

# UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Standard Level

## MARK SCHEME for the 2005 question paper

### CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5231 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.

**CIE is publishing the mark schemes for the November 2005 question papers for most IGCSE and GCE Advanced Level and Advanced Subsidiary Level syllabuses and some Ordinary Level syllabuses.**

2005

**CAMBRIDGE INTERNATIONAL DIPLOMA**

**Foundation Level**

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5231/A

Office Administration (Text Processing)



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## TASK 2

### MEMO

TO All Staff  
FROM Josie Ng  
REF JN/jct  
DATE Day Month Year

### ANNUAL CONFERENCE

I am writing to inform you that this year's Annual Conference will take place during the last weekend of October. It will be held at the Hotel Royal and will start with a dinner and dance on the Friday evening. It will end after lunch on the Sunday, when participants may wish to relax on a river cruise before leaving for home.

We will be holding various sessions on our itineraries for the new season. It would be very helpful if staff could discuss with colleagues beforehand any new ideas they may have.

Invitations will be sent out within the next few days.

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### **TASK 3**

#### **INFORMATION SHEET 2**

#### **SIGHTSEEING IN LONDON**

This is the second in a series of information sheets on the attractions that London has to offer. There are also many sporting events that are held in and around the city throughout the year and these are listed in the third of this series of information sheets.

London's attractions include a very wide range of palaces, castles, gardens, ceremonies, parks, historic buildings and exhibitions.

#### **CASTLES AND PALACES**

London's castles and palaces are famous the world over. Buckingham Palace is the London home of the Queen and is open to the public in August and September every year. The Queen's Gallery is one of a selection of galleries which may also be visited.

The Tower of London is one of the most important old castles in England. Although it is a treasure house for the priceless Crown Jewels and the Royal Armouries, in fact it was once a prison.

Many other palaces are open to the public and a variety of exhibitions can be seen at some of these throughout the year. The Changing of the Guard ceremony is held at various royal London residences every day.

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## PARKS

There are many parks and gardens that offer peace and quiet in a very busy city. Hyde Park is probably the best known and has almost four miles of horse rides as well as cycle and rollerblading routes. The Serpentine in the Park is used for boating and swimming.

## LONDON EYE

The highlight for many people visiting London for the first time is a flight on the London Eye. This is thought to be the world's highest observation wheel. It provides a 30-minute flight and offers fantastic panoramic views over London. It is popular in the evening when all the lights of the city can be seen.

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#### TASK 4

**PARADISE TRAVEL AGENCY**  
PARADISE HOUSE  
BEAUFORT STREET  
HONG KONG

Our ref JN/jct

Day Month Year

FOR THE ATTENTION OF MISS YIU CHUNG

Phoenix International Limited  
Yeung Cheux Industrial Building  
Kowloon Bay  
Hong Kong

Dear Sirs

Holiday in London

The organisation of the holiday in London for three of your employees has been passed to me. I understand that the holiday is their prize for being your company's top salespeople of the year. I am enclosing several information sheets that I hope will be helpful.

With reference to your query regarding accommodation, we feel sure that the Palace Gardens Hotel will be satisfactory. It has 93 rooms which feature warm colour schemes, windows that open, and welcome trays with coffee, tea and mineral water. Guests can enjoy a continental or English breakfast, and light snacks in the evening.

Full details of costs and proposed itineraries will be sent to you as soon as possible.

Yours faithfully

Josie Ng  
Chief Travel Organiser

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FOR THE ATTENTION OF MISS  
YIU CHUNG

Phoenix International Limited  
Yeung Cheux Industrial Building  
Kowloon Bay  
Hong Kong

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## TASK 5

### EIGHT COURSE STANDARD MENU

Please choose one dish from each course

Fried Bee Hoon  
Nasi Brani  
Special Pineapple Fried Rice

Curry Chicken  
Prawn Paste Chicken Wing  
Fried Chicken with Dried Chilli

Mixed Vegetables with Mushrooms  
Kailan with Oyster Sauce  
Cauliflower with Mixed Mushrooms

**Fried Shrimp Roll**  
**Chicken Roll Seaweed**  
**Fried Spring Roll**

*Satay Chicken*  
*Rendang Mutton*  
*Braised Beancurd*

**Sambal Sting Ray**  
**Fried Sliced Fish with Onion and Ginger**  
**Sambal Sotong**

Prawn Salad  
Sambal Prawn with Beancurd  
Dried Diced Chilli Prawn

Sago Gula Melaka with Jackfruit  
Almond Jelly  
Strawberry Pudding

\$128 per person

(includes soft drinks and mixers)

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## TASK 2

### MEMO

TO All Staff  
FROM Jeff Petersen  
REF JP/173  
DATE Day Month Year

#### Working At Home

Many staff in a recent survey told us that they would like the opportunity to work at home. The Board of Directors will meet next week to discuss the possibility of allowing certain employees to work at home for a trial period. This will be an experiment that will be closely monitored. It is anticipated that six employees will be selected initially.

Applications are now being sought from staff to work at home for a trial period. These must be handed in to the Personnel Office within the next week. Those who are successful will be notified by e-mail.

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### TASK 3

#### WORKING AT HOME

##### ADVANTAGES AND DISADVANTAGES

The major reason people work at home is probably that they see this as a way of reducing the time and cost of travelling to and from work. However, research has shown that working at home also avoids the stress caused by travelling to and from work.

Research has shown that people working at home have little illness. This may be because they are more able to work when they wish. If they feel tired, they may take a break or enjoy a hobby. They may prefer to take part in some form of exercise. Whatever they choose to do, they are able to return to work again fully refreshed.

A major disadvantage for some home workers is that they often experience a feeling of isolation. They are away from the office and therefore miss out on everyday activities. One way to try to overcome this is to convene a staff meeting at the office on a regular basis.

Our company is about to undertake a pilot scheme where a small number of chosen employees will be allowed to work at home. At the end of this trial, they will be asked to complete evaluation sheets. We will ask managers and team leaders to give us their opinion on how the trial progressed, and whether it was successful and should be continued. They will be asked to specify any difficulties that were encountered and whether these were resolved satisfactorily.

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If this trial proves to be a success, it may be possible for other employees to participate.

It will always be necessary for the majority of our employees to work in our offices but the directors recognise that some workers can do their jobs equally efficiently away from the office.

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#### TASK 4

**PHOENIX PRODUCTS**  
PARADISE HOUSE  
ORCHARD STREET  
SINGAPORE 35411

Our ref JP/174

Day Month Year

URGENT

Miss Angela Roberts  
Apartment 23  
116 Rowantree Grove  
Singapore 137241

Dear Miss Roberts

JOB OFFER

I acknowledge receipt of your letter applying for the post of Senior Administrator with this company. I regret to have to inform you that you have been unsuccessful on this occasion.

However I wonder if you would be interested in joining our panel of temporary staff. I believe your ability to write shorthand at 80 words per minute would be very useful to us. This panel has been set up so that, in the event of an employee becoming ill, we have well qualified and experienced people we can call on to help us. I enclose a leaflet that sets out the terms of employment for this temporary work.

Please make an appointment with my secretary to see me if you are interested in joining this panel.

Yours sincerely

Jeff Petersen  
Personnel Officer

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**LABEL OR ENVELOPE**

URGENT

Miss Angela Roberts  
Apartment 23  
116 Rowantree Grove  
Singapore 137241

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## TASK 5

### **CASTLE GYM**

Castle Park  
Singapore 215719

### **SPECIAL OFFER**

Join now and save a massive 20% on  
our usual membership fees

***As a member of Castle Gym you would be entitled to -***

Use of a bright spacious 60 station gym with large open windows  
overlooking the park

*Use of a new cardio theatre with new cross-trainers, bikes, steppers,  
joggers and rowers*

A variety of fitness classes

Fast tan sunbeds

Wide selection of weights and resistance machines

Personal programme designed for your individual  
needs by our experienced and qualified team of instructors

Telephone **Walter Yeo** today to book an appointment  
on (65) 25489117

***Or call in***