

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Advanced Level

MARK SCHEME for the 2004 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5241

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

Advanced Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5241/A

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TASK 2

MEMO

TO Rajnish Kapoor

FROM Alex Kornell

REF AK/jt

DATE Day Month Year

CONFIDENTIAL Post of

Training Supervisor

We have received several enquiries for the above post. The eight people I have selected to interview are listed on the attached sheet. I have written to them suggesting they come for an informal visit. As usual for these visits, please arrange for coffee and biscuits to be available on their arrival.

Erica Korsten's letter included a request to share the job with another of the applicants. I think we should consider this. Perhaps it would be possible for you to find out from the other applicants whether they would be interested in job sharing?

Please contact my secretary immediately to make an appointment as I think it would be useful for us to discuss the arrangements.

I have been impressed with the quality of those who have applied. I feel confident that we will be able to appoint a competent Training Supervisor.

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TASK 3

TARGET COMPUTER TRAINING

WELCOME

We are delighted to welcome you to our computer training centre. We have been in business for over 20 years and during this time our students have enjoyed their studies and more importantly, they have all gained employment at the end of their courses. They have also been very successful in gaining qualifications that are recognised worldwide. Our pass rate is at present 98%.

Silver Anniversary

Next year we will celebrate our silver anniversary, which means that Target Computer Training will have been in business for 25 years. We propose to announce various events which we will be arranging for our anniversary year. All the money we raise will be donated to the Children's Helpline Charity.

Extra Accommodation

Building work is being carried out at present. The new extension should be ready at the beginning of next year. This will accommodate several new training rooms as well as a lecture theatre and dining room.

We will be employing a number of new staff. A Training Supervisor will be our main target and we will also have vacancies for catering staff.

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Joining Your Course

Please ensure you have read the instructions on the front cover of your course folder before starting your studies. Please also ensure that you sign in and out at reception every time you come in and leave. We need to keep a careful record of who is in the building should a fire break out.

Food and Drink

We hope you will appreciate that no food or drink can be allowed at all in the study areas. There is a small rest room near reception. A range of drinks, snacks and sandwiches is available from a vending machine. This is outside the rest room.

Next year we will have full dining room facilities. Students from the local catering college will help to run the dining room. A full range of hot and cold food and drinks and sandwiches should be available at reasonable prices. More information will be displayed on the noticeboard nearer the time.

Work Stations

We hope to be able to place you at the same work station each time you attend. All equipment should be ready for use when you arrive. Please make sure you always bring your course folder with you. We have no facilities for you to leave it safely in the building.

We pride ourselves on the high standard of our equipment. If you have any questions or problems, please ask your tutor for help.

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Recommend a Friend

Why not recommend a friend and help yourself at the same time? Next year, as part of our silver anniversary celebrations, we will be offering vouchers for special two day courses in specific subjects. These may be used for standard or advanced courses in desktop publishing, spreadsheets, databases, presentations or word processing. Further details are available at the reception desk.

Job Opportunities

Our students enjoy job opportunities which are not available at other training centres. Not only do we help students to find jobs on completion of their courses, but we also operate a work experience scheme, with the co-operation of local employers. This enables students to try different jobs to help them decide which suits them best.

Finally, we hope you enjoy your training. If you have any queries or need any further details, please contact the reception desk.

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TASK 4

TARGET COMPUTER TRAINING
55 PARADISE ROAD
KOWLOON
HONG KONG

Our ref AK/jt Day

Month Year

PERSONAL

Ms Annete Frost
20 Gascoine Road
Kings Park
Kowloon
Hong Kong

Dear Ms Frost

POST OF TRAINING SUPERVISOR

Thank you for your letter asking if we have any staff vacancies. Our company provides computer and secretarial training at all levels. There has recently been a huge increase in the demand for our training.

As a result we have found it necessary to recruit a Training Supervisor. We are impressed with your qualifications and experience. We have added your name to the list of people we would like to interview. However, we like to arrange an informal visit of our offices before the interviews.

We run a flexible system of learning. I enclose some information about the courses we offer. The trainees use worksheets and online tasks. Our system enables them to work at their own pace and to choose how often they attend for training. The new Supervisor will be responsible for introducing the chosen course to each new trainee. Another important role will be to provide help and advice as and when required.

Please telephone my secretary as soon as possible.

Yours sincerely

Alexander Kornell
Managing Director

Enc

Copy to Rajnish Kapoor

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TRAINING COURSES — NEXT TERM

COURSE DETAILS		TUTOR	ROOM
TITLE	SUBJECT		
Information Technology	Word Processing	Irene Tan	37
Office Administration	Shorthand	Justin Heung	22
Business Studies	Interpersonal Skills	Minako Hachiya	45
Office Administration	Office Practice	Puja Khater	45
Hairdressing	Colour Tints	Carol Sein	60
Information Technology	Advanced Spreadsheets	Vishal Tolani	37
Accounting	Basic Book-keeping	Puja Khater	45

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TASK 5

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

NAME Miss Patricia Hellman

ADDRESS 52 Salmon Park, Kowloon,

..... Hong Kong

TELEPHONE NUMBER 852 22680684

DATE OF BIRTH 24 January 1986

POST APPLIED FOR Full-time Catering Assistant

PREVIOUS WORK EXPERIENCE:

DATES	POSITION	EMPLOYER
11.6.03 to 31.8.03	Part-time Catering Assistant	Students' Union, The University, Kowloon, Hong Kong
1.9.03 to present	Full-time Nanny	Mr and Mrs P Chu Paradise Heights Kowloon Hong Kong

I WISH TO RECEIVE DETAILS ABOUT THE COMPANY SOCIAL CLUB
(Please place X in appropriate box)

YES **NO**

I PREFER TO ATTEND A MORNING/~~AFTERNOON~~* INTERVIEW

DATE Day Month Year

* Delete as appropriate

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TASK 2

MEMO

TO Lyndon Brunnhuber

FROM Dionne Marriott

REF DM/1299

DATE Day Month Year

URGENT

Skylark Club

We have received a huge response to our recent advertisements. I enclose copies of these for your information. The directors have been taken by surprise at this response. They are keen to ensure that there are no delays in dealing with applications for membership. They were alarmed to hear from Vicki that we have already run out of information packs.

Please ensure that you make a stock check of all the items we will be sending out to new members. It may be necessary for you to liaise with Vicki. I would be grateful if you could produce a report outlining your recommendations for the development of the Skylark Club. Please make sure this is on my desk by Wednesday morning.

Have you given any further consideration to my proposal for a short cruise for members? I await with interest your thoughts on this.

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TASK 3

SKYLARK AIRWAYS

FLYING IN COMFORT

We are delighted that you have booked a flight with our company, Skylark Airways. We have been organising people's journeys for over 20 years. We hope you will enjoy the time you spend in our care and that you have a relaxing holiday.

This article includes some basic tips and advice for you before starting your journey. We hope you will find it useful. A lot depends, of course, on the length of your flight. Obviously, a short local flight should be easy for your body to cope with. A long flight of perhaps 11 or 12 hours, however, will be very much more difficult.

Travelling can place undue stress on your mind and body. A little careful planning and preparation can help you to reduce this and ensure that your journey is as relaxing as possible.

We hope you will arrive at your destination feeling fresh and ready to enjoy your holiday.

BEFORE YOUR JOURNEY

The aircraft will be pressurised to an altitude of about 2,440 metres. If you have any medical concerns at all, we advise you to see your doctor before you travel.

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It is important that you consider your body's natural biological clock. To avoid the common symptoms of sleeplessness, tiredness and appetite at odd hours, we recommend that you get a good night's rest before you travel.

You should try to eat a light and sensible meal before a flight. During a long flight your body is definitely less active than usual. Your digestive system slows down and is less able to digest large quantities of food.

DURING THE FLIGHT

We recommend that you drink water or fruit juice at least every hour. Tea and coffee should be drunk in moderation as they may increase your body's dehydration.

The aircraft will be air-conditioned and, consequently, you may find yourself feeling thirsty because of this.

If you wear contact lenses, we suggest you consider wearing glasses instead. Your eyes will feel fresher and less tired.

The air in the aircraft will be drier than you may be used to and your contact lenses may dry out. This may cause eye irritation.

Sitting still for long periods of time should be avoided. The central blood vessels in your legs can become compressed, making it more difficult for the blood to circulate. ***Doing some light exercises on your lower legs will encourage***

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blood to flow and will help to reduce muscle fatigue. Exercise can help you feel refreshed when you arrive at your destination.

Make sure your body is in a comfortable position. Be careful to ensure you turn frequently so that no body part is constricted or stretched. Try to avoid sleeping for long periods. Short periods of sleep are highly recommended. For some people, sleeping on an aircraft is impossible and they often find they arrive feeling very tired and rather stressed. WHEN YOU ARRIVE

As soon as you feel able, try some light exercises or go for a brisk walk. You may find some light reading may help you to sleep.

It may help you to know that generally it takes the body's biological clock approximately one day per time zone crossed to adjust to travelling across the world.

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TASK 4

**SKYLARK AIRWAYS
55 PARADISE ROAD
SINGAPORE 335611**

Our ref DM/1298

Day Month Year

PRIVATE

Mr Pierre Seurre
Strubenacher 8
CH8120 Zumikon
Switzerland

Dear Mr Seurre

APPLICATION — SKYLARK CLUB

Thank you for your letter and your completed application form which we received today. We are very pleased to tell you that your application for membership of our Skylark Club has been successful.

For security reasons, your membership card will be included in your information pack and will be sent by separate post within five working days. Please contact me if you do not receive these items within two weeks.

It is important to keep your Skylark membership card handy. You will need to give your number when making bookings. We guarantee to record the number of miles you travel so as to ensure you receive the benefits to which you are entitled.

If you are planning a short stop en route, please be sure to contact your local Skylark Airways reservations office for details of our stopover bargain packages, which include preferential rates on hotels, car hire and also golfing holidays. A special leaflet describing these is enclosed.

We are delighted to welcome you to our exclusive club.

Yours sincerely

Dionne Marriott
Travel Secretary

Enc

Copy to Lyndon Brunnhuber

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TASK 5

THIS MONTH'S APPOINTMENTS

HOTEL DETAILS		POSITION	NAME
NAME	CITY		
Etienne	Paris	Assistant Manager	Marie Anelka
Continental	Jeddah	Manager	Shonagh Jonsson
Edelweiss	Zurich	Business Centre Manager	Sifelani Moyo
Sharjah	Abu Dhabi	Head Chef	Ali Faisal
Xantal	Bangkok	Deputy Manager	Angelica Boldon
Park Royal	Hong Kong	Operations Manager	Goro Nakamura
Grand Plaza	Kuwait	Catering Manager	Yukai Li

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TASK 5

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

NAME Miss Suzanna Broad
ADDRESS 59 Pimlico Road East
..... London N15 2QZ United Kingdom
TELEPHONE NUMBER 020 359 6117

FLIGHT DETAILS

DATES	FLIGHTS FROM	DESTINATIONS
15.7.04 to 31.7.04	London Heathrow	Beijing via Frankfurt
12.9.04 to 14.10.04	London Heathrow	Singapore via Dubai

INTRODUCE A FRIEND (give full name and address)

Mr Francis Alharo, 221 Northolt Avenue,
.....
..... London N4 3PQ, United Kingdom
.....

INFORMATION REQUIRED ON GOLFING HOLIDAYS
(Please place X in appropriate box)

YES NO

I DO/~~DO NOT~~ * WISH TO RECEIVE DETAILS CONCERNING STOPOVER BARGAINS

DATE Day Month Year

* Delete as appropriate