Park  
Singapore 650294

Page 6	Mark Scheme	Syllabus
	CAMBRIDGE INTERNATIONAL DIPLOMA – 2004	5231

TASK 5

# KOWLOON GYMNASIUM

21 Twelfth Street Tel 852

Tel 22670676

JOIN US TODAY ON TWELFTH STREET

Our well-equipped gym overlooks the Park

We have

new cross-trainers  
bikes  
steppers  
joggers  
rowers

*A range of fitness classes  
for all sizes and ages  
is available at all times*

**Vast selection of weights and resistance machines  
with our expert staff to advise you**

**Our qualified team of instructors will work out  
a personal programme for you**

*Call us on the above telephone number  
or call in today for a  
free assessment session*

