

Series 4 Examination 2011

AWARD IN TEXT PRODUCTION

Level 2

Tuesday 8 November

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 John Harman, Sales Director of Siskin Parkway Group, a car dealership.

Mr Harman likes his letters to be completed:

John Harman
Sales Director

Requirements

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

		Approximate number of words
Task 1	Letter to Mrs Emma Latimer 42 Forest Drive LEAMINGTON SPA Warwickshire CV32 1SP	213
Task 2	Information sheet	193
Task 3	Memo to Irena Adamski	191
Task 4	Notice	178

You will need the following information to complete the documents:

The Service Reception telephone number is 0845 700 600

Irena Adamski, Marketing Manager

Marion Hind is the Chairman's secretary

Davis & Mason, Birmingham

IMPORTANT INFORMATION FOR CANDIDATES

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

(Education Development International plc is grateful to Premier Autocentres Ltd, Sidcup, Kent for their assistance in the production of this examination paper.)

IN-TRAY DOCUMENT 1

Email Message

From: Ray Blackburn <rayblackburn@siskinparkway.com>
To: John Harman <johnharman@siskinparkway.com>
Sent: 8 November 2011 0925
Subject: LADIES' NIGHT WORKSHOP

Good morning John

There is no problem with availability of my mechanics for the Ladies' Night workshop for lady drivers. You asked me to suggest a time and date. After much discussion in the department, I suggest 6.30 pm on Tuesday 6 December 2011 as this seems to suit everyone in my area. We would expect the event to last until approximately 10.00 pm depending on numbers attending so everyone is hoping that overtime is to be paid but I'll leave that with you.

Ray

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IN-TRAY DOCUMENT 2



Fairoaks Hotel
Penny Lane, Warwick, CV35 3PY

Tel: 01926 398100
Fax: 01926 398200

Email: enquiries@fairoaks.com

SG/JHN

5 November 2011

Mr John Harman
Sales Director
Siskin Parkway Group
Siskin House
Middlemarch Business Park
COVENTRY
CV3 4PE

Dear Mr Harman

SISKIN PARKWAY GROUP
STAFF CHRISTMAS PARTY

I refer to our recent meeting and am pleased that we have been able to agree arrangements for your Staff Christmas Party to be held at the Fairoaks Hotel. As discussed, we are unable to confirm a booking for Friday 9 December but we can offer the Friday one week later and you have said that this is acceptable to you.

You have confirmed that you would like our traditional Christmas menu at £35.00 per person served at this event and for vegetarian alternatives to be available. Dinner will be served at 7.00 pm followed by a disco from approximately 9.00 pm until 11.00 pm.

I look forward to discussing final details with you when we meet again on Monday 5 December at 11.00 am.

Yours sincerely

Simon Grant
Conference and Banqueting Manager

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Letter to Mrs Emma Latimer.
Copy: Daniel Jones, Sales Representative

Dear Mrs L ———

Bold → [NEW CAR - REGISTRATION NO AC61 UYV

Further to our tel conversation yesterday, I'm pleased to confirm ^{that} your new car, a Samson Lima 1.4, is available for collection. As ^{agreed} ~~arranged~~, our S — R —, Daniel Jones, looks forward to seeing you on Thurs 24 Nov at approx 10.00 am when he'll be pleased to explain ^{the features on} your new vehicle & complete the handover.

for one year

NP [Your ^{new} vehicle comes ~~to you~~ with a 5-year warranty plus free roadside assistance & ^{free} fully comprehensive insurance.

We feel sure that you will enjoy trouble-free motoring but would remind you that your car should be booked in ^{for an annual service} with our service department each year in order to comply with the terms of the 5-year warranty.

stet [We're ^{currently} offering lady ~~drivers~~ ^{motorists} the opportunity to attend ^{free} a Ladies' Night Workshop. I am, therefore, enclosing an info sheet about our workshop on Tues insert date at 6.30 pm.

See email

If you are interested in this event, please tel our Service Reception on 0845 — — to confirm your attendance.

Yours sincerely

Prepare this Information sheet

SISKIN PARKWAY GROUP
LADIES' NIGHT

Bold and double line-spacing

At Siskin Parkway we value all our customers but we particularly like to consider the needs of our lady customers. We should, therefore, like to invite you to our free LADIES' NIGHT Workshop at 6.30 pm on Tuesday 6 December 2011.

Single line-spacing

lc

The ~~our~~ mechanics from ~~the~~ Service Department (we have some who are female) will be available to demonstrate how to:

- 4 change a wheel in the event of a puncture and top up
- 2 check your radiator
- 1 check and top up the oil in your car
- 3 check and top up your windscreen washer

Rearrange in order.
Delete numbers.
Insert bullets.

In addition, ~~our~~ experts will be available to explain procedures in case of:

- mechanical a/breakdown
- an accident/collision

Do come along! We feel sure that you will find the evening informative.

NP

Please call our Service Reception on 0845 700 600 before 6 Dec to let us know that you will be attending.

Dates of workshops for newly-qualified + experienced drivers will be announced soon.

Bring a friend if you wish + this is one evening when 'tee shirt + jeans' will be quite appropriate.

Memo to Irena Adamski

CHRISTMAS 2011 - CARDS & GIFTS

lc
stat Our Chairman's Secretary is again taking ^{overall} responsibility for purchasing & ~~sending out~~ ^{mailing} Co Christmas cards & gifts but some info is necy before this ~~job~~ gets under way.

1 Christmas ^{Caps} Cards

Please let Marion H — have a list ^{of those} to whom the Marketing Department would like to send cards ^{this year}. Marion would like your list by the end of Nov. →

close
up Please ensure ^{that} names & addresses are correct and that full postcodes are included.

2 CORPORATE GIFTS

Corporate gifts ^{this year} are to be reduced in number. We're thinking of food hampers to a maximum value of £150 ^{each} for fleet operators only. Please do some research with local cos to see what they can offer ^{this year}.

Davis & M — ltd in B — have given us a good deal ~~before~~ in the past so we'd particularly like ~~info on~~ details of their products. Let me know your findings by the end of the month because Marion would like to place ~~the~~ orders asap in Dec.

Prepare this Notice in single line-spacing.
Print out on headed paper.

Bold [FOR NOTICEBOARDS

Leave at least
25 mm clear here

See letter from
Fairoaks Hotel

Bold [STAFF CHRISTMAS PARTY - FRI date

uc The Directors of Siskin Parkway Group are pleased to confirm that arrangements have now been finalised for the staff Christmas Party on Friday date.

(but not partners)

All members of staff are invited to dinner at ~~the~~ Fairoaks Hotel, Insert address, followed by a disco until \approx 11.00 pm.

NP [Directors have selected a ^{traditional} Christmas menu for the dinner at 7.00 pm but with alternatives available for ~~those who are~~ vegetarians. Wine and/or soft drinks will be served with the meal. Drinks purchased ^{after the meal} later in the evening will be at your own expense. Transport has

lc been organised to and from the venue and coaches will leave Head Office at 5.30 pm and return at ^{approx} 11.15 pm.

[It is suggested that staff leave cars at home on 16 Dec & make ^{other} ~~alternative~~ arrangements for journeys home.]

[Further details will be included with payslips at the end of Nov when you'll be asked to confirm ^{your} attendance/non-attendance & make menu choices.]

J _____ H _____
Sales Director