

# CAMBRIDGE

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INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN  
OFFICE ADMINISTRATION**

**TEXT PROCESSING**

**STANDARD LEVEL**

**5231/A A2002**

**PRACTICAL ASSESSMENT SET**

**(10 pages including this cover)**

This set comprises:

*For the Tutor*

- Tutor Guidelines (1 page)

*For the Candidate*

- Instructions to Candidates (1 page)
- Guidelines to Candidates (1 page)
- Task 1 (1 page)
- Tasks 2-5 (5 pages)

**Please ensure that you have read the Tutor Instructions for Practical Assessments in Office Administration, and the Tutor Guidelines for this particular assessment, understand all the requirements of this assessment, and make the necessary preparations before arranging for your candidates to be assessed.**



UNIVERSITY of CAMBRIDGE  
Local Examinations Syndicate

**These Tutor Guidelines consist of 2 printed pages.**

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- 12 Assemble your completed work in task order.

**TASK 1**

In many countries throughout the world electronic commerce has become an everyday activity for millions of people both for business and for pleasure.	71 141 152
Over the next few years electronic trading is likely to become mandatory for many businesses throughout the world. Those who have been involved in the early stages of the Internet will have the advantage over their competitors. They will have the knowledge of how to exploit the medium to the best effect for their businesses.	228 303 377 452 496
Security of payment remains the most important concern for people buying over the Internet. This is likely to continue until the financial sector endorses electronic trading. At present those who are offering online trading are able to provide high quality goods and accurate delivery. Database technology can be used to track and record the purchasing habits of an individual.	570 644 715 785 859 875

TASK 2

MEMO

To Sze-Mei Sihoe  
From Conrad Yiu  
Ref CY/PK

### New Business Opportunities

I believe you are aware that our biggest competitor, Budget Tours, has closed its' doors today. In the past we have helped a number of their clients with holidays and I feel that we should now contact them.

Some of these customers have booked a holiday with Budget Tours that they have yet to take. If they call us, we can confirm with the resort whether or not the holiday is valid.

You should inform them that there are no advance fees. They will only need to pay when a holiday is confirmed. Please ensure they receive a Holiday Request Form and our current brochure.

TASK 3

Double linespacing, except where indicated

PORTUGAL

FACTSHEET 22

This latest factsheet is the ninth in a series about European countries. Other factsheets are available and these include countries throughout the world in all the continents.

Our co has now added  
~~This travel agency is very pleased to add~~ Portugal to the list of destinations that you can select for your dream holiday. We hope these outline details of the country give you the opp to discover a little more of its appeal.

Northern Portugal

- ✓ The north of Portugal is a region of ~~amazing scenery~~ <sup>great beauty</sup> and contrast. From the dramatic mountains of the interior to the pine-forested shores, the unspoilt scenery is a joy. Tour the wine districts, <sup>steep gorges and</sup> cruise past the terraced vinyards. Visit the port wine lodges or explore fascinating towns. Further afield lie the remote and hauntingly beautiful areas and historic provinces.

This section in single linespacing

The Algarve

Sheltered by rolling hills to the north, The Algarve is on the south coast. Often red cliffs, strange rock formations' and craggy coves break the coastline.

Modern resorts live side by side with traditional fishing villages and tranquil hillside villages.

Its matchless beaches slope gently to the sea.

### Clothing

Undoubtedly the main reason for the popularity of this country is the wonderful year-round climate. Winter temperatures are very comfortable. Loose, cool clothing is satisfactory in the summer. ~~It can be cold at night.~~ A light jacket, wrap or sweater is recommended for chilly nights at other times of the year. Generally very casual wear is acceptable except when dining at smart hotels or restaurants.

Summers are hot and dry.

### Customs and Entry Formalities

You require a valid passport. A visa is not necessary for stays of up to 90 days. Check ~~with the consulate~~ *or your travel agent* to be sure for longer visits.

Inset this paragraph 35 mm from left margin

### Driving

~~In Portugal all vehicles drive on the right.~~

Visitors are advised to

~~All drivers who have European driving licences should~~ check whether they need an international driving licence.

TASK 4

Please type an envelope or label to Mr Kelvin Ng  
at the address given

Our ref CY/PK

Mark this URGENT

Mr Kelvin Ng  
66 Tin Kwong Rd  
Homantin  
Kowloon  
Hong Kong

Dr Mr Ng

Booking Fee

Thank you for sending your Holiday Request Form. Unfortunately, we did not received your booking fee with the Form. Until we receive this we cannot proceed with the booking of your holiday. We would be grateful, therefore, if you could send the fee required which is \$50 per person. Please ensure receipt by us within the next four days. We enclose a stamped addressed envelope for you to use to send us the fee.

Please bear in mind that we will acknowledge your booking approx one months in advance of your chosen dates. However, due to limited availability in peak seasons the notice may be less than this.

If you require any further info at any time please do not hesitate to call us.

Yours srclly

Conrad Yiu  
Reservations Manager

TASK 5

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

Rafters Health and Beauty Club  
92 Nathan Road Kowloon Telephone 3 693186

A club where you can work out, or be pampered  
Individual exercise and nutritional programmes devised

Enjoy an array of recreational facilities

Stretching, aerobics and aquarobics

Cardiovascular equipment

Squash and tennis courts

Basketball, volleyball and badminton

Outdoor and indoor heated swimming pools

Sauna and jacuzzi

Scuba diving demonstrations and courses

Beauty studio and hairdressing salon

Water sports

Games room with pool, snooker and billiards

Archery and table tennis

Flexible membership scheme offers benefits that are unique  
and exciting

Parties organised; excursions arranged

Exhibitions and many other events held throughout the year

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**TASK 1**

We all have to make decisions at some time or another. At school we have	75
to choose the subjects we wish to study. Then we have to decide on	143
whether to go to college or university. When our studies are finished we	217
have to find a job. It is very important to get this right. We must be happy	300
with our choice or we will not enjoy our work.	348
When we are at work the decisions continue. We may need to help select	423
desks or chairs for the office. Computer systems or filing cabinets may also	502
be needed. The list seems endless. Good decisions here are vital as our	578
employer may not be too pleased if we buy unwisely or purchase	641
something which is too expensive.	676
When you are next stuck in a traffic jam, consider whether decisions made	751
on building the road you are travelling along could have been different.	824
Perhaps the road is in the wrong place altogether.	875

TASK 2

MEMO

FROM Angelika Steyn  
To Cornell Kustner  
REF AS/gr

JOB DESCRIPTION

The interview schedule for Gezina de Wet is now being compiled. Gezina lives in Nakuru and will therefore require help in finding some good accommodation. Her tutor has asked that she spends a varied working week within all the depts of our org.

I would have preferred Gezina to spend continuous periods of a few weeks in each section. This would give her an opp to build her confidence. I am anxious that, as this is an on-going initiative, we maximise the benefits to the student and to our staff.

Please put together a job description by the end of this week.

TASK 3

Double linespacing, except where indicated

CODE OF BUSINESS CONDUCT

This is a brief guide on the level of conduct for all employees which is required at all times. It should be read after watching *our training video* "Standards of Professional Business Conduct".

Our company gains a competitive edge by operating a policy of trust and integrity.

RELATIONSHIPS WITH CLIENTS

*The most basic aspect in our dealings with customers is*

~~We believe that the philosophy of our organisation leads to a belief in the quality and pricing of the company's products. The pricing and discount levels offered to our~~

customers is universal. [We do not believe in one-off deals. This can lead to a situation where one customer will pay less for a product than another.] ~~This would be extremely~~

~~unfair.~~ We ensure that customers have confidence in our business integrity and that the products we sell meet the requirements of the buyer.

*We carry out fair commercial dealings.*

We believe our products to be of the highest quality. The discounting of surplus stock is a policy which we do not subscribe to.

Pressure must never be brought to bear up; on closing a deal in order to improve monthly figures. ~~Manipulation of figures by any employee will not be tolerated.~~ Clients must always dictate the pace of all dealings.

*Inset this paragraph 50mm from left margin*

This paragraph in single linespacing

#### RELATIONSHIPS WITH OTHER EMPLOYEES

A good working relationship with colleagues adds to the company's image of trust and integrity. A corporate image is vital to achieve an atmosphere of co-operation. Carrying out duties beyond your level or grade is not permitted.

✓

working relationship

Strains in any ~~colleague relations~~ can be raised during your staff appraisal interview. This will normally take place during the months of August and Sept.

Open, honest communication is used at all levels.

#### CARE OF COMPANY ASSETS

All staff are asked to take care

~~Employees must, at all times, ensure the security~~ of the company's assets, including

office items, hardware, software and sales stock.

by any member of staff

the theft of any item will never be tolerated.

TASK 4

Please type an envelope or label to Miss G de Wet at the address given

Our ref AS/qc

CONFIDENTIAL

Miss G de Wet

PO Box 42

Nakuru

Kenya

Dear Miss de Wet

STUDENT PLACEMENT

We are writing to confirm our offer to you of a student placement in our office in Nairobi. We confirm that the salary we are offering is \$15,500 per annum pro rata to the number of weeks worked. Your leave entitlement will be 15 working day in addition to statutory holidays. We will forward you a copy of your job description in due course.

We have spoken to your tutor, Lizel Borstlap, who is pleased with your work responsibilities and experience. Please contact Cornell Kustner, our office administrator in Nairobi, to arrange a poss starting date. Her direct line is 254 2 412689. Ms Kustner will be responsible for your supervision and will be assessing your performance on behalf of the co.

Please sign and return the enclosed acceptance form.

Yours srclly

Angelika Steyr  
Personnel Manager

TASK 5

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

Moufflons of Nakuru

Second-hand items bought and sold

Part exchange welcomed

Browse our new Antiques and Collectibles Department

Large stock of new and used furniture

Most new furniture available at wholesale prices

Huge range of electrical goods

Visit our Library Corner - browse the vast stock of good quality used books

All books arranged into sections for ease of selection

Contact us for all your removals

We can move one item or a whole house

Ask for our competitive removal rates

If you need to hire baby equipment, for example high chairs, cots, etc, contact us first - all equipment in first class condition

Telephone 254 2 698492 today for more information

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**TASK 1**

The olive is a handsome, evergreen subtropical tree. It has a long life span.	80
It has been cultivated for at least forty centuries for its edible fruit and its valuable oil. It is native to the eastern Mediterranean region.	162 230
The ancient Greeks knew a thing or two when it came to healthy living.	302
Olive oil is one of the main ingredients of a Mediterranean diet. It has been scientifically proved to help prevent cancer, delay ageing and to boost the immune system.	384 460 476
Because of the traditional way olive oil is produced, none of the vitamins or amino acids are destroyed. It is pressed and filtered using a cold production system. No heat is used whatsoever.	552 623 673
People who use olives in their diet believe that they help to lower blood sugar levels and can also help prevent heart disease. Further scientific research is now being undertaken into these beliefs.	748 824 875

TASK 2

MEMO

To Christos Nikonikkos  
FROM Katia Savva  
REF KS/FV

### NEW SALES BROCHURE

You have already seen our draft sales brochure regarding The Acorns. It is important to stress that the accommodation has been designed with the needs of the older person in mind. There is a lift to the upper floors. Security locks are fitted to windows and external doors. The electrical sockets are at eye level. There is ample storage space and modern building materials are used throughout.

When we have had our meeting to discuss the sales brochure, I will arrange to have it printed. Now that we produce our own advertising material we will be able to gntee that it is produced on time.

TASK 3

Double linespacing, except where indicated

THE ACORNS

Following the successful completion of our Strovolos Development it is now time to consider our plans for The Acorns.

Inset this paragraph 25 mm from left margin

Location

This site will enable us to provide twenty retirement flats which can be built to a high standard. ~~Modern building materials will be used to reduce heating costs.~~ The flats will contain more space than is usual in this kind of development.

We have managed to purchase ~~some land~~ <sup>the site</sup> near Paphos. This has the advantage of being in a beautiful, rural setting. ✓

Accommodation

*four rooms as well as*  
Each ground floor flat will have kitchen and bathroom. One room will have French doors opening out to a patio. The first floor flats will have three rooms with one room leading to a balcony.

This paragraph in single linespacing

Interior Design

Each kitchen will be supplied direct from the manufacturer fully fitted with pine units.

All the usual appliances will be fitted as standard.

The worktops will be tiled.

vanity unit,

The bathroom will have a steel bath, toilet and separate shower. The purchaser will be able to choose the colour scheme as well as the decor throughout. [The main bedroom will have a full range of fitted wardrobes with shelf and hanging rail.

### External Environment

The entrance road to The Acorns will be brick paved. The surrounding gardens will be fully landscaped with temporary fencing to ensure privacy.

Each flat will have its' own garage with internal lighting. There will also be easy access to an external water tap.

with boundaries of trees and hedgerows, together

### Warranty

Each home will have a ten year warranty,

All flats will be fully guaranteed for 20 years following an independent survey by a local firm of surveyors. our customers can therefore be assured that our homes have been built to an extremely high standard combined with great attention to detail. ~~Our clients~~ **They will be purchasing a property that** ~~will wish to be assured that their flat~~ will not only maintain but will increase its value over the coming yaers.

TASK 4

Please type an envelope or label to Mr Nicos Trufonos  
at the address given

Our ref KS/FV

Mark this CONFIDENTIAL

Mr Nicos Trufonos  
Kleanthis Trufonos & Sons  
24 Agapinoros St  
8049 Paphos  
Cyprus

Dr Mr Trufonos  
THE ACORNS

Following our brief discussion earlier today, I have pleasure in enclosing three copies of our sales brochure. This give a future buyer all the details of our properties in The Acorns. Large display posters' will be printed in the near future for use in your branch offices. We feel it is important to ensure that buyers are aware that security is a major consideration in this development.

I was very impressed with the way your org dealt with the sale of our Strovolos Estate. The housing market is still in a rather depressed state but these new flats have been carefully developed to meet the needs of older people.

I will contact you in approx two week to arrange an appt for us to meet.

Yours snclly

Katia Savva  
Sales Director

TASK 5

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

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Your pool may be in need of repair or need repainting  
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Contact us today - we are awaiting your call

All work carried out by qualified engineers