

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
General Certificate of Education Ordinary Level

**COMMERCIAL STUDIES**

**7101/03**

Paper 3 Text Processing

October/November 2006

**2 hours**

Additional Materials: A4 plain paper (9 sheets)  
Cover sheet to indicate typewriter or word processor used

**READ THESE INSTRUCTIONS FIRST**

**You may use either a typewriter or a word processor for this examination.**

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

Answer **all** questions.

Type your answers on the separate paper provided. Start each question on a fresh sheet of A4 paper.

At the end of the examination, place your answers inside the cover sheet and fasten them securely together before handing them in.

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

Insert 1 is for use with Question 3. Two copies of this insert are enclosed.

Insert 2 is for use with Question 5(a). Two copies of this insert are enclosed. Attempt this question **only** if you are using a **typewriter**.

You should read through the paper before answering the questions.

The businesses described in this question paper are entirely fictitious.

If you experience any fault with your typewriter or word processor, tell the invigilator immediately.

**INSTRUCTIONS TO SUPERVISORS**

The typed Accuracy Test (Question 1) must be attempted first and collected at the end of ten minutes.

This document consists of **9** printed pages, **3** blank pages and **2** inserts.





**1 Accuracy Test**

Produce the following passage in double line spacing.

You have **10 minutes** for this accuracy test. At the end of this test your work will be collected and returned to you at the end of the examination. [10]

**CLEAR WATERS CONFERENCE CENTRE**

Set in a park-like garden in South Pretoria, you will find yourself close to most attractions. There is easy access to shopping malls, restaurants and theatres. Overlooking wide avenues of purple flowering jacarandas the conference centre provides a perfect setting for a wide range of events and meetings.

Whether you are planning meetings or conferences, we can accommodate up to 200 people. With our friendly service, Clear Waters Conference Centre is the perfect meeting place. Our experienced hotel catering staff will help you to arrange your next conference, meeting or social event and can design an event tailored to your special requirements.

Equipment available includes built-in and portable video facilities, overhead transparency projectors, data projector for Powerpoint presentations, built-in and portable 35 mm slide projectors, projection screens in each room, printable electronic white boards, extension cords, power boards and pointers.

For a limited period, we are offering special discounted rates for the Tiered Lecture Theatre for events throughout June, July and August 2007.

Whether you want modern conference facilities, team-building challenges or just want coffee served at the right time, we will do everything possible to make sure things run smoothly.

For further information, bookings or brochures, please contact the Conference Centre Supervisor.

2 On a sheet of A4 plain paper, display the following for the Staff Notice Board.

Make all corrections as indicated. Do not rule the table.

[20]

larger font  
**Bold** | Staff Notice → Spaced caps + centre  
 | Holiday Rota - Summer 2007 → Caps + centre

As explained at the last monthly staff committee meeting, the leave yr normally runs from 1 October to 30 September and annual leave entitlement can be found on page 12 in the staff handbook.

- ① When ~~arranging~~<sup>organising</sup> leave all staff must take annual holidays at times approved by departmental managers and it shd be noted that no leave can be taken until permission has bn given. This means that you may be required to take, for example, 5 or more days leave at Christmas or some other period when the Conference Centre is closed.

Managers who require support staff over the holiday period are requested to make their requirements known to Personnel Department no later than 5 days prior to the holiday.

As still

In order to assist me in planning next year's holiday schedule, given below is a list of staff names, job titles and holiday entitlement for staff whose holiday request forms are outstanding.

Emphasise this paragraph

Name	Job Title	Holiday Entitlement*
Augustine Nkalu	Receptionist	30 days
Theresa Kusa	Restaurant Assistant	30 "
Eugene Musama	Sales/Events Officer	20 "
Alphonsine Ninga	Exhibition Assistant	30 "
Gilbert Nsungi	Events Co-ordinator	15 "
Matthieu Musanda	Head House Keeper	15 "
Annie Tshibola	Diary Co-ordinator	10 "
Sandrine Lusaka	Functions Assistant	20 "

no dittes

TYPE IN ALPHABETICAL ORDER OF SURNAME

- \* When leave has been approved, managers should initial and date the leave card and forward it directly to the Conference Centre Supervisor for entry onto the holiday planner. The leave card will then be returned to the member of staff concerned.

- 3 You have received a letter from Miss Zelida Zimba of Pretoria International Sports (PTY), 23 Castle Street, Pretoria West. She wishes to book the Clear Waters Conference Centre for personnel managers.

Using the headed paper provided, compose a letter from the details below. Use today's date and the reference CC/your initials. The letter will be signed by Ms Comfort Chibanda, Conference Centre Manager.

- Thank Miss Zimba for her letter which was received yesterday (use correct date).
- Tell her that as requested in her letter, we have booked the Heritage Suite for Friday, 20 February 2007 for approximately 20 delegates.
- Mention that a buffet lunch will be provided as requested at 1230 hours.
- Tell her that special discounted rates for the Heritage Suite are available during the months of January and February for delegates of 20 or more.
- Ask her to let us know the number of delegates attending the conference by the end of January.
- Point out that we can offer a variety of equipment for the day and mention that technical assistance will be available.
- In the final paragraph say a brochure is enclosed showing details of technical equipment and conference fees.

[30]

- 4 (a) Produce the following memorandum on A4 plain paper.

The memo is **from** Personnel Manager **to** Departmental Managers.

Use today's date and the subject heading HOLIDAY ROTA.

[10]

In response to my recent memo regarding staff holidays, I have started to complete the holiday rota for 2007.// Will you please make sure that your staff have completed their holiday request forms by the end of January 2007.

If we have any holiday clashes remember that job grade takes priority over length of service and try to ensure that staff with children are allocated school holidays if requested.

If there are any problems, will you write a memo to the member of staff concerned, indicating what is wrong with the requested dates and ask them to submit new holiday dates in conjunction with their colleagues.

(b) Produce a copy of the programme for Personnel Managers on A4 plain paper.

Leave at least **one** clear line space between each time.

[10]

CAPS → Conference For Human Resources Managers  
 del on 27 February 2007  
 in Clear Waters Conference Centre  
 Heritage Suite  
 l.e. At 1000 hours

CENTRE  
AND  
BOARD

1000 hours	Registration
1030 hours	Welcome and introduction Petronelle Kgatitsoe, Conference Manager
1045 hours	Conditions of employment
1115 hours	Refreshments
1130 hours	Policies and procedures
1230 hours	Lunch
1330 hours	Recruitment and selection
1430 hours	Promotions and rewards for staff
1530 hours	Grievance and disciplinary procedures
1630 hours	Refreshments



## 5 (a) FOR COMPLETION BY USERS OF TYPEWRITERS ONLY.

Use Insert 2.

If you are using a word processor, go to **Question 5 (b)**.

[20]

Please complete all sections of the attached form

Consilia Moanda would like to take 3 consecutive weeks holiday to attend her daughter's wedding in America.

Holiday details:

1 <sup>st</sup> week	2 July 2007
2 <sup>nd</sup> week	9 July 2007
3 <sup>rd</sup> week	16 July 2007

Employment details:

Clerical Officer in <sup>Personnel</sup> ~~Finance~~ Department

h/s 9 years service and 21 day / holiday entitlement

Holiday dates have been agreed by  
Departmental Manager

DO NOT SIGN OR DATE THE FORM

(b) FOR COMPLETION BY WORD PROCESSOR OPERATORS ONLY.

If you are using a typewriter go to Question 5 (a).

Set out the following table using A4 plain paper.

Rule as indicated.

[20]

Public Holidays in South Africa

Heading in Bold Caps

hrs

RETAIN ABBREVIATIONS FOR MONTHS OF THE YEAR

Holiday	2007	<del>2006</del> 2008
New Year Day	1 Jan	1 Jan
Human Rights Day	21 Mar	21 Mar
Good Friday	6 Apr	14 Apr
Family Day	9 Apr	17 Apr
Easter Monday	9 Apr	17 Apr
Liberty Day	27 Apr	27 Apr
National Women's Day	31 May	31 May
Youth Day	16 Jun	16 Jun
Heritage Day	10 Oct	10 Oct
Reconciliation Day	16 Dec	16 Dec
Christmas Day	25 Dec	25 Dec
Day of Good Will	26 Dec	26 Dec

9

Labour Day 2007 1 May 2008 1 May

double line spacing please



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