

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
Cambridge International Diploma in Office Administration  
Foundation Level

**COMMUNICATION AND TASK MANAGEMENT**

**5222/A**

Core Module: Practical Assessment

2005

**1 hour 30 minutes**

Additional Materials: Typing Paper  
Answer Booklet/Paper

**READ THESE INSTRUCTIONS FIRST**

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper.  
Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.  
Type or write your Centre number, candidate number and name at the top of each separate piece of paper used.

You must attempt all tasks.

All printouts must be submitted at the end of the assessment.

If you use more than one sheet of paper, fasten the sheets together.

This document consists of **4** printed pages.

IB05 01\_5222\_A/FP  
© UCLES 2005



UNIVERSITY of CAMBRIDGE  
International Examinations

**GUIDELINES TO CANDIDATES**

The following guidelines will help you to be successful in your assessment:

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

**SCENARIO**

You are a new member of the Sales Department. Your manager has asked you to complete the following tasks.

**TASK 1**

Your organisation uses **email**, **fax**, **letter** and **telephone** communication systems.

- In the following situations which of the above communication systems would you use? **Use each system only once.**

<i>You need to send a wiring diagram to an important customer who has told you that their computer network is not working. The diagram is urgently needed.</i>		<i>Your Team Leader telephoned and left a message while you were away from your desk. She needs to know if you are able to start your Induction Course next Monday.</i>
<b>(a)</b>		<b>(b)</b>
<i>You need to reply to a letter of complaint from Maygrow International concerning delivery of a recent order.</i>		<i>Sue in the Accounts Department has asked you for the overtime figures and she needs them within the next half an hour.</i>
<b>(c)</b>		<b>(d)</b>

- Give **one** reason why you have chosen each method.

**TASK 2**

You need to complete the following five tasks today.

- (a) Produce a chart for the Sales Meeting tomorrow morning
  - (b) File various papers which are in the filing basket
  - (c) Key-in a report which must be despatched in the mail tonight
  - (d) Complete the wall planner with the holiday requests you have received
  - (e) Email members of Purchasing Committee, asking for any Agenda items for the meeting on Friday.
- List the **two** tasks which you feel are **not urgent**?
  - Give **two** reasons for your choice.

**TASK 3**

- Give **five** qualities you would expect your team leader to have?
- List **four** interruptions that could stop you completing your work.

**TASK 4**

The following telephone message is incomplete.

MESSAGE  
Trevianne Doyle from Cable International rang. He needs to speak to you urgently about some supplies. Please ring him back.

- Give **four** pieces of information that should have been included in the above message.
- Design a form that could be used to record telephone messages.

---

Every reasonable effort has been made to trace all copyright holders where the publishers (i.e. UCLES) are aware that third-party material has been reproduced. The publishers would be pleased to hear from anyone whose rights they have unwittingly infringed.

University of Cambridge International Examinations is part of the University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
Cambridge International Diploma in Office Administration  
Foundation Level

**COMMUNICATION AND TASK MANAGEMENT**

**5222/B**

Core Module: Practical Assessment

2005

**1 hour 30 minutes**

Additional Materials: Typing Paper  
Answer Booklet/Paper

**READ THESE INSTRUCTIONS FIRST**

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper.  
Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.  
Type or write your Centre number, candidate number and name at the top of each separate piece of paper used.

You must attempt all tasks.

All printouts must be submitted at the end of the assessment.

If you use more than one sheet of paper, fasten the sheets together.

This document consists of **3** printed pages.

IB05 01\_5222\_B/FP  
© UCLES 2005



UNIVERSITY of CAMBRIDGE  
International Examinations

**GUIDELINES TO CANDIDATES**

The following guidelines will help you to be successful in your assessment:

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

## SCENARIO

You work in a large telesales organisation and your supervisor feels that you are ready to assist him with the training of junior administrators.

She has asked you to complete the following tasks.

### TASK 1

- Give **three** reasons why you might use a graph or chart instead of giving your information in textual form, for example, in a memo.

### TASK 2

- Give **eight** guidelines you should remember when answering the telephone, and speaking to customers.

### TASK 3

- Give **two** reasons why you would use e-mail instead of writing a memo.
- Give **five** guidelines for ensuring that an e-mail is written in an appropriate business style.
- How would you protect the security of your e-mail?

### TASK 4

Many problems in our business and personal lives result from poor communication. The sender's message may not always be correctly understood by the person who receives it.

- Briefly give **five** reasons why communication may fail.

---

Every reasonable effort has been made to trace all copyright holders where the publishers (i.e. UCLES) are aware that third-party material has been reproduced. The publishers would be pleased to hear from anyone whose rights they have unwittingly infringed.

University of Cambridge International Examinations is part of the University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.