

Series 3 Examination 2012

AWARD IN TEXT PRODUCTION

Level 2

Wednesday 6 June

Subject Code: 20078

Time allowed: **2 hours**, including 10 minutes' reading time

INSTRUCTIONS FOR CANDIDATES

- Complete **all** details in the spaces provided on the envelope supplied.
- Spend the first **10 minutes** reading the instruction sheet and documents which make up the examination. You may make notes during this time.
- You then have **1 hour 50 minutes** for transcription and proofreading.
- Using plain or headed paper as appropriate, make sure that the left margin is at least 25 mm, unless instructed otherwise.
- Use document originator/candidate reference initials on each document, unless instructed otherwise.
- Enter the date of the examination on each document, unless instructed otherwise.
- Only one copy of each document is required, even when a routing is requested.
- You may use an English or bilingual dictionary, thesaurus, spellcheck and calendar.
- At the end of the transcription time, place all documents in order in the examination envelope. Do **not** include unused stationery.
- Complaints about faulty computers and word processors should be reported immediately to the Invigilator.

CANDIDATE INSTRUCTION SHEET

Scenario

You work for Stuart Callaghan, Operations Director of Siskin Warehouse, part of Siskin Parkway Group. Siskin Warehouse supplies office furniture.

Mr Callaghan likes his letters to be completed:

Stuart Callaghan
Operations Director

Requirements

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

		Approximate number of words
Task 1	Letter to Mr Frank Lewis	201
Task 2	Information Sheet	182
Task 3	Advertisement	160
Task 4	Memo to Angela Preston	232

You will need the following information to complete the documents:

The Customer Service Team telephone number is 0845 367 368

The pre-registration website for the Office Furniture Show is www.officefurnitureshow.com

The telephone number for pre-booking of car parking in Edith Road is 0800 238 238

Angela Preston, Finance Assistant

Fernando Lopez, Finance Manager

IMPORTANT INFORMATION FOR CANDIDATES

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

IN-TRAY DOCUMENT 1

**Breakspear Foods Limited
113 Uxbridge Road
Ealing
London
W5 2TR**

**Telephone: 0208 567 4795
Fax: 0208 567 4790**

ORDER NUMBER **4561**

DATE **9 May 2012**

Code	Quantity	Item	Unit Price £	Price £
CH89	2	Black leather tub chair	225.00	450.00
CH90	1	Black leather sofa		595.00
WU30	1	Mahogany wall unit		425.00
			Total	1470.00
			VAT 20%	294.00
			Grand total	1764.00

Delivery required on Tuesday **19 June 2012 to our address as shown above.**

Signed *Frank Lewis*

Position *Purchasing manager*

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IN-TRAY DOCUMENT 2

Email message

From: "Angela Preston" <angela.preston@siskinwarehouse.com>
To: "Stuart Callaghan" <stuart.callaghan@siskinwarehouse.com>
Copy: "Fernando Lopez" <fernando.lopez@siskinwarehouse.com>
Sent: 22 May 2012 10:15
Subject: UK HEART ASSOCIATION'S GRAND COFFEE MORNING

Good morning Mr Callaghan

A number of us in the Finance Department would very much like to support the UK Heart Association this year when they are asking companies and individuals to run a Grand Coffee Morning on Friday 29 June to raise funds.

I would be willing to organise it with the assistance of one or two staff in the Finance Department. We propose to ask staff to make and donate cakes and would then be selling coffee and cake from the staff kitchen/rest room on the first floor.

Would you be able to give permission for this? As you know, we currently have a colleague away from the office recovering from a heart operation. He has some Heart Association promotional tee shirts which some of us would like to wear on the day. Would this be possible too and could we ask the rest of the staff to 'dress down' on the day?

We have one or two other ideas for fundraising but first of all, I wanted to ask permission for the event. Fernando has no objections and we would all do our utmost to cover the work to be done on the day.

Angela Preston

Insert in memo

~~Yes~~ with the exception of our Receptionist & any staff expecting visitors on that day.

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Prepare this letter to Mr Frank Lewis,
Purchasing Mgr

Task 1

Dear Mr L _____

ORDER No _____

See order
for details.

I refer to your order dated _____ & our recent tel conversation.

Please accept ^{my} apologies for the delay which has arisen on delivery of your ^{new} office furniture. As discussed, we're able to deliver the leathertub chairs & sofa for your new Reception area on the reqd date of Tues _____.

close up

NP

However, ~~the~~ ^{the} mahogany ^{wall} unit can not be delivered until Tues 26 June because of a ^{production} problem with our suppliers. [We're most grateful ^{to you} for your understanding & assure you of our continuing efforts ~~on your behalf~~ ^{specified} to obtain the wall unit for delivery by your original ^{specified} date.

particularly for use
at mtgs with your
sales force.

stet

Thank you for your ~~additional~~ ^{for} enquiry ~~about~~ chairs for your conference room, I enclose our special offer info sheet on the chairs we can provide. If upholstered in ^{traditional} fabrics, all chairs are available within 3 wks.

If I have further info on delivery of your mahogany wall unit, please ~~do~~ rest assured that I'll contact you immediately.

Yours sincerely

Prepare this information sheet.
All headings to be bold.

SPECIAL OFFER FROM SISKIN WAREHOUSE
FUNCTION ROOM CHAIRS AT UNBELIEVABLE PRICES!

Use a decorative font
- 14 point size

TRADITIONAL BANQUET CHAIR

Colours: black frame with gold, blue or red fabric
Price: £23 each or 25 chairs for £500
Dimensions: seat height and width 39 cm

**BANQUET
TUDOR CHAIR**

Leave a couple of
extra spaces below the
description of each chair.

Colours: gold frame with black, blue or red fabric
Price: £27 each or 25 chairs for £575
Dimensions: seat height and width 39 cm

**ALL PURPOSE
LUXURY CHAIR**

Colours: gold ^{frame} with black, beige, blue or red fabric
Price: £32 each or 25 ^{chairs} for £725
Dimensions: seat height + width 39 cm

Indent this
section 4 cm
from the
left-hand margin
to leave space
for photos.

Italics

GEORGIAN FUNCTION CHAIR (with arms)

Colours: gold frame with beige, blue or ~~red~~ red fabric
Price: £40 each or 25 ^{chairs} for £925
Dimensions: seat height + width 40 cm

NOTES

All ^{the} chairs can be upholstered in leather at an additional £5
per chair. With the exception of the Georgian Function chair,
all the chairs are stackable. We recommend stacking to a
maximum ^{height} of 5 chairs only. [Rates for bulk orders are
available on application to our Customer Service team
on 0845 — — — .

Prepare this Advertisement

Task 3

Retain the centring and the line-spacing indicated.

SISKIN WAREHOUSE
 Visit us on Stand D456
 at the
 OFFICE FURNITURE SHOW
 Queen Mary Exhibition Centre, London
 Edith Road, SW5 7AN
 from
 Wed till Sat
 / 25-28 July 2012

Use a larger, decorative font.

Don't miss this opp to
 Come along and talk to industry experts and see the latest office furniture displayed in realistic office settings:

- 2 stylish solutions for your management offices
- 1 innovative ideas for your reception area
- 3 space-saving storage solutions for your staff
- 4 dynamic designs from the USA and Germany
- 5 great deals and great prices

Rearrange in order.
 Use single line-spacing.
 Omit numbers and insert bullets

Free admission on pre-registration at www.-----.com

How to reach Queen M. Exhibition Centre

By tube - from Central London take ^{the} District or Piccadilly lines.

By bus - ~~the following~~ these buses pass the door: nos 74, 190, 323 + 430

By car - car parking is available in Edith Rd, adjacent to the Exhibition centre. Pre-booking is neccy on 0800 ----. Rates are from £25 for 6 ^{hours} parking.

Memo to Angela Preston
Copy: Fernando Lopez, Finance Mgr

Insert dates.
See Angela's email.

UK HEART ASSOCIATION'S GRAND COFFEE MORNING

Thank you for your email dated _____. I apologise for the ~~late~~ delay in ^{answering} ~~replying~~ but I wanted to present your suggestion to colleagues first.

You ^{presented with} ~~put~~ us a dilemma because we've never been actively involved in fund raising for ^{any} charity. However I can confirm that all ~~over~~ the ^{with your colleagues} directors ~~have~~ support your proposal & you may go ahead in the Finance Department & organise a Grand Coffee Morning here ~~at~~ at

Head Office on Fri _____. There are, however, some conditions, as follows:

1 Staff may 'dress down' on the day Insert note on Angela's email. For those who choose to 'dress down', the wearing of Heart Association tee shirts is acceptable.

2 You ^{may} ~~can~~ sell cakes and coffee from the staff ~~to~~ ^{left} kitchen/rest room on the first floor but the room must be clean & tidy at close of bus.

3 ^{must} Work ~~is to continue~~ carry on as normally as poss in the Finance Department on 29 June; a rota is therefore suggested for your coffee-and-cake selling activities.

We were impressed with your fundraising suggestion & ^{the} Directors agree to match the amount ^{the} staff ^{up} raise to a maximum of £300.