

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

TEXT PROCESSING

5231/A

Core Module: Practical Assessment

2005

1 hour 45 minutes

Additional Materials: Letterhead A4 paper
Memo paper
Plain A4 paper
Envelope or label

READ THESE INSTRUCTIONS FIRST

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 **9** printed pages.

IB05 01_5231_A/FP
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UNIVERSITY of CAMBRIDGE
International Examinations

GUIDELINES TO CANDIDATES

Time Allowed: 1¾ hours

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- 2 You must use a typewriter or a word processor to complete this assessment. If you are using a typewriter, you may use the memory facility available on it, but this must be cleared before you start typing.
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- 5 Your tutor will tell you what stationery is available for you to use. If you are using a word processor, your tutor may provide you with templates for letters and memos.
- 6 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used.
- 7 If you are using a word processor, save each document as a separate file. You must carry out all printing yourself. Your tutor will tell you the exact printing details.
- 8 Correct any typographical, spelling and punctuation errors and any errors of agreement which may appear in any task. Errors will NOT be indicated in any way.
- 9 Number second and subsequent pages of any document.
- 10 Insert today's date on letters and memos.
- 11 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
- 12 Assemble your completed work in task order.

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.

TASK 1

The cheapest and most popular way to get online is with a modem that connects and dials up the Internet through your telephone line.	69 135
You will need basic Internet access software that sets up and controls the connection of your computer to the Internet. A service provider will connect you to the Internet and will also offer extra services.	205 279 343
Choosing an Internet service provider can be a complex task. It depends on what you want to do and how much time you plan to spend online.	409 476 484
The tariff you choose will depend on how often and for how long you wish to use the Internet. If you wish to go online for very short periods of time, then you might prefer to pay every time you connect to the Internet. Some providers offer a facility that enables you to pay only for the call charges while you are connected. Others offer a monthly subscription, with no other charges.	554 632 708 782 853 875

TASK 2

MEMO

From Josie Ng

To All Staff

Ref JN/jct

ANNUAL CONFERENCE

I am writing to inform you that this years' Annual Conference will take place during the last weekend of Oct. It will be held at the Hotel Royal and will start with a dinner and dance on the Fri evening. It will end after lunch on the Sun, 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.

TASK 3

Double line spacing, except where indicated

SIGHTSEEING IN LONDON

INFORMATION SHEET 2

Inset this paragraph 35 mm from left margin

This is the second in a series of information sheets on the attractions that London has to offer. there are also many sporting eventts that are held in and around the city throughout the year and these are listed in the third of this series of information sheets ~~which are available free of charge.~~

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

CASTLES AND PALACES

castles and

London's palaces is famous the world over. Buckingham Palace is the London home of the Queen and ~~it is possible to visit during the summer months~~ *is open to the public in August and Sept* 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 ~~medieval palaces~~ *old castles* in England. Although it is a treasure house for the priceless Crown Jewels, in fact it was once a prison.

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

and the Royal Armouries

This paragraph in single line spacing

PARKS

that offer peace and quiet

There are many parks and gardens ~~if you would like to find some tranquility~~ 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 is a flight on the London Eye. This is thought to be the world's highest observation wheel. It provides a 30-minute flight. It is popular in the evening ~~and especially during the hours of darkness~~ when all the lights of the city can be seen.

*visiting London
for the first time*

*and offers fantastic
panoramic views
over London*

TASK 4

Please type an envelope or label marked for Miss Yiu Chung's attention at the address given

Our ref JN/jct

FOR THE ATTENTION OF MISS YIU CHUNG

Phoenix International Limited
Yeung Cheux Industrial Building
Kowloon Bay
Hong Kong

Dear Sirs

Holiday in London

The org 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 accomodation, we feel sure that the Palace Gardens Hotel will be satisfactory. It has 93 room 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 poss.

Yours ffly

Josie Ng
Chief Travel Organiser

TASK 5

Display this menu, using different forms of emphasis - eg centring, font style/size, italics, bold, underlining, capitalisation etc

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 Bearcurd

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

Prawn Salad
Sambal Prawn with Bearcurd
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 1

Our hotel has several private rooms available for conferences,	65
receptions and private dinners. Full information can be found in our	137
brochure.	148
Free car parking is available at the front and rear of the hotel.	215
For your own safety, we suggest you read the fire notice in your	282
bedroom and make sure you know where your nearest fire exit is	346
located. The fire alarms are tested every Tuesday during the afternoon.	422
If you suffer from a disability which may prevent you from hearing the	495
alarm, please inform our reception staff immediately.	550
All guest rooms are equipped with a data port to enable Internet access.	627
You must of course have a telephone cable to connect your computer to	699
our telephone system. Plug this cable into the black connector box on	772
the wall near the telephone in your room. Make sure that the	837
transformer is plugged into the mains.	875

TASK 2

MEMO

From Jeff Petersen
To All Staff
Ref JP/173

Working At Home

Many staff in a recent survey told us that they would like the opp 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 employee 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.

TASK 3

Double linespacing, except where indicated

ADVANTAGES AND DISADVANTAGES

WORKING AT HOME

Inset this paragraph 50 mm from left margin

The major reason people work at home is ~~no doubt the possibility of them~~ *probably that they see this*
~~as a way of~~ *time and*
~~working when they want to and~~ reducing the 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 have little illness working at home. 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.

to return
 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.

This paragraph in single linespacing

Our company is about to undertake a pilot scheme ~~which will start next month~~ 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, ~~what problems were caused by staff being away from the office,~~ 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.

If this trial proves to be a success, it may be possible for other employees to participate. ~~Of course it is anticipated that we will require~~ *It will always be necessary for* the majority of our employees to work in our offices but *some workers can do their jobs equally* efficiently away from the office.

the directors recognise that

TASK 4

Please produce an envelope or label addressed to
Miss Angela Roberts

Our ref JP/174

Miss Angela Roberts
Apartment 23
116 Rowantree Grove
Singapore 137241

Mark this URGENT

Dear Miss Roberts

JOB OFFER

I acknowledge receipt of your letter applying for the post of Senior Administrator with this co. 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 have 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 appt with my sec to see me if you are interested in joining this panel.

Yours sincerely

Jeff Petersen
Personnel Officer

TASK 5

Display this notice, using different forms of emphasis; eg centring, font style/size, italics, bold, underlining, capitalisation etc

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