

**CAMBRIDGE**  
INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN  
OFFICE ADMINISTRATION**

**SHORTHAND  
STANDARD LEVEL**

**5234/A A2002**

**PRACTICAL ASSESSMENT SET**

**(9 pages including this cover)**

This set comprises:

*For the Tutor*

- Tutor Guidelines (1 page)
- Dictation Sheets (4 pages)

*For the Candidate*

- Instructions to Candidates (1 page)
- Guidelines to Candidates (1 page)
- Candidate Information Sheet (1 page)

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UNIVERSITY of CAMBRIDGE  
Local Examinations Syndicate

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## TUTOR GUIDELINES

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**DICTATION SHEETS**

**TIME ALLOWED FOR TRANSCRIPTION - 1¼ HOURS**

**THIS IS THE DICTATION FOR ASSESSMENT OF SHORTHAND STANDARD LEVEL (80 wpm)**

- The assessment consists of **three** passages.
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- There will be a pause of **1 minute** before the second passage. The second passage is **2 minutes** long and is a **memo**.
- There will be another pause of **1 minute** before the final passage. The final passage is **2½ minutes** long and is a **report**.

**Task 1 - Letter to Mr Heino Kustner**

Dear Mr Kustner

I am writing to confirm your appointment as senior manager at the Peponi Garden Centre. **(full stop)**  $(\frac{1}{4})$  If possible, we would like you to start work with us at the beginning of next month. **(full stop)** Our  $(\frac{1}{2})$  Personnel Office will contact you within the next few days with regard to the actual start date. **(paragraph)**

As we  $(\frac{3}{4})$  stated at your interview, the job can be difficult as it is rather complex. **(full stop)** There are certain times **(1)** of the year when life at the Centre is particularly busy. **(full stop)** There is a total of four departments **(1 $\frac{1}{4}$ )** and all of these are run by competent and experienced staff. **(full stop)** We feel it is important for you **(1 $\frac{1}{2}$ )** to ensure that they continues to work happily and successfully together. **(paragraph)**

The only department which is not making a **(1 $\frac{3}{4}$ )** profit at the present time is the craft section. **(full stop)** We should like to expand this side of the **(2)** business. **(paragraph)**

Full details of your salary package together with your conditions of employment may be found in the enclosed **(2 $\frac{1}{4}$ )** information pack. **(paragraph)**

We look forward to welcoming you to our company. **(full stop)**

Yours sincerely

Peter Berowne

Chief Executive **(2 $\frac{1}{2}$ )**

**[ ONE MINUTE BREAK ]**

**Task 2 - Memo to Marc Steyn from Peter Berowne**

I was delighted that Heino Kustner was able to accept our offer of employment as senior manager at the Peponi (¼) Garden Centre. **(full stop)** I was very impressed with his qualifications, as well as his extensive experience in the business. (½) **(paragraph)**

This would seem an ideal time for us to expand the business generally. **(full stop)** We should consider how (¾) to attract more customers. **(full stop)** I feel sure the restaurant could do more business. **(full stop)** We could perhaps (1) encourage customers who buy goods in one of the departments to use the Centre restaurant. **(full stop)** Those who buy (1¼) goods to the value of at least ten dollars, for example, could be given a free sandwich and cup of (1½) tea. **(full stop)** It may also be possible to offer special discount meals to certain customers. **(paragraph)**

Please give these (1¾) proposals some thought. **(full stop)** It would be helpful if we could meet next week to discuss them. **(full stop) (2)**

**[ ONE MINUTE BREAK ]**

**Task 3 - Report headed BUSINESS EXPANSION**

The directors are pleased to announce that Heino Kustner has been appointed as new senior manager of the Peponi Garden (¼) Centre. **(full stop)** Until recently he was the manager of the Parks Department. **(paragraph)**

We think this is an ideal (½) time to expand our business. **(full stop)** We would also hope to make improvements to certain areas of our trade. (¾) **(full stop)** Some staff have already made some helpful comments. **(full stop)** We intends to run a scheme for suggestions (1) from our customers and there will be a prize for the best one. **(full stop)** In this way, we hope (1¼) to improve our profits as well as the range and quality of our products. **(paragraph)**

We are also aware of (1½) the need to improve the ways in which we display our products. **(paragraph)**

We need to publicise the peace and (1¾) quiet of our gardens. **(full stop)** We often forget how beautiful it is just to sit in these gardens. **(full (2) stop)** There is a great deal of wildlife as well as birds, **(comma)** flowers and trees. **(full stop)** We intend (2¼) to advertise in local newspapers next month. **(full stop)** A new television advertising campaign is also being considered. **(full stop) (2½)**

***That is the end of the dictation.***

# CAMBRIDGE

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INTERNATIONAL EXAMINATIONS

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**OFFICE ADMINISTRATION**  
**SHORTHAND**  
**STANDARD LEVEL**

**PRACTICAL ASSESSMENT:**  
**TIME ALLOWED:**

**5234/A A2002**  
**1½ hours**

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You must try to do all tasks.

Hand in all your work at the end of the assessment.

If you use more than one sheet of paper, attach the sheets together.

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**Task 1 - Letter.** Please also produce an envelope or label addressed to Mr Heino Kustner at the address given

To Mr Heino Kustner, PO Box 69, Nakuru, Kenya  
From Peter Berowne, Chief Executive  
Our ref PB/PERS/814  
Special Mark PRIVATE AND CONFIDENTIAL  
Subject Heading Offer of Employment  
Proper Names Peponi Garden Centre, Personnel Office

**Task 2 - Memo**

To Marc Steyn  
From Peter Berowne  
Ref PB/EXP/24  
Proper Names Heino Kustner, Peponi Garden Centre

**Task 3 - Report.** Use double linespacing

Heading BUSINESS EXPANSION  
Proper Names Heino Kustner, Peponi Garden Centre, Parks Department

# CAMBRIDGE

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**Task 1 - Letter to Mr Richard Beacher**

Dear Mr Beacher

Thank you for your letter which we received today. **(full stop)** I am pleased to give you **(1/4)** some details about our new holiday centre. **(full stop)** This is due to open at the beginning of June. **(paragraph) (1/2)**

We are proud to be able to offer you excellent accommodation at low cost. **(full stop)** We have luxury caravans **(3/4)** which cater for up to eight people. **(full stop)** Each unit has a wide range of modern equipment. **(full stop) (1)** A full list of all the facilities can be found in the enclosed colour brochure. **(paragraph)**

We provide a number **(1/4)** of snack bars and restaurants for those who prefer not to do their own cooking. **(full stop)** The menus are **(1 1/2)** extensive and there is sure to be something to suit everyone. **(paragraph)**

Various sports and leisure facilities are available on **(1 3/4)** site. **(full stop)** These is also listed in great detail in our brochure. **(full stop)** Many families return year after **(2)** year. **(full stop)** Of course, children are extremely well catered for. **(full stop)** Even if the weather is poor, we **(2 1/4)** provide a great deal of interesting things to do at reasonable cost. **(full stop)**

Yours sincerely

David Westwood

Centre Manager **(2 1/2)**

**[ ONE MINUTE BREAK ]**

**Task 2 - Memo to Elisabeth Minns from David Westwood**

Now that the holiday centre is almost complete, I feel we should consider the holiday packages we are offering to (¼) our customers. **(full stop)** So far we have concentrated on the usual family holidays. **(full stop)** People who enjoy this (½) type of holiday usually stay in caravans. **(full stop)** We should now consider accommodation with a little more luxury. **(full (¾) stop)** I have in mind a high class hotel which could be built on the north side of the centre. **(1) (paragraph)**

Please give some thought to this proposal. **(full stop)** I think we should meet to discuss the issues involved. **(1¼) (full stop)** I would suggest we meet in my office at ten a.m. next Wednesday. **(full stop)** Please let me **(1½)** know if this is convenient. **(full stop)** I have received a report recommending a firm of local architects who could **(1¾)** do the design work for us. **(full stop)** A mixture of modern and traditional design would seem suitable. **(full stop) (2)**

**[ ONE MINUTE BREAK ]**

**Task 3 - Report headed PLANNING MEETING**

The next planning meeting will take place at the end of the month. **(full stop)** The venue will be Ruby  $(\frac{1}{4})$  House. **(full stop)** The meeting should be held in the evening and should not start before eight p.m. **(paragraph)**

In  $(\frac{1}{2})$  the light of our plans to design and build a new hotel on the site, I feel that we should  $(\frac{3}{4})$  invite more specialists. **(full stop)** We are considering a local firm of architects for the design work. **(full stop)** However, **(1)** it would be useful to include other firms who may have valuable experience which we could use. **(paragraph)**

We need  $(1\frac{1}{4})$  to draw up a guest list. **(full stop)** Any recommendations would be greatly appreciated. **(full stop)** It would be helpful  $(1\frac{1}{2})$  to include people with experience of the hotel, **(comma)** holiday and leisure industries. **(full stop)** The directors are keen to  $(1\frac{3}{4})$  use local companies where possible. **(paragraph)**

Our Chairman will give a talk which is expected to lasts for approximately half **(2)** an hour. **(full stop)** He wishes to outline the major possibilities. **(full stop)** There will be an opportunity for questions.  $(2\frac{1}{4})$  **(paragraph)**

Refreshments will be available. **(full stop)** A varied range of snacks and soft drinks will be provided. **(full stop)**  $(2\frac{1}{2})$

***That is the end of the dictation.***

# CAMBRIDGE

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**Task 1 - Letter.** Please also produce an envelope or label addressed to Mr Richard Becher at the address given

To Mr Richard Becher, 186 Nam Shan Village, Sai Kung, New Territories,  
Hong Kong

From David Westwood, Centre Manager

Our ref DW/BK

Subject Heading PAK SHA WAN HOLIDAY CENTRE

Proper Names None

**Task 2 - Memo**

To Elisabeth Minns

From David Westwood

Ref DW/BK

Special Mark CONFIDENTIAL

Proper Names Wednesday

**Task 3 - Report.** Use double linespacing

Heading PLANNING MEETING

Proper Names Ruby House, Chairman

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**Task 1 - Letter to Mrs Kliton**

Dear Mrs Kliton

With reference to your interview last Wednesday morning I am pleased to offer you the post of (¼) Supervisor with this company. **(paragraph)**

Catering for private dinner parties is the major part of our business. **(full stop)** We (½) also cater for large functions and we are gaining a good reputation in this field. **(full stop)** My partner and (¾) I are hoping to expand this side of the business. **(paragraph)**

It would be necessary for you to visit customers. **(1) (full stop)** You would need to discuss the menus and to see the conditions under which the meals would be (1¼) prepared and served. **(paragraph)**

You would be responsible for organising the team of workers required. **(full stop)** All the preparation and (1½) cooking would be supervised by you. **(full stop)** A list of people who works for us at the present (1¾) time, together with their qualifications and experience is enclosed. **(paragraph)**

Full details of your working conditions with rate of pay **(2)** and hours of work can be found in the enclosed information pack. **(paragraph)**

We are delighted to welcome you to (2¼) our company. **(full stop)** We hope you will enjoy working with us. **(full stop)**

Yours sincerely

Vassos Chrysochous

Personnel Officer **(2½)**

**[ ONE MINUTE BREAK ]**

**Task 2 - Memo to Andreas Matsas from Vassos Chrysochous**

I enclose some correspondence regarding our new Supervisor. **(full stop)** Soulla Kliton has accepted the job and is due to  $(\frac{1}{4})$  start work at the end of next month. **(full stop)** It would be helpful if you could organise her induction  $(\frac{1}{2})$  and other matters relating to this new post. **(full stop)** I have business meetings in Hong Kong next week but  $(\frac{3}{4})$  will be available until Friday if you wish to discuss anything with me. **(paragraph)**

I think we should now consider **(1)** a new appraisal system for all staff. **(full stop)** I have felt for a long time that we are not  $(\frac{1}{4})$  working as productively and efficiently as we should. **(full stop)** I enclose some proposals. **(full stop)** I think we should  $(\frac{1}{2})$  ask a local company to carry this out on our behalf. **(full stop)** Paphos Services are very experienced and have  $(\frac{1}{4})$  recently carried out a similar appraisal. **(full stop)** Please let me have your views as soon as possible. **(full stop)**  
**(2)**

**[ ONE MINUTE BREAK ]**

**Task 3 - Report headed STAFF APPRAISAL**

A firm of local consultants will shortly be reviewing our staff levels. **(full stop)** The appraisals will start with personal  $(\frac{1}{4})$  interviews for all members of staff which will be arranged within the next few weeks. **(full stop)** They will be  $(\frac{1}{2})$  held in the Seminar Room at the Village Hotel. **(full stop)** This room is very quiet and comfortable. **(full stop)**  $(\frac{3}{4})$  Topics will include pay, **(comma)** training and performance. **(full stop)** Responses to questions will be recorded on tape recorders. **(full (1) stop)** Each interviewer will also complete a form. **(full stop)** In this way we hope to be sure that the  $(1\frac{1}{4})$  required questions are asked. **(full stop)** It is hoped that this will also ensure fairness as everyone will be asked  $(1\frac{1}{2})$  the same questions. **(paragraph)**

Any member of staff who would prefer to have a friend at an interview may do  $(1\frac{3}{4})$  so. **(full stop)** It is not our intention to intimidate staff. **(full stop)** The company must be more efficient. **(full (2) stop)** It may be necessary to reduce the numbers we employ. **(paragraph)**

The results of the interviews will be known  $(2\frac{1}{4})$  within approximately four week. **(full stop)** We hope the appraisals will ensure a strong future for our company. **(full stop) (2½)**

***That is the end of the dictation.***

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Please use a new sheet of paper for each passage.

**Task 1 - Letter.** Please also produce an envelope or label addressed to Mrs Soulla Kliton at the address given

To Mrs Soulla Kliton, PO Box 602319, Paphos, Cyprus  
From Vassos Chrysochous, Personnel Officer  
Our ref VC/SUP/TJ  
Special Mark PERSONAL  
Subject Heading Post of Supervisor  
Proper Names Wednesday, Supervisor

**Task 2 - Memo**

To Andreas Matsas  
From Vassos Chrysochous  
Ref VC/SUP/TJ  
Proper Names Supervisor, Soulla Kliton, Paphos Services

**Task 3 - Report.** Use double linespacing

Heading STAFF APPRAISAL  
Proper Names Seminar Room, Village Hotel