

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
General Certificate of Education Ordinary Level

**COMMERCIAL STUDIES**

**7101/04**

Paper 4 Word Processing

October/November 2004

**2 hours**

Additional Materials: A4 printer paper  
Cover sheet to hold answers

**READ THESE INSTRUCTIONS FIRST**

Write your Centre number, candidate number and name in the spaces provided on the cover sheet.  
Answer **all** questions.

Print your answers for Question **1**, Question **3** and Question **4** on the separate printer paper provided, and for Question **2** on the insert.

Two copies of the insert are enclosed.

Start each question on a fresh sheet of A4 paper.

If you use continuous stationery, separate the sheets before handing them in.

Ensure that each sheet contains your Centre number, candidate number and name and the number of the question.

At the end of the examination place your answers inside the cover sheet and fasten them securely together before handing them in. Do not include any work which is not to be marked.

If you experience any fault with your computer, tell the invigilator immediately.

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

This document consists of **6** printed pages, **2** blank pages and **2** inserts.



1 Produce the following document and print a copy on A4 paper.

Use single line spacing and fully justified margins.  
Make all the amendments and corrections indicated.

[30]

HOTEL CASABLANCA → centre  
MAURITIUS → centre in bold

ital

ENERGETIC

An island set in the Indian Ocean, Mauritius can be described as a 'tropical paradise'. Its glittering beaches, protected by a coral reef, offer peace & tranquillity to soothe away the ravages of a stressful life. All kinds of watersports are available to the energetic visitor.

### A Multicultural Society

stet

~~Mauritius is~~  
This is an island where a diversity of races and cultures live side by side.

run on

Visitors are addressed in English/ <sup>(possibly with a French accent)</sup> and the locals' friendly, welcoming attitude makes one feel relaxed from the moment the holiday begins.

### Festivals and Ceremonies

With such a diverse community, <sup>occupying</sup> the island hardly a week goes by without the celebration of some festival or ritual. These vary from Tamil fire-walking to Catholic pilgrimages and, of course, the Chinese dragon dances.

## The History of Mauritius

The French colonial period ended in 1810 but it left a lasting legacy in Mauritius. The French Mauritians can trace their ancestors back to the early settlers & are proud of their parentage. Although quite small in number, these Mauritians provide an important economic work force. The predominant religion among this group is Catholicism.

During the British rule there was an influx of immigrants from India so that today, about two-thirds of the population are of Indian origin divided by caste and religion - mainly Muslims & Hindus.

Mauritius was a British colony between 1810 and 1968 but few English people chose to settle in the country.

### Religion

Mosques, churches and temples <sup>all</sup> have thriving congregations since religion is a way of life for Mauritians. [Much effort is made to prepare for the festivals of each religion w. each organising a variety of pilgrimages. Public holidays are taken at the time of various religious events.

We hope this short insight will help <sup>you to enjoy</sup> ~~make~~ your holiday on the tropical paradise island of Mauritius.

Emphasise this paragraph

- 2 (a) Type the following paragraphs which are to be used as part of a letter to be sent in reply to an enquiry about the hotel.

Use single line spacing.

Save this document using the file name – Standard.

Print one copy on A4 paper.

[5]

Hotel Casablanca is a first-class hotel situated in a popular area close to the shops, cinemas and restaurants and within walking distance of the harbour.

The hotel has 55 bedrooms, all with en-suite facilities, and is fully air-conditioned. The restaurant is tastefully decorated and offers an extensive dinner menu. Room service is also available.

- (b) Recall the document saved under the file name – Standard.

You are required to add additional text to compose and produce a letter. The two paragraphs typed in part (a) should be included in the letter, as indicated below.

The letter should be addressed to:

Mr & Mrs Bannerman, 46 Longleat Avenue, Devizes, SN16 2SB, United Kingdom.

Print one copy of the letter on the headed paper provided (Insert).

Use today's date.

[25]

The letter should contain the following information:

- Thank Mr & Mrs Bannerman for their letter of enquiry received yesterday.
- Confirm that the hotel has a double room available from Saturday 4th December to Saturday 11th December 2004.
- At this point, the two paragraphs you typed in part (a) should be included.
- Next, tell Mr & Mrs Bannerman that you hope they will decide to book a holiday at your hotel.
- Assure them that the staff of the hotel would do their best to make their holiday enjoyable.
- Tell them you are enclosing a leaflet about Mauritius which may help them to plan their holiday.

The letter will be signed by the Hotel Manager, Ms S Chong.

- 3 Produce the following Memorandum paying attention to display and making all the amendments shown.

Print one copy on A4 paper.

[20]

**MEMORANDUM**

To: Sales Staff

From: Publicity Department

(Today's date)

The following will provide the first page of a leaflet telling potential visitors about Mauritius. I should be pleased to receive any comments prior to printing.

Sp. caps MAURITIUS

FOR

THE HOLIDAY OF A LIFETIME

} centre these 3 lines

From the beach-lined north coast to the sleepy villages of the south – there's something for everyone.

Why not take a day out to drive  
along the south coast?

trs There's gorgeous scenery in ~~a part of the island~~  
backed by hills and where the rugged  
cliffs give way to undulating sugar fields.

Enjoy the peace and quiet of this  
~~less-commercialised~~ seldom-visited area.

caps Mauritius offers something for everyone → centre

Sun, sea and sand  
Fabulous scenery  
Beautiful flora and fauna  
Friendly people

} → centre these 4 lines

That's not all . . . . . Mauritius has a past  
which is worth exploring.

Whatever yr idea of a fantastic holiday,  
you'll find it here!

Mauritius welcomes you - } emphasise this line.  
Use a larger font  
size for the word YOU

4 Set out the following table in double line spacing.

Underscore the columnar headings.

Print **one** copy on A4 paper.

No ruling is required.

[20]

caps & bold / Hotel Casablanca  
 bold / Room Occupancy  
 bold / First Quarter - 2004

| centre

	<u>Rooms Available</u>		<u>Rooms Occupied</u>	
	<u>Single</u>	<u>Double</u>	<u>Single</u>	<u>Double</u>
<u>January</u>				
Week 1	10	45	8	45
2	10	45	6	35
3	10	45	7	30
4	10	45	5	20
<u>February</u>				
Week 1	5*	45	5	15
2	5	45	4	<del>20</del> 22
3	5	45	4	25
4	5	45	3	35
<u>March</u>				
Week 1	10	40*	2	<del>30</del> <sup>16</sup>
2	10	40	6	20
3	10	40	4	33
4	10	40	3	36

\* Some rooms being redecorated.



