

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

TEXT PROCESSING

5221/A

Core Module: Practical Assessment

2006

1 hour 45 minutes

Additional Materials: Letterheaded A4 paper
Memo paper
Plain A4 paper

READ THESE INSTRUCTIONS FIRST

Type or write your Centre number, candidate number and name on all the work you hand in.
Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.
You must attempt all tasks.

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

At the end of the examination, fasten all your work securely together.

The number of marks is given in brackets [] at the end of each question or part question.

This document consists of 7 printed pages.



GUIDELINES TO CANDIDATES

Time Allowed: 1¾ hours

Please read the following instructions carefully.

- 1 You must read, and listen to, all instructions carefully.
- 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.
- 3 **Task 1 – Speed Test:** this will be a **5 minute** copy typing test – the speed will be calculated up to and including the 6th error which you make. You will be given one minute to scan the text immediately before keying begins. You must be ready for immediate keyboard input when the test begins. You may make corrections within the time allowed for the speed test. Printing of the Speed Test must be carried out immediately when the test finishes.
- 4 You will be given **10 minutes' reading time** for **Tasks 2 – 5** and you may make notes and/or highlight any detail during this time, before keying of these tasks begins.
- 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 errors within the words which have been circled.
- 9 Insert today's date on letters and memos.
- 10 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
- 11 Assemble your completed work in task order.

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TASK 1

You may know what body language is. However, you may not realise	66
that people are known to receive the largest part of a message that	134
someone is trying to communicate by the body language being used.	200
When you use body language you should ensure that the signals you	266
give are positive. For example, try to maintain eye contact. This	335
assures the person with whom you are communicating that you are	399
sincere and listening to what is said. If you avoid eye contact you might	469
give the impression that you are not being truthful or that you have	544
something to hide.	562
One of the most positive signs that you can give is to smile.	625

TASK 2

Type this memo. Correct the errors within the circled words

To Phil Osgood

From Penny Chu

Ref PC/JT

NEW CLIENT

Many thanks for your helpful report. I will ensure it are circulated to all directors immed.

It would appear that Mexx Industries would like us to organise their annual sales conference. I would be grateful if you could contact Sammi Mexx as soon as poss. We need to ensure that everything is arranged in a professional manner. This company holds a series of seminars, workshops and conferences throughout the year and their bussiness would be very valuable to us.

TASK 3

Type this report in double line spacing. Correct errors within circled words

THE WORK OF A CONFERENCE ORGANISER

A conference organiser is responsible for organising an event from the beginning right through to the end. It can be a demanding, but rewarding job. The main skills required for this job are excellent interpersonal skills and an ability to solve porblems. A high standard of communication skills is also vital.

The working hours can be very long, especially just before a conference [✓] and while it is in progress. Most organisers have offices where they are based from day to day but they do spend time travelling the country (and sometimes the world) to venues where conferences are being held.

There are no qualifications required and restrictions to entry. For example, it is not vital to have a degree. However, possession of a degree may help someone to gain promotion.

Conference training management courses are available at many universities and colleges.

On the job work placement training is provided by many employers. There may also be opportunities to take part in in-house seminars.

short external courses and

TASK 4

Type this letter - correct errors within circled words

Our ref PC/JT

Miss Sammi Mexx
Managing Director
Mexx Industries pte
2b Fountain Way
Singapore 351022

Dear Miss Mexx

Thank you for your letter which I recieved today. My company would be delighted to organise your annual sales conference. I understand that it is due to take place at the end of Nov. I enclose our brochure for your information.

Philip Osgood has responsability for organising your conference and will contact you within the next few days. He is one of our most experienced organisers.

I look forward to seeing you at the Golf Tournament at the Orchid Club on Tuesday. It should be a good opp to raise funds for local charities.

Yours sincerely

Penelope Chu
Chief Executive

TASK 5

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

Paradise Conference Centre

Set in 20 hectares of parkland and lakes

Offering a range of conference suites and meeting rooms

The delegate fee includes:

DVD playback

Laptop computer with presentation software

Interactive whiteboard

Projector with screen and remote control

All rooms have natural daylight, air conditioning and are fully equipped for all your needs

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TASK 1

When taking dictation, there are some simple rules that you should	67
always follow. You should insert the date in a corner of the bottom of	139
each page of your notebook. If you are in the habit of looking through	211
the pages, the right corner might enable you to see the date instantly.	282
You should leave two or three clear lines between each separate	346
passage and make a note of any instructions such as enclosures or any	416
extra copies that may be required.	450
When you have transcribed a passage, draw a line diagonally across	517
each page of those notes. You will then be able to see easily the pages	590
that you still need to transcribe.	625

TASK 2

Type this memo

To All Staff

From Akii Rafik

Ref AR/jct

Flexible Working

The directors decided at their meeting yesterday to introduce a system of flexible working for all staff. However, it will take some time to organise this new scheme but should be possible to put it into effect in Jan of next year.

We must be sure that customers can easily contact staff and telephones must be answered at all times.

More detailed information regarding flexible working will be sent to staff within the next few weeks.

TASK 3

Type this report in double line spacing. Correct errors within circled words

WEBSITE DESIGN

The main purpose of our company is to design websites that willl attract attention and give a professional image. We feel that it is very (imp;ortant) to emphasise the message that a website is trying to convey. [Poorly designed websites can badly reflect] on the designer. Presenting goods and services in the most appealing way possible is vital to generate a response from potential customers. Our staff are very skilled and experienced at creating professional websites that are colourful and (attractiv).

✓

We use advanced technology to ensure ~~guarantee~~ that a website also serves a specific marketing purpose. We take advantage of the most effective use of the internet for your business.

The layout should be very simple. Customers ~~will be in a hurry and~~ will want to find thier way around the site easily and quickly.

Research has shown that a person searching the internet will spend only nine second looking at a single web page. A co has ~~You will have~~ just that time to attract a customers' attention.

and navigation of a website

TASK 4

Type this letter - correct errors within circled words

Our ref AR/jct

Miss Nancy Slamet
PO Box 32
Marondera
Zimbabwe

Dear Miss Slamet

Thank you for your fax message which I recieved today.
I am very happy to enclose a selection of brochures
which give fairly detailed information on our company's
current activities.

I am very interested to hear about your course in business
studies. I should be delighted to come to your school
to give a talk on customer service. This is a very
important subject and is vital to the success of my
business.

My secretary, Rebekkah, is responsable for keeping my
diary. Please telephone her as soon as you can to arrange
a suitable date and time.

I look forward to meeting you.

Yours snclly

Akii Rafik
Chief Executive

TASK 5

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

A Staff Meeting
will be held
on Tuesday 21 November
at 1330 hours
in the Conference Hall

Agenda

- 1 Apologies for absence
- 2 Minutes of previous meeting
- 3 Matters arising
- 4 Proposal to introduce a new system of flexible working
- 5 Possible effects of the new scheme
- 6 Any other business