

Text Production Level 2



International
Qualifications from EDI

Model Answers Series 4 2012 (20078)

Text Production Level 2

Series 4 2012

How to use this booklet

Model Answers have been developed by EDI to offer additional information and guidance to Centres, teachers and candidates as they prepare for LCCI International Qualifications. The contents of this booklet are divided into 3 elements:

- (1) Questions – reproduced from the printed examination paper
- (2) Model Answers – summary of the main points that the Chief Examiner expected to see in the answers to each question in the examination paper, plus a fully worked example or sample answer (where applicable)
- (3) Helpful Hints – where appropriate, additional guidance relating to individual questions or to examination technique

Teachers and candidates should find this booklet an invaluable teaching tool and an aid to success.

EDI provides Model Answers to help candidates gain a general understanding of the standard required. The general standard of model answers is one that would achieve a Distinction grade. EDI accepts that candidates may offer other answers that could be equally valid.

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CANDIDATE INSTRUCTION SHEET

Scenario

You work for Martin Lipscombe, Manager of Siskin Parkway Travel, a travel agency which is part of Siskin Parkway Group.

Mr Lipscombe likes his letters to be completed:

Martin Lipscombe
MANAGER

Requirements

Mr Lipscombe has passed to you two in-tray documents which relate to at least two of the four tasks to be undertaken. Follow his instructions and present the documents in a businesslike and consistent format. Include all the necessary details and produce the four documents, ready for signature where appropriate.

Mr Lipscombe has given you a note of the documents to be produced as shown below:

		Approximate number of words
Task 1	Letter to Mrs Janet Rhodes	226
Task 2	Information sheet	227
Task 3	Competition Entry form	158
Task 4	Memo to All Staff	166

You will need the following information to complete the documents:

Karolina Pavlou, Reservations Assistant

The Siskin Parkway Travel website is www.siskinparkwaytravel.com/london

The telephone number for the Reservations Team is 0845 987 987

The Siskin Parkway Travel Freepost address is FREEPOST, COVENTRY CV1 3PT

IMPORTANT INFORMATION FOR CANDIDATES

THE IN-TRAY DOCUMENT(S) MAY BE DETACHED FOR EASE OF REFERENCE.

IN-TRAY DOCUMENT 1

Email message

From: Janet Rhodes <janet.rhodes@tabnet.com>
To: Reservations Team <reservations.team@siskinparkwaytravel.com>
Sent: 2 November 2012 0930
Subject: VISIT TO LONDON

Good morning

Having seen your recent advertisement in the BIRMINGHAM NEWS, I wonder if you are able to make travel/hotel arrangements for me and a friend from South Africa for a 3-day visit to London in April next year. This will be my friend's first visit to the UK and she would like to see some of the London sights. We would want to travel to London by train, stay in a comfortable hotel suitably located for sightseeing and are open to any visitor attractions you might care to suggest.

If you would like to telephone me, I can give you more precise information on our requirements. My telephone number is 0121 638 4423 and my home address is:

64 Norton Drive
BIRMINGHAM
B8 7GY

Many thanks

Mrs Janet Rhodes

second Tuesday in
April next year

IN-TRAY DOCUMENT 2

Email message

From: Thelma Davis <thelma.davis@siskinparkwaytravel.com>
To: Martin Lipscombe <martin.lipscombe@siskinparkwaytravel.com>
Sent: 5 November 2012 14:15
Subject: CHRISTMAS ARRANGEMENTS

Hello Martin

Following our meeting last week about the Christmas Party and cover for the switchboard on that day, I asked for volunteers to man the switchboard on the afternoon and evening of Friday 21 December and, quite surprisingly, I had several volunteers. I have, therefore, drawn up a rota (see below) but if you feel you need to change it in any way then I'm happy for you to do so. You said at our meeting that you would send this round to all staff when you notify them about the Staff Christmas Party.

Jane Merrick	1.00 pm until 2.00 pm
Paco Lopez	2.00 pm until 3.00 pm
Ruth McKinnon	3.00 pm until 4.00 pm
Alice Browning	4.00 pm until 6.00 ^{5.00} pm
Maria O'Grady	6.00 ^{5.00} pm until 7.00 ^{6.00} pm
Haydn Jones	7.00 ^{6.00} pm until 8.00 pm

Insert in Memo

Also, our Directors have now agreed that the office will close for the Christmas Holiday on Monday 24 December at 1.00 pm and will re-open on Thursday 27 December at 8.00 am

Kind regards

Thelma

Prepare this letter to Mrs Janet Rhodes - see her email for details.

Copy: Karolina Pavlou

Dear Mrs Rhodes

VISIT TO LONDON ← **Bold**

I refer to yr email message dated — & our subsequent tel conversation when we discussed Siskin P. — Travel ^{next year} making arrangements for a 3-day visit to London for you & yr friend from South Africa from ^{Tues} **Insert date**. [We'd be delighted to make yr travel & hotel bookings ~~for you~~. There are ^{several} ~~many~~ hotels we can ~~suggest~~ recommend. We're ^{also} able to book train tickets & can arrange a ^{planned} programme of ~~sightseeing~~ sightseeing for you & yr friend.

As discussed, I ^{enclose} ~~attach~~ an info sheet listing some of the places ^{in London} you might like to ^{see} ~~visit~~. Please study the info & let my colleague, Karolina P. —, know asap the places you'd like to visit. Karolina will then arrange a sightseeing itinerary for you & a London ^{taxi} cab to ~~transport~~ take you between venues.

Once the itinerary is ~~settled~~ planned, K. — will contact you ^{again} to discuss **hotel accommodation** & **times of trains**.

[Thank you for selecting ~~us~~ our Agency & we trust ^{that} you'll find our services satisfactory.

Yours S. —

& a reduction in ^{room} rates is offered at all of these, providing the reservation is made through our agency

SISKIN PARKWAY GROUP

Siskin House Middlemarch Business Park COVENTRY CV3 4PE United Kingdom

Telephone +44 (0) 2476 516505 Website www.siskinparkway.com

ML/

6 November 2012

Mrs Janet Rhodes
64 Norton Drive
BIRMINGHAM
B8 7GY

Dear Mrs Rhodes

VISIT TO LONDON

I refer to your email message dated 2 November and our subsequent telephone conversation when we discussed Siskin Parkway Travel making arrangements for a 3-day visit to London next year for you and your friend from South Africa from Tuesday 9 April.

We should be delighted to make your travel and hotel bookings. There are many hotels we can recommend and a reduction in room rates is offered at all of these, providing the reservation is made through our agency. We are also able to book train tickets for you and can arrange a planned programme of sightseeing for you and your friend.

As discussed, I enclose an information sheet listing some of the places in London you might like to see. Please study the information and let my colleague, Karolina Pavlou, know as soon as possible the places you would like to visit. Karolina will then arrange a sightseeing itinerary for you and a London taxi cab to take you between venues. Once the itinerary is planned, Karolina will contact you to discuss times of trains and hotel accommodation.

Thank you for selecting our agency and we trust that you will find our services satisfactory.

Yours sincerely

Martin Lipscombe
MANAGER

Enc

Copy: Karolina Pavlou, Reservations Assistant

Error tolerance: 12

Prepare this information sheet. Use single line-spacing and rearrange numbered paragraphs in correct order.

SISKIN PARKWAY TRAVEL AGENCY
LONDON SIGHTSEEING

Bold, 14 point font & double line-spacing

Siskin Parkway Travel can organise a great day's sightseeing for you in London with tickets for the following attractions and many more at unbeatable prices - sometimes 2 for the price of one.

1 THE TOWER OF LONDON

All numbered headings bold and caps.

Lots to see both inside the ^{various} towers and in the grounds but best of all are the Crown Jewels magnificently displayed. Book early because this is a ^{very} popular choice.

4 THE LONDON EYE

This observation wheel is the world's tallest at 135 m. Again, there are spectacular views across London and beyond. ^{full} One rotation takes approx 50 minutes.

2 ST PAUL'S CATHEDRAL

See this beautiful cathedral built by Sir Christopher Wren. Climb up to the ~~top~~ Whispering Gallery and, if you are brave enough, continue on up to the top of the Dome for breath-taking views over London & beyond.

3 CHURCHILL WAR ROOMS

Explore the ^{secret} underground passages of the Cabinet War Rooms. See the exhibition dedicated to Sir Winston Churchill.

5 KENSINGTON PALACE

See this palace, the home of many British princesses, and enjoy the various fashion ~~shows~~ exhibitions.

Bold and italics For details of other ^{London} attractions & events, please see the Siskin P-T website at www.--- or contact our Reservations Team on 0845---- from 8.00 am to 8.00 pm 7 days a wk.

SISKIN PARKWAY TRAVEL

LONDON SIGHTSEEING

Siskin Parkway Travel can organise a great day's sightseeing for you in London with tickets for the following attractions and many more at unbeatable prices – sometimes 2 for the price of one.

1 THE TOWER OF LONDON

Lots to see both inside the various towers and in the grounds but best of all are the magnificently displayed Crown Jewels. Book early because this is a very popular choice.

2 ST PAUL'S CATHEDRAL

See this beautiful cathedral built by Sir Christopher Wren. Climb up to the Whispering Gallery and, if you are brave enough, continue on up to the top of the dome for breath-taking views over London and beyond.

3 CHURCHILL WAR ROOMS

Explore the secret underground passages of the Cabinet War Rooms. See the exhibition dedicated to Sir Winston Churchill.

4 THE LONDON EYE

This observation wheel is the world's tallest at 135 m. Again, there are spectacular views across London and beyond. One full rotation takes approximately 50 minutes.

5 KENSINGTON PALACE

See this Palace, the home of many British princesses, and enjoy the various fashion exhibitions.

For details of other London attractions and events, please see the Siskin Parkway Travel website at www.siskinparkwaytravel.com/london or contact our Reservations Team on 0845 987 987 from 8.00 am to 8.00 pm 7 days a week.

ML/
6 November 2012

Error tolerance: 12

Prepare this document in double line-spacing - except where indicated.

Omit Reference & Date

SISKIN PARKWAY TRAVEL → Centre and bold

1c Let us ^{free} send you our Summer brochure for 2013 covering holidays in Europe and further afield and we will enter you in our FREE COMPETITION to win an Easter break for 2 people in Stockholm } → Centre, bold and single line-spacing

You could win an all expenses paid 4 days from Good Friday till Easter Monday (29 March until 1 April 2013) in SPECTACULAR STOCKHOLM ← Bold } → Centre

There is ~~so~~ much to see & do - the Nobel Museum & the Royal ^{stet} Palace particularly, ^{wonderful} excellent designer shops plus a city full of restaurants. Accommodation is on a half-board basis at the ^{we} Magnus IV hotel with scheduled flights by World Airways from London (Heathrow) or ~~the~~ Manchester. } → Justify

To receive your summer ²⁰¹³ brochure and ~~to~~ enter our ^{below} FREE COMPETITION, please provide yr details & return yr completed form to: SISKIN PARKWAY TRAVEL, FREEPOST, _____ by 31 Dec 2012. } → Single line-spacing

Name

Address

close up

Post code

Home tel no

Email address

SISKIN PARKWAY TRAVEL

Let us send you our free summer brochure for 2013 covering holidays in Europe and further afield and we will enter you in our FREE COMPETITION to win an Easter break for 2 people in Stockholm

You could win an all expenses paid 4 days from

Good Friday till Easter Monday

(29 March until 1 April 2013)

in

SPECTACULAR STOCKHOLM

There is much to see and do – the Nobel Museum and the Royal Palace particularly, excellent designer shops plus a city full of restaurants. Accommodation is on a half-board basis at the Magnus IV Hotel with scheduled flights by World Airways from London (Heathrow) or Manchester.

To receive your summer 2013 brochure and enter our **FREE COMPETITION**, please provide your details below and return your completed form to:
SISKIN PARKWAY TRAVEL, FREEPOST, COVENTRY CV1 3PT by 31 December 2012.

Name

Address

..... Postcode

Home telephone number

Email address

Error tolerance: 11

Prepare this Memo to All Staff

STAFF CHRISTMAS PARTY

This year's Christmas Party will take place on Fri 21 Dec in the ^{large} Conference room on the ~~second~~ ^{third} floor from 1.00 pm. All Staff are invited & the event will comprise drinks & a buffet.

The switchboard must be ^{covered} ~~managed~~ during the afternoon/evening of Fri 21 Dec, ^{particularly} to take calls for the Reservations Team. I'm grateful to the following ~~members of~~ staff for volunteering to undertake this cover:

Insert list as amended from Thelma's email. Use bullets and retain double line-spacing.

For yr further info, ~~over~~ the office will close ^{for Christmas} on Monday _____ at _____ & will re-open on Thurs _____ at _____ when normal bus will resume.

See email for dates & times

MEMORANDUM

To All Staff

From Martin Lipscombe, Manager

Ref ML/

Date 6 November 2012

STAFF CHRISTMAS PARTY

This year's Christmas Party will take place on Friday 21 December in the large Conference Room on the third floor from 1.00 pm. All staff are invited and the event will comprise drinks and a buffet.

The switchboard must be manned during the afternoon/evening of Friday 21 December, particularly to take calls for the Reservations Team. I am grateful to the following staff for volunteering to undertake this cover:

- Paco Lopez 1.00 pm until 2.00 pm
- Jane Merrick 2.00 pm until 3.00 pm
- Ruth McKinnon 3.00 pm until 4.00 pm
- Alice Browning 4.00 pm until 5.00 pm
- Maria O'Grady 5.00 pm until 6.00 pm
- Haydn Jones 6.00 pm until 8.00 pm

For your further information, the office will close for Christmas on Monday 24 December at 1.00 pm and will re-open on Thursday 27 December at 8.00 am when normal business will resume.

Error tolerance: 11

EDI

International House
Siskin Parkway East
Middlemarch Business Park
Coventry CV3 4PE
UK

Tel. +44 (0) 8707 202909

Fax. +44 (0) 2476 516505

Email. enquiries@ediplc.com

www.ediplc.com

