

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

**TEXT PROCESSING**

**5241/A**

Core Module: Practical Assessment

2006

**1 hour 45 minutes**

Additional Materials: Letterheaded A4 paper  
Memo paper  
Plain A4 paper  
Carbon paper – typists  
Printed form - typists

**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 **10** printed pages.

## GUIDELINES TO CANDIDATES

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- 11 Insert today's date on letters and memos.
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**TASK 1**

Personal digital assistants are devices which can be easily held in your hand. They can provide computing and information storage for both personal and business use. They are also known as PDAs or if they have mobile phone capability they are commonly called smart phones.	73 140 207 274
A PDA is an amazing piece of modern technology. It serves as a mobile phone. It also enables you to send emails and to surf the internet. A PDA acts as a planner, enabling you to see at a glance what you need to do on any one day. You can also do calculations and accounting reports and it has a word processing program so that you can prepare short reports or letters while you are on the move.	345 417 486 553 622 673
Just imagine that while sending an email to a colleague, you could also be listening to music. Not only can a PDA play music but you can use it to watch video clips and to play games.	745 818 857
In fact, a PDA can give you everything you need to keep your life organised wherever you may be. You could be on a business trip somewhere in your own country or elsewhere in the world. With your PDA with you, you can always be organised.	923 987 1055 1097
If you are still using a diary or a basic electronic organiser, you might like to consider updating to a PDA. It truly is an amazing piece of equipment.	1176 1240 1250

## TASK 2

Memo to Sylvie Major from Vishal Tolari Ref VT/jt  
Use the heading NEW MEMBERSHIP

You may already know that the Centre opening ceremony is being organised for the end of next month.

At our committee meeting last week, it was decided that we should offer membership to everyone who wants to join. It would be a great help to have a detailed database of members. This would also enable them to take advantage of special offers such as discounts on clothing and equipment.

Please liaise with Jon Timpson who has some expertise. As well as the database, we will also need a variety of documents, such as forms and leaflets. It may be helpful for you to discuss with other staff any other paperwork which should be produced in order to ensure applications are dealt with quickly.

I enclose a copy of an example application form for your use. Please let me know if I can help further.

## TASK 3

Double line spacing, except where indicated. Use left and right margins of 35mm throughout

RIVER VIEW LEISURE CENTRE

SEC'S REPORT

Inset this section 25 mm from left margin

I am delighted to report that the Opening Ceremony will take place next month. The final details have still to be agreed but we hope <sup>it will be poss for</sup> a famous swimming star to open the centre. Invitations are being prepared and should be sent out before the end of this week. [As agreed at our recent committee meeting, all the people who helped with fundraising have been invited, as well as local dignitaries, such as the Lord Mayor and officials from the local authorities ~~and members of the local press and television.~~

All the money recieved has been used to ensure we provide a leisure centre that we can all be proud to use in the future.

As well as the money raised by the wonderful efforts of our fundraisers, we have received substantial sums from various charities and grants from the local authorities in our district.

This section in single linespacing

As well as the indoor facilities such as ~~We have many sports facilities both indoor and outdoor and these include~~ two swimming pool, a gym and courts for badminton and squash, we have been able to provide some water sports.

As the leisure centre is positioned on the banks of the river, we have been able to provide sports such as sailing and windsurfing. Lifesaving will be necy and will be provided in line with goverment regulations.

One of the pools is of Olympic standard.

Emphasise this paragraph

We are approaching local schools and colleges ~~and other educational establishments and voluntary organisations~~ to ask if they would be interested in using our facilities. We will also be contacting local orgs who may wish to use the leisure centre.

and in other districts

We expect schools in our area to enquire about using our pools for swimming and diving.

The other pool is smaller and we hope this will encourage beginners and small children.

We are keen to encourage Olympic stars <sup>of the future</sup> to train in our pool.

We are very proud of the large restaurant that has been provided

~~Our fabulous restaurant offers wonderful food and a very relaxing ambience~~ on the

second floor of the building. It will provide varied snacks and healthy meals for users of

the leisure centre. We hope it will also be used by the local community as a meeting

place. [The centres Restaurant Manager, Joseph Alberts, have now selected his staff, some full time as well as a number of part time employees. He is thrilled with the amenities and spacious kitchens.

for dinners, dances, parties and other events

Mrs Michelle Tan has been appointed as the new chef and she will be taking up ~~her duties~~ <sup>the job</sup> (✓)

next week. The menus being prepared are exciting and varied and will definitely take into account all tastes and dietary requirements.

The fees charged will be low in the first year.

The management committee and staff have worked very hard over the last few months to ensure from the first day everything will operate smoothly.

generous donation

This is mainly due to a very ~~kind gift~~ <sup>generous donation</sup> from Blackwater Electronics, a large company which ~~makes a variety of electronic products and equipment and~~ employs over 200 local people. The money will be used solely to ensure people can afford to use all the facilities at the centre. It is particularly hoped that children will be tempted to try out all the different sports in an effort to ensure they have plenty of activities to keep them occupied. ✓

Many children have complained that they are bored and have nothing to do after school.

We hope to make this a very happy occasion.

~~All the committee has worked very hard to make this ceremony a great success.~~ The press and television will be attending and there will be light refreshments provided.

## TASK 4

Letter to Mrs J V Wang 151 Orchid Rd Rubens Pk  
 Singapore 153244 Our ref VT/jt Use the heading  
New Leisure Centre

Mark this URGENT

Dr Mrs Wang

I am delighted to inform you that our new Leisure Centre will be opened by Jan Marangos at the end of next month. We have yet to finalise all the details but I am pleased to enclose an info sheet with a brief summary of proposed arrangements.

The fundraising has been so successful that we have been able to provide accommodation for many different sports. For example, there is two swimming pools. One is a small pool for beginners and small children. The other is of Olympic size. There is a gym which contains a variety of sports equipment and there are courts for badminton and squash.

We have also been able to provide a restaurant which will be able to cater for dinners, dances and other events, as well as meals and snacks for the centres' users.



We hope you will be able to come to the opening ceremony and that you will enjoy the facilities in the future.

Yours sincerely

Vishal Tolari  
Centre Manager

TOP + 2 copies please - one for Joseph Alberts and one for file

## TASK 5

FOR COMPLETION BY  
WORD PROCESSOR  
OPERATORS ONLY

Please key in the following table and print one copy.  
You may include lines of ruling if you wish

## PART-TIME EMPLOYEE ROTA

EMPLOYEE DETAILS		SPORT AND LEVEL	PREFERRED WORKING
NAME	SECTION		
Barnaby Epp	Pool	Swimming 2	Weekdays
Angela Dyer	Indoor	Squash 3	Evenings
Katia Savva	Pool	Diving 3	Mornings
Conrad Yiu	Indoor	Badminton 2	Evenings
Gita Patel	Gym	Weights 2	Afternoons
Mathew Arnold	Gym	Weights 4	Weekends
Monique Ng	Pool	Swimming 3	Evenings

FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY

Please complete all sections of the attached form

Mrs Susanti Spiretti of Apartment 64B 29 Paradise Street Butik Batok Park Singapore 623144 is applying for training -

Diving  
Level 3

Monday and  
Wednesday evenings  
or  
Tuesday mornings  
and evenings

Gained Diving 2  
at the Valley Parade  
Swimming Club in  
Kuala Lumpur last  
year before moving to  
Singapore with my  
family

Mrs Spiretti's telephone number is 666 149 683. She would like details about the Youth Olympic Training Scheme - her date of birth is 29 January 1986. She would like details about sports grants.

**FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY**

**APPLICATION FORM**

NAME .....

ADDRESS .....

.....

DATE OF BIRTH .....

TELEPHONE NUMBER .....

**APPLYING FOR TRAINING IN:**

SPORT AND LEVEL	PREFERRED ATTENDANCE	PREVIOUS EXPERIENCE

I WISH TO RECEIVE DETAILS ABOUT THE YOUTH OLYMPIC TRAINING SCHEME  
(Please place X in appropriate box)

YES

NO

I WOULD/WOULD NOT\* LIKE TO RECEIVE DETAILS ABOUT SPORTS GRANTS

DATE .....

\* Delete as appropriate

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**TASK 1**

There are many methods of communication and most of us could name the most obvious ones.	66 88
The first method of communication that most people immediately think of is writing. Most of us write letters for one reason or another. However, there are many other forms of written communication such as reports, memos, notices and advertisements, etc.	160 235 304 343
Another form of communication we all use is electronic. Many people now know how to create, send and receive emails and to send attachments to email messages. Emails are instant and have many advantages but they also have some disadvantages which should be considered.	413 473 538 603 614
The third form of communication is verbal and the most obvious one in this category is the telephone. Many of us now use the telephone in our everyday lives and mobile phones enable us to keep in touch while we are on the move.	683 755 823 839
Special communications are often not considered. These include sign language for people who are hard of hearing and Braille for those who are blind or whose sight is impaired.	907 977 1013
Non-verbal communication is often known as body language. This enables you to determine whether a person's actions match what they are saying.	1078 1147 1158
Communication is worldwide. While people keep talking there is hope for peace and harmony.	1227 1250

## TASK 2

Memo to Patrick Caxton from Farron P Tanner Ref FPT/jt  
Use the heading ANIMAL CONSERVATION PROJECT

With ref to our disscussion last week, I have now received a letter from Kenneth and Eileen Tolley concerning voluntary work in our new research project. I am attaching a copy of their letter and also my reply to them.

I realise that you are concerned that they may find life at camp rather difficult but they is very keen and I feel we should allow them to take part. It will be interesting to see how they cope with life there, as well as the various duties they will have to carry out.

I have asked Francesca to monitor their progress and to report to you at frequent intervals. If their experiances prove to be sucessful, it may encourage other older volunteers to follow their lead.

Please let me know when they are due to leave for Sri Lanka and their proposed return date.



## TASK 3

Double line spacing, except where indicated. Use left and right margins of 40 mm throughout

THE ASIAN ELEPHANT

INFORMATION LEAFLET

a large domed head with relatively small ears and has

The Asian elephant is closely related to the extinct mammoth. You may be surprised to know that ~~contrary to public belief research records show~~ it does not have a close relationship with its African cousin

An easy way to tell whether an elephant is of Asian or African species is to look at its ears. The African elephant's ears are much larger than the Asian elephant's ears.

The Asian elephant has five toes on the front <sup>of its feet</sup> and four on the back. Its back forms an arch and the tip of its trunk has a single finger-like protuberance.

A large bull elephant can weigh six ton or more and is approx ten feet high at the shoulder.

The female elephant is

~~Only the male is so large and it is a fact that cows are about half the size of the~~

largest male. Only the males have tusks' but females do have "tushes" beyond the upper lip. [The gestation period for <sup>an elephant</sup> ~~a female~~ is between 19 and 22 months.

However, it is thought that this period is slightly longer for male bull calves than for females.

which are prominent second incisors that stick out just

This section in single line spacing

and occasionally more contains  
 An elephant can live until 70 years of age. Its trunk is highly sensitive and ~~it is an~~  
~~over 100,000~~  
~~amazing fact that a trunk has many thousands of~~ muscles. It can get very heavy  
 and it is not unusual to see an elephant over one of its tusks resting its trunk. An  
 elephant does not drink with its trunk, but uses it as a "tool" to drink with. It fill its  
 trunk with ~~as much liquid as it can manage such as~~ water and then uses it as a hose  
 pipe to pour into its mouth.

Inset this paragraph 15 mm from left margin

Emphasise this sentence

Elephants have very long memories. For example as part of a research project, a  
 young man visited Sri Lanka to learn the skills of a mahout, someone who works  
 closely with elephants. The man formed a very close bond with one particular  
 female elephant named Kanchan. He eventually returned to his home in Australia.  
 Over 20 yaers later, he returned to Sri Lanka and was amazed that Kanchan  
 instantly remembered him. How did he know? *The elephant immed  
 searched his trouser pocket with her trunk.*

can act as fire breaks and

She was searching for the treats that the man frequently gave her all those years  
 ago. She had remembered ~~exactly where he had kept these delicious tit bits~~ even  
 though they had not seen each other for over 20 years.

*Elephants provide a vital role in the ecosystem they inhabit.*

~~These animals are very important in the ecosystem of their area.~~ They modify their  
 habitat by converting savannah and woodlands to grasslands. Rainfall is collected  
 in the dep;ressions they leave as they walk, making vital waterholes for some ~~tiny~~  
~~animals~~ *smaller*  
~~creatures~~. As the elephants make their way through undergrowth, their paths fill  
 with water, making small but vital streams of much-needed water.

Unfortunately, elephants are under threat. There are many reasons for this but one of the major problems appears to be poaching.

Elephant's tusks are made of ivory and this is valued by many people who use the ivory in inexpensive trinkets and souvenir gifts.

Another problem is that there has been a major reduction in the fertility of male elephants. During the last 20 years it is thought that the male population of elephants in India has declined by <sup>as much as</sup> 75%. [You can help to save the Asian elephant from extinction by joining a new wild animal adoption scheme. full details can be obtained on our website [www.adopt.wildanimal.com](http://www.adopt.wildanimal.com).

## TASK 4

Letter to Mr and Mrs K Jolley 152 Parade Sq Kingston  
Georgetown Guyana Our ref FPT/jt Use the heading  
Adventure Holiday

Mark this PRIVATE

Dr Mr and Mrs Jolley

Thank you for your letter which I receive this morning. I am very pleased to give you some details about our research project studying the needs of Asian elephants.

You will be accommodated in a base camp, although I think you should know that facilities there are rather basic. The field scout and two of his colleagues will meet you and will brief you fully on your various duties.

A normal day starts early, with breakfast at 5.30 am. Each day you will return to the base camp to eat, rest and shower. We gntee that rest time will be built into your programme. You will use bicycles to travel around the countryside. It may also be neccy for you to work a night shift from time to time.

I am enclosing a brochure which gives full info about all aspects of camp life. We very much hope you will decide to help us with this research project.

Yours sincerely

Farron P Tanner  
Project Manager

TOP + 2 copies please - one for  
Patrick Caxton and one for file

## TASK 5

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OPERATORS ONLY

Please key in the following table and print one copy.  
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## VOLUNTEER WORKSHOPS

TITLE	LOCATION DETAILS		VENUE
	TOWN/CITY	COUNTRY	
Bears and pandas	Beijing	China	The Main Hall
Apes and monkeys	Berlin	Germany	Schumacher Centre
Asian elephants	Georgetown	Guyana	Manor Hotel
Birds of prey	Manila	Philippines	Orchid Rooms
Lions and cheetahs	London	England	Royal Hotel
Penguins and sea birds	Sentosa	Singapore	Paradise Conference Centre
African elephants	Johannesburg	South Africa	Petersfield Palace Hotel

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ONLY

Please complete all sections of the attached form

Mr Joseph Hyde lives at The Old White House  
69 Military Avenue Kingston Georgetown Guyana

His telephone number is 223 222 1610 and his date  
of birth is 5 May 1982. His email address is  
hyde.j@nexus.gy.

Previous experience -

August 2003	Sri Lanka, in the Wilpatty district	Research project to help save the white tiger
August 2004	Eastern India, in the district of Orissa	The Save the Asian Elephant Campaign

Joseph would like to receive details about the  
sponsorship scheme and is interested in attending a  
workshop.

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**APPLICATION FORM**

NAME .....

ADDRESS .....

.....

DATE OF BIRTH .....

TELEPHONE NUMBER .....

EMAIL ADDRESS .....

**PREVIOUS EXPERIENCE:**

DATE	COUNTRY AND AREA	PROJECT DETAILS

I WISH TO RECEIVE DETAILS ABOUT THE SPONSORSHIP SCHEME  
(Please place X in appropriate box)

YES

NO

I AM/AM NOT\* INTERESTED IN ATTENDING A WORKSHOP

DATE .....

\* Delete as appropriate