

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

OFFICE PROCEDURES

5223/A

Core Module: Practical Assessment

2005

1 hour 30 minutes

Additional Materials: Typing Paper
Answer Booklet/Paper

READ THESE INSTRUCTIONS FIRST

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper.
Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.
Type or write your Centre number, candidate number and name at the top of each separate piece of paper used.

You must attempt all tasks.

All printouts must be submitted at the end of the assessment.

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

This document consists of **5** printed pages.

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UNIVERSITY of CAMBRIDGE
International Examinations

GUIDELINES TO CANDIDATES

The following guidelines will help you to be successful in your assessment:

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
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- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

SCENARIO

You are the junior to Chris Khim, the administrator of an international company. Chris has asked you to complete the following tasks.

TASK 1

You have been asked to order some filing equipment.

- Name the equipment on the **attached** sheet.

TASK 2

MEMORANDUM

From: Sue Ling, Purchasing

To: Chris Khim

Your new stationery cupboard will be delivered next week. Please let me know what items of stationery you require. I have already ordered pens/pencils/erasers so don't include those.

Sue

- Prepare a list of 11 items of stationery that your department will need.
- Design a simple form for staff to complete when they need to take stationery from the cupboard.

TASK 3

- List **four** pieces of information needed when taking details of a customer's complaint regarding the delivery of an order.
- Give **two** ways you could ensure that the customer's order is delivered immediately.

TASK 4**NOTE**

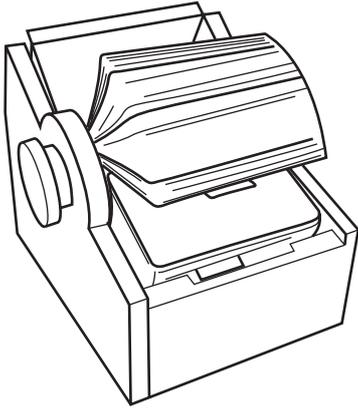
I thought you should know that when I was in the photocopying room, the machine jammed and there were no instructions to indicate what to do when this happens.

- Prepare a notice detailing the procedure staff should follow when a photocopier breaks down. You should include **four** points in the notice.

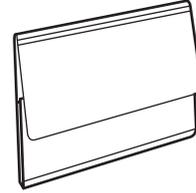
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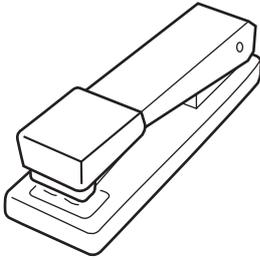
Filing Equipment



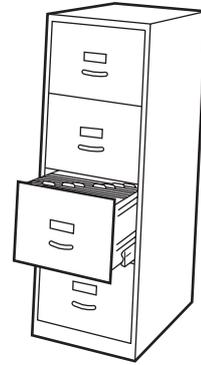
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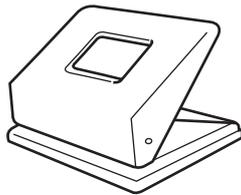
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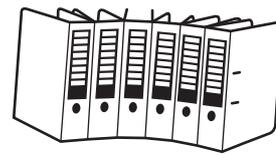
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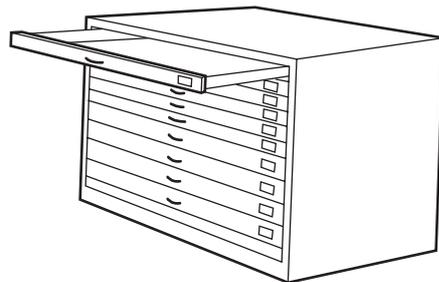
E



F



G



H

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
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OFFICE PROCEDURES

5223/B

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SCENARIO

Your task today is to prepare advice for a junior employee who is joining your team.

TASK 1

- Give **two** examples of how a photocopier's glass can become scratched and damaged.
- How should you clean the glass on a photocopier to make sure that copies are clean and unmarked?

TASK 2

- Give **four** guidelines on how to prepare a recorded message on your answer machine ready to receive incoming calls.
- Give **five** guidelines on how to leave a clear message on another person's answering machine.

TASK 3

PART 1

- Give **two** ways of classifying files,
- Give **one** reason for using cross-referencing.
- Give **three** reasons why it is important to remove unnecessary staples or paper clips from papers when filing?

PART 2

- Re-arrange the order of the following names ready for filing:

Phalla, B
 Sovanny, K
 Rany C
 Abri, N. H
 Ravuthea, B
 Wathana, K
 Skhan, N.
 Nalene, U
 Chhavekuth, V

- Under which index letter should the following be filed?

22nd Street Club
 1930's Boutique
 80's Service Station

- List the following file names correctly, ready for filing.

The Fox Hotel
 The Nineties Club Experience
 The Club