

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Foundation Level

MARK SCHEME for the 2005 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5221 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*.

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2005

CAMBRIDGE INTERNATIONAL DIPLOMA
Foundation Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5221/A
Office Administration (Text Processing)

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TASK 2

MEMO

TO Sara Thomas
FROM Angela Lara
REF AL/jct
DATE Day Month Year

Induction Training

With reference to our discussion last week, I now propose to introduce induction training for all new employees as soon as possible. The training should take approximately 3 hours to complete and should include all aspects of the company including customer service standards. All employees' job roles and responsibilities should also be covered.

I would be grateful if you could develop the materials required for this training. I would like to see a draft copy before the end of next week.

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TASK 3

CLERICAL OFFICER SCALE 1

\$6,500 to \$10,000 per annum

The major function of a Scale 1 Clerical Officer is to perform a variety of basic administrative tasks.

The work requires a need to meet strict time deadlines and an ability to concentrate for long periods of time, even when under pressure.

The more difficult work will be performed under close supervision. Advice will be given on important or complex matters by senior clerks and junior managers.

Evaluation of work is a continuous process and is carried out by the employee's immediate line manager. There are many opportunities for promotion and these are open to all clerical officers. Senior clerical officers check the work of other employees and assist with routine matters. They may also help in the training of new staff.

A good knowledge of arithmetic and modern office practices, business procedures and equipment is required. An ability to enter data into a computer at a minimum speed of 25 wpm is essential.

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TASK 4

COOMBE INTERNATIONAL SALES

52 Walkman Way
Singapore
650315

Our ref AL/jct

Day Month Year

Miss Anna Brolin
Apartment 4
Bukit Batok Street 12
Singapore 650210

Dear Miss Brolin

Thank you for coming to see me today. I am writing to confirm your appointment as a clerical officer with our company. As agreed, you will commence work with us on the first of next month.

Sara Thomas will be contacting you within the next few days to confirm your rate of pay. This will depend on her receiving confirmation of your length of service from your previous employer.

Please remember that your induction course will take place on your first day. An information sheet giving full details is enclosed.

We look forward to welcoming you to the company.

Yours sincerely

Angela Lara
Personnel Officer

Enc

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TASK 5

INDUCTION TRAINING

DRAFT PROGRAMME

Company Structure, Philosophy
and Health & Safety Policy

CUSTOMER SERVICE STANDARDS

EMPLOYEE JOB DESCRIPTIONS
AND RESPONSIBILITIES

COMPANY RULES AND GUIDELINES

COMPANY BENEFITS AND PENSIONS

Course Duration: 3 hours

Certification: Company Certificate of Attendance

Who will benefit: All new employees

Group size: Minimum 2, maximum 10

2005

CAMBRIDGE INTERNATIONAL DIPLOMA
Foundation Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5221/B

Office Administration (**Text Processing**)

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TASK 2

MEMO

FROM Annete Dack
TO Salman Zaidi
REF AD/247
DATE Day Month Year

MISS NAFISA SHAH

I have received a letter from Mr Mohamed Shah. His daughter, Nafisa, is very interested in gaining employment with us. I have informed him that we have no suitable vacancies at present.

However I know that we plan to recruit new staff within the next few months. Please let me know immediately you place the advertisements so that I may contact Mr Shah.

Nafisa's qualifications are quite impressive and I believe she would certainly be worth short listing.

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TASK 3

THE ISLAND OF CEBU

Cebu is a province of the Philippines. It is blessed year-round with clement, tropical weather. This makes it particularly acceptable for tourists to enjoy its pristine sun drenched beaches, washed by the balmy blue water of the Cebu and Tanon Straits.

Cebu is approximately one hour flying time from Manila and there are daily flights. There are also many ferry departures each day.

Mactan Island

This is a coral island and is famous as a scuba diving area, where beach resorts of international standard are located.

Bolok-Bolok Mineral Spring

This Spring emits sulphuric water that is said to cure skin ailments. It is located at Barili which is 61 km south of Cebu City.

Kawasan Falls

You can feel the coolness of the surrounding lush greenery of this panoramic waterfall.

Guitar Factories

You can actually see how guitars are made here. All the materials are shipped from Mindanao as they cannot be found anywhere on the island of Cebu.

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TASK 4

COOMBE TRAVEL SERVICES
PARADISE HOUSE
ORCHARD STREET
SINGAPORE 35411

Our ref AD/248

Day Month Year

Mr Mohamed Shah
PO Box 5403
Al-Sharai Old Taif Road
Makkah
Saudi Arabia

Dear Mr Shah

I was very interested to hear that your daughter is planning a visit to Cebu in the Philippines. I am enclosing an information sheet which I hope will be of help.

You also mentioned that your daughter is looking for employment as a tourist representative. I regret to inform you that we have no suitable vacancies at the present time. I will of course let you know if a vacancy occurs.

With reference to your query concerning currency, I would recommend that you contact your local bank to ensure that no regulations are broken in the countries visited.

Yours sincerely

Annete Dack
Manager

Enc

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TASK 5

HOT AIR BALLOON FLIGHTS

FIVE TO EIGHT PASSENGERS
CAN FLY TOGETHER

Plenty of room to absorb the views and
take photographs

FLY AT DAWN

Drift effortlessly over the world as it awakens

Our crews will follow you throughout your flight
and meet the balloon on landing

Contact Sobia Gharib on
966 1 824 9989
for more details