

## **MARK SCHEME for the 2006 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 instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began.

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.

The grade thresholds for various grades are published in the report on the examination for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses.

- CIE will not enter into discussions or correspondence in connection with these mark schemes.

CIE is publishing the mark schemes for the October/November 2006 question papers for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses and some Ordinary Level syllabuses.

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**TEXT PROCESSING**

**STANDARD**

**5231/A**

**2006**

<b>TASK NO</b>	<b>NUMBER OF WORDS</b>
2	118
3	300
4	166
5	107
<b>TOTAL</b>	<b>691</b>

FOR A **DISTINCTION** – NO MORE THAN **8** FAULTS

FOR A **PASS** – NO MORE THAN **13** FAULTS

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### **TASK 1**

What advantages do mobile phones offer to people? Employers would probably say that one of the most important advantages is that they can keep in touch with their employees wherever they may be or whatever they may be doing. Mobile phones are particularly useful for sales staff who may be out on the road most of the time as they can keep in touch at all times.

Mobile phones also enable staff to keep in touch with customers. If a salesperson is caught in a traffic jam on his way to meet a customer, he will be able to phone the customer to explain what has happened. If necessary, he will be able to make another appointment straightaway.

Mobile phones are very useful for lots of people in their everyday lives. Women especially feel a real sense of security by having a mobile phone with them. If an emergency should happen, they can then use their phone to get help.

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## TASK 2

### MEMO

TO All Staff  
FROM Jaki Chiou  
REF JC/JT  
DATE Day Month Year

### ANNUAL DINNER

I am pleased to confirm that our Annual Dinner will be held as usual this year. The Board of Directors has announced today that the Dinner will take place in November. Full details of date, time and venue will be available within the next two weeks. As in previous years, staff will be able to invite a guest to accompany them.

This year there will be entertainment immediately after the meal. This is likely to be provided by a well-known after dinner speaker. Watch the staff noticeboard for information regarding this.

I am sure we all look forward to this very happy occasion.

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### TASK 3

#### WORKSHEET 5

#### PREPARING FOR AN INTERVIEW

As soon as you receive the letter inviting you to an interview, one of the first things you should decide is what clothes you will wear. First impressions are important. Whatever you decide to wear it is important that you are neat and tidy and that your clothes are clean. You may decide that you have nothing suitable to wear. In that case, it may be necessary for you to buy something.

The next step in your preparations should be to research the company that has invited you for interview. This has two advantages. The first is that it will enable you to find out detailed information about the organisation. The second advantage is that it will probably help you to find out further details about what the job may involve.

The invitation letter should give you some information about the actual interview process. It is helpful to know in advance whether you will be required to take some form of test. You may need to take particular items with you such as a shorthand notebook. It will help you to cope on the day if you know in advance what to expect.

You should then find out the exact location of the interview. This is not always as easy as it sounds. Some larger companies have branches and offices in different areas within the same town or city.

You may be able to find a map on the internet, in a reference book or a local map to help you. If necessary, telephone the firm and ask for directions.

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It is very important to remember to arrive well before the time set for the interview. This will ensure you are totally composed.

Further hints and suggestions on interviews are given in Worksheet 6.

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**TASK 4**

**BROWNE & COMPANY**

Eagle Road  
Kowloon  
Hong Kong

Our ref JC/JT

Day Month Year

PRIVATE

Miss Maisie Fong  
4 Sing Ho Road  
Caxton Park  
Hong Kong

Dear Miss Fong

Job Application

With reference to your application for the post of Personal Assistant to our Chief Executive, I am pleased to invite you for interview. Please attend our company's Head Office in Eagle Road, Kowloon at the time shown on the attached list. Please be prepared to stay all day. Lunch and refreshments will be provided.

You should be prepared to undertake a shorthand and word processing test as part of the interview process. Therefore, please ensure you bring a notepad and pen. It will not be necessary for you to bring a laptop as a computer and printer will be provided for your use. Please also bring two testimonials with you to the interview.

Your travelling expenses will be paid on production of receipts.

Yours sincerely

Jaki Chiou  
Human Resources Director

Enc

PRIVATE

Miss Maisie Fong  
4 Sing Ho Road  
Caxton Park  
Hong Kong

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**TASK 5**

**BROWNE & COMPANY ANNUAL DINNER**

*A good selection of food  
including vegetarian dishes*

Please choose one dish only from each course

Chef's special seafood delight  
Caramelised red onion and goat's cheese tartlets  
Cajun salmon with lime and crisp lettuce tortilla wraps

Fried prawn and shrimp nuggets  
Chef's special Spanish paella  
Chicken roll seaweed  
Spinach and feta goujons  
Cous cous slices with spicy tomato salsa  
Mushroom and blue cheese wontons  
Rosemary and lemon vegetable skewers

*Chocolate and coffee triumph*  
*Cherry cheesecake*  
*Raspberry torte*  
*Variety of ice creams*

**Selection of fruit juices**  
**Chilled, sparkling mineral water**

A variety of teas and coffees will be available  
throughout the meal



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## **TASK 1**

Wire free technology, known as wi fi, has greatly expanded over the past few years. Wherever people are, wi fi enables them to communicate with anyone almost anywhere in the world. The coverage required is improving every day, enabling more and more people to take advantage of this technology.

The technology enables people to communicate using their laptops and their mobile phones. A wireless network will also enable a desktop computer to connect to a laptop computer so that files can be shared between the two systems.

Another service which wire free technology provides is the ability to share a broadband connection. While people are out and about, it enables them to communicate with their desktop computer and also the network system at their place of work.

Research is continuing into the development of this remarkable technology. Who knows where it might lead.

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TASK 2

MEMO

TO            Suzi Christie  
FROM        Norman Bailey  
REF         SC/JT  
DATE        Day Month Year

METRO HOTEL, SINGAPORE

I have just returned from Singapore where I visited the 5 hotels you asked me to inspect. I was particularly impressed with the Metro Hotel which is situated in Bideford Street, in the centre of the shopping district.

The manager and all the staff were most helpful. The hotel was clean and the food was delicious. I was impressed with all the facilities which included an indoor swimming pool and a fully equipped gym. There is a special play room which is staffed during the day.

I have no hesitation at all in recommending this hotel to our clients, especially those with young children.

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### **TASK 3**

#### **SIGHTSEEING IN SINGAPORE**

#### **ATTRACTIONS FOR FAMILIES**

Singapore has so many sights it is likely to take weeks to see everything and to appreciate all it has to offer.

The following sights are recommended as suitable for families with young children. Opening hours and the cost of admission are varied and should be checked before setting out.

#### **JURONG BIRD PARK**

This is a beautifully landscaped 20-hectare bird park and is home to approximately 10,000 birds. There are many species including one of the largest collections of hornbills in the world. The park's waterfall is believed to be the tallest made by man.

#### **THE NIGHT SAFARI**

This is thought to be the world's only night zoo. You can walk through the different trails or you may choose to see everything by tram. The night safari is open from 7.30 pm and takes three hours. There are eight geographical zones and an educational and entertaining animal show featuring different creatures.

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## SENTOSA

Sentosa is a small island off the southern tip of Singapore. Some of the attractions to be found are given below.

Central Beach where a wonderful time under the sun awaits you. Surfboards are available for rent and you may also swim in beautiful clear water.

Fantasy Island has some thrilling roller coaster rides as well as gushing water slides.

Dolphin Lagoon offers you the opportunity to watch an educational show of rare pink dolphins.

Underwater World is one of the most exciting tropical oceanariums. Watch a galaxy of fish, giant stingrays, sharks and much more.

The Cable Car not only provides an exciting link from Mount Faber to Sentosa, it also offers spectacular views.

There are various special discounts on entry prices to the attractions on Sentosa.

For further information on these and other attractions, [please visit our website](#)

[www.familyinfo.com.bs](http://www.familyinfo.com.bs).

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**TASK 4**

**PARADISE TRAVEL AGENCY**

PO BOX N12234

NASSAU

BAHAMAS

Our ref SC/JT

Day Month Year

PERSONAL

Mr and Mrs Karl Franklyn  
PO Box N1469  
Nassau  
Bahamas

Dear Mr and Mrs Franklyn

Tour of Singapore

Thank you for your letter which has been passed to me by my colleague, Alex Emmaus. I am delighted that you have chosen our company to organise your tour of Singapore in February.

I understand that you intend to take your 9 year old son and 6 year old daughter. We will ensure that we choose a hotel that is situated in the centre of Singapore with good facilities for all the family. It probably will not be possible for you to see all the sights during your short stay. I am enclosing an information sheet that gives details of the most popular family attractions.

Full details of your package with travel and costs will be sent to you within 5 working days.

Yours sincerely

Suzi Christie  
Travel Secretary

Enc

PERSONAL

Mr and Mrs Karl Franklyn  
PO Box N1469  
Nassau  
Bahamas

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**TASK 5**

**THE SIGHTS OF SINGAPORE**

During your stay we  
recommend that you visit

Jurong bird park  
Jurong Hill

The Night Safari and Singapore Zoo  
Mandai Lake Road

*Chinese and Japanese Gardens*  
*Chinese Garden Road*

**East Coast Park**  
**Off the East Coast Parkway**

Mandai Orchid Gardens  
Mandai Lake Road

Mount Faber  
Kampong Nahru Road

The wonderful Island of Sentosa where you will find  
a wide variety of attractions

Butterfly Park  
Fantasy Island  
Cinemanía  
Fort Siloso  
Horse carriage rides  
Pony riding at the Riding Centre  
Images of Singapore  
Sijiori Wondergolf  
The Merlion  
Underwater World  
Volcanoland  
Asian Village

Enjoy the excitement of travelling to Sentosa by  
cable car from Mount Faber