

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

**TEXT PROCESSING**

**5231/A**

Core Module: Practical Assessment

2006

**1 hour 45 minutes**

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

**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 **9** printed pages.



## GUIDELINES TO CANDIDATES

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- 12 Assemble your completed work in task order.

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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.

## TASK 2

MEMO

To All Staff

From Jaki Chiou

Ref JC/JT

## 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 Nov. 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 immed after the meal. This is likely to be provided by a well-known after dinner speaker. Watch the staff noticeboard for info regarding this.

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

## TASK 3

Double line spacing, except where indicated

PREPARING FOR AN INTERVIEW

WORKSHEET 5

First impressions are important.

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. Whatever you decide to wear ~~and you must ensure it is entirely appropriate~~ 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 to buy something for you.

The next step in your preparations should be to

~~You must be very thoroughly prepared and should~~ research the company that has invited

This has two advantages.

you for interview. 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.

some information ✓

The invitation letter should give you ~~full details~~ about the actual interview process. It is helpful to know in advance ~~if one or more people will be interviewing and~~ whether you will be required to take some form of test. You may need to take particular items with you. It will help you to cope on the day if you know in advance what to expect.

This paragraph in single line spacing

such as a shorthand notebook

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* ~~Interviews can be held in different parts of a company and~~ in different areas within the same town or city.

*Inset this paragraph 35 mm from left margin*

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.

It is very important to remember to arrive well before the time set for the interview. This will ensure you are totally composed. *and suggestions* [Further hints on interviews are given in Worksheet 6.

## TASK 4

Please produce an envelope or label addressed to  
Miss Maisie Fong

Our ref JC/JT

PRIVATE

Miss Maisie Fong  
4 Sing Ho Road  
Caxton Pk  
Hong Kong

Dr Miss Fong

Job Application

With ref 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 expences will be paid on production of  
reciepts.

Yours snely

Taki Chiou  
Human Resources Director



## TASK 5

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

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.	73 140 208 277 296
The technology enables people to communicate using their laptops and their mobile phones. A wireless network will enable a desktop computer to connect to a laptop computer so that files can be shared between the two systems.	365 433 502 526
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.	596 662 731 769
Research is continuing into the development of this remarkable technology. Who knows where it might lead.	832 875

## TASK 2

MEMO

To Suzi Christie

From Norman Bailey

Ref SC/JT

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 St in the centre of the shopping district.

The manager and all the staff were most helpful. The hotel were 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.

## TASK 3

Double line spacing, except where indicated

This section in single linespacing

ATTRACTIONS FOR FAMILIES

SIGHTSEEING IN SINGAPORE

and the cost of admission

Singapore has so many sights

~~There are so many things to see and do that~~ it is likely to take weeks to see everthing and

to apprechiate all it has to offer. [The following sights are recommended as suitable for

famileis with young children. Opening hours are varied and should be checked ~~carefully~~

~~by telephoning the particular venue~~ before setting out

JURONG BIRD PARK

This is a beautifully landscaped 20-hectare bird park and is home to approx 10,000 birds.

There are many species including ~~various birds of prey and~~ one of the largest collections <sup>made by man</sup> of hornbills in the world. The park's waterfall is beleived to be the tallest.

THE NIGHT SAFARI

✓

This is thought to be the worlds' only night zoo. You can walk through the ~~separate parks~~ <sup>different trails</sup>

or you may choose to see everything by tram. the night safari is open from 7.30 pm and

takes three hours. There are ~~so many animals to see and there is an~~ <sup>eight geographical zones and educational and</sup> entertaining animal

show featuring different creatures.

Inset this paragraph 50 mm from left margin

## SENTOSA

Sentosa is a small island. 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.

off the southern tip of Singapore

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 to the attractions on Sentosa on entry prices.

For further information on these and other attractions, please visit our website  
[www.familyinfo.com.bs](http://www.familyinfo.com.bs).

## TASK 4

Please produce an envelope or label addressed to  
Mr and Mrs Karl Franklyn

Our ref SC/JT

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 co to organise your tour of Singapore in Feb.

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 poss for you to see all the sights during your short stay. I am enclosing an info sheet that give 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

## TASK 5

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

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 Cinemania 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