

*Certificate in*

# **Text Production**



*Level 1*

*Series 2 2003*

*(Code 1074)*

**Model Answers**



# Certificate in Text Production Level 1

## Series 2 2003

### How to use this booklet

Model Answers have been developed by LCCIEB to offer additional information and guidance to Centres, teachers and candidates as they prepare for LCCIEB examinations. 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.

The London Chamber of Commerce and Industry Examinations Board provides Model Answers to help candidates gain a general understanding of the standard required. The Board accepts that candidates may offer other answers that could be equally valid.

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# Certificate in Text Production Level 1

## Series 2 2003

### Scenario

You work for Paul Weatherspoon, Senior Negotiator for Athena House Group. The Group has a chain of estate agents across the country.

Mr Weatherspoon likes his letters to be completed:

Paul Weatherspoon  
Senior Negotiator

### Requirements

Mr Weatherspoon has passed to you one in-tray document which relates to at least one of the 3 tasks to be undertaken. Follow his instructions and present the documents in a businesslike and consistent format, ready for signature where appropriate.

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

		<b>Approximate number of words</b>
Document 1	Letter to Mr and Mrs Shepperson	207
Document 2	Memorandum to Harry Denton, Assistant Negotiator	267
Document 3	Signboard List	155

You will need the following information to complete the tasks:

Mr and Mrs N Shepperson  
Cathedral View  
12 Lister Gate  
York  
YO3 4FR

James Davies, Signboard Erector

Mr Ron Johnson's telephone number is 020 8336 5849

### **IMPORTANT INFORMATION FOR CANDIDATES**

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

# IN-TRAY DOCUMENT

## MEMORANDUM

To Paul Weatherspoon, Senior Negotiator

From Harry Denton, Assistant Negotiator

Ref HD/MG

Date 1 April 2003

12 CANWICK AVENUE, ISLINGTON N1 2RS

Here are some details of the property on Canwick Avenue for inclusion in your letter to Mr and Mrs Shepperson. I have arranged for photographs of the property to be taken tomorrow morning and the colour brochure will be ready early next week.

An attractive Victorian house <sup>situated</sup> in grounds of approximately one acre, which are well cared for, well stocked with mature ~~trees~~ <sup>shrubs</sup>, bushes and ~~shrubs~~ <sup>trees</sup> and overlook open country <sup>close up</sup> side.

The accommodation comprises:

Ground Floor: Hall, lounge, kitchen, dining room, utility room  
First Floor: Landing with airing cupboard, 3 bedrooms, bathroom, separate WC <sup>retain abbreviation</sup>  
Outside: Brick garage, wooden summerhouse, garden shed  
Tenure: Freehold  
Services: Mains water and electricity, oil-fired central heating  
Price: £155,500

The house has <sup>recently</sup> been tastefully decorated and re-wired throughout.

insert into letter

Prepare a letter to Mr and Mrs N Shepperson  
 Head it 12 CANWICK AVENUE, ISLINGTON, NI 2RS

Dear Mr and Mrs S

Thank you for yr recent telephone call concerning  
 the property in Canwick Ave which you saw whilst  
 visiting yr daughter.

This property has only recently come on <sup>to</sup> our books  
 and the colour ~~brochure~~ <sup>leaflet</sup> is not yet available.  
 The following gives brief details of the property:

Insert details from Harry's memo

printed

As soon as the brochure is available I'll forward  
 you a copy. In the mean <sup>while</sup> time if you wd like  
 to view the property please do not hesitate to  
 contact us and we'll arrange for one of our  
 representatives to show you around.

Yrs s \_\_\_\_\_

# Athena House Group

Athena House West Street London SW1Y 2AR

Tel: +44 (0) 20 8302 0261 Fax: +44 (0) 20 8302 4169 email: athena@intl.co.uk

PW/

① — 3 April 2003

Mr and Mrs N Shepperson  
Cathedral View  
12 Lister Gate  
York  
YO3 4FR

② — Dear Mr and Mrs Shepperson

12 CANWICK AVENUE, ISLINGTON, N1 2RS

③  
④  
Thank you for your recent telephone call concerning the property in Canwick Avenue which you saw whilst visiting your daughter. This property has only recently come on to our books and the colour brochure is not yet available. The following gives brief details of the property:

⑤ — An attractive Victorian house situated in grounds of approximately one acre, which are well cared for, well stocked with mature shrubs, bushes and trees and overlook open countryside. The accommodation comprises:

⑥  
⑦  
Ground Floor: Hall, lounge, dining room, kitchen, utility room  
First Floor: Landing with airing cupboard, 4 bedrooms, bathroom, separate WC  
Outside: Brick garage, wooden summerhouse, garden shed  
Tenure: Freehold  
Services: ⑦ Mains water and electricity, oil-fired central heating  
⑧ Price: £155,000

⑧ — The house has recently been re-wired and tastefully decorated throughout.

⑨  
As soon as the printed brochure is available I will forward you a copy. In the meantime if you would like to view the property please do not hesitate to contact us and we will arrange for one of our representatives to show you around.

Yours sincerely

Paul Weatherspoon  
Senior Negotiator

⑩

## Model Answer to Document 1 continued

### Notes to Candidates

#### Ringed words frequently misspelt

- 1 The date was occasionally typed with the word "Date" preceding it – this should not be included and is not acceptable. Some candidates using a word processor are clearly inserting automatic date as the date is presented as 03 April 2003. This is not acceptable.
- 2 Occasionally candidates would insert the initial "N".
- 3 The postcode was occasionally typed as ZRS.
- 4 "Avenue" was occasionally left abbreviated or typed as "Aue".
- 5 Occasionally typed as "nature".
- 6 Frequently expanded and often incorrectly – words such as "Water Cleaner"; "Toilets"; "Washing Cupboard"; "Which City" were used.
- 7 Occasionally typed as "Main".
- 8 The word "Price" was occasionally omitted and the price (£155,000) was then typed after "heating".
- 9 One or other of the words "recently", "been", "decorated" was occasionally omitted.
- 10 Some candidates included an enclosure notation.

Some candidates went on to 2 pages, especially when using larger fonts. This would have been avoided if the display section had been typed in single line spacing. Occasionally the letter was typed in double line spacing.

Prepare a memo to Harry Denton  
Head it NEW PROPERTIES

Copy James Davies  
S - E -

I've to attend a mtg next Mon insert date and expect to be out of the office ~~until at least Wed. or Thurs.~~ <sup>on Tues. and</sup> ~~at least Wed. or~~ <sup>call</sup> Thurs. Wd you please make arrangements to visit the following people who are considering placing their properties with us.

use bullets or asterisks instead of nos.

- 1) Mr and Mrs D Hargreaves, The Chestnuts, Manor Dr, Islington  
Telephone - 020 7386 8574
- 2) Mrs M Craven, The Hollies, 46 Linnet Close, Hampstead  
Telephone - 020 8633 2121
- 3) Mr J O'Brien, 46 Hill Top Close, Ealing  
Telephone - 020 8567 5468

1c The new part-time Signboard Erector, David Mulberry, is due to start with us on Mon. and I've asked him to report to you at 1000 so that you can explain his duties to him.

of the signboards  
I enclose a list that need to be erected,  
trsr removed or changed next wk. I suggest that you ask James to go with him as he is

continued →

close  
up  
familiar with the area and can explain different routes to him. It might be worth while asking James to attend the mtg on Mon.

, the newsagent in Fitzwilliam St,  
Mr Ron Johnson has asked if we'll visit him to discuss placing his shop on the market. ~~with us acting as his agents.~~ As you know we do not usually sell commercial properties but Ron is ~~a long established~~ ~~an old family~~ friend and the premises have living accommodation attached. Please arrange to visit him next Tues for initial discussions - his telephone no. is insert tel no.. Explain that I'm away from the office but will see him on my return.

## Model Answer to Document 2

### MEMORANDUM

To Harry Denton, Assistant Negotiator  
From Paul Weatherspoon, Senior Negotiator  
Ref PW/  
Date 3 April 2003

#### NEW PROPERTIES

I have to attend a meeting next Monday 7 April and expect to be out of the office on Tuesday and Thursday. Would you please make arrangements to visit the following people who are considering placing their properties with us.

\* Mr and Mrs D Hargreaves, The Chestnuts, Manor Drive, Islington  
Telephone – 020 7386 8574

\* Mr J O'Brien, 46 Hill Top Close, Ealing  
Telephone – 020 8567 5468

\* Mrs M Craven, The Hollies, 46 Linnet Close, Hampstead  
Telephone – 020 8633 2121

The new part-time signboard erector, David Mulberry, is due to start with us on Monday and I have asked him to report to you at 1000 so that you can explain his duties to him. I enclose a list of the signboards that need to be erected, changed or removed next week. I suggest that you ask James to go with him as he is familiar with the area and can explain different routes to him. It might be worthwhile asking James to attend the meeting on Monday.

Mr Ron Johnson, the newsagent in Fitzwilliam Street, has asked if we will visit him to discuss placing his shop on the market. As you know we do not usually sell commercial properties but Ron is an old family friend and the premises have living accommodation attached. Please arrange to visit him next Tuesday for initial discussions – his telephone number is 020 8336 5849. Explain that I am away from the office but will see him on my return.

Enc

Copy: James Davies, Signboard Erector

#### Notes to Candidates

##### Ringed words frequently misspelt

- 1 Some candidates are clearly using automatic date insertion when on word processors as date is presented as 03 April 2003. This is not acceptable. The date was occasionally incorrect.
- 2 Occasionally typed as "March". Frequently typed as 8 April.
- 3 Some candidates included the date – this was not penalised provided the date was correct.
- 4 Occasionally the initial was expanded to "Denton".
- 5 Frequently left abbreviated or typed as "Doctor/Door/Director/Dear".
- 6 Occasionally transposed – Mrs Craven typed before Mr O'Brien.
- 7 Occasionally candidates inserted "hrs". This is not required. However if candidates do insert "hours" it must be in full not abbreviated.
- 8 Occasionally typed with a lower case "s".
- 9 Occasionally omitted.
- 10 Occasionally omitted.

Display attractively in single line spacing

SIGNBOARD LIST - WEEK COMMENCING MON (insert date)

ERECT: FOR SALE SIGNBOARDS

- 3 Dickens Terrace, Ealing
- stat ~~The Wheel House~~, 21 Low Road, Islington
- The White House, 17 Portland Close, Hampstead
- 16 Willow Road, Hampstead Heath
- 18 Bishops Court, Islington

CHANGE TO: ~~SALE AGREED~~ SOLD SIGNBOARDS

- uc The Granary, Stella Lane, ~~Ealing~~ Whitechapel
- 7 station Rd, Ealing
- 12 Fosse Dr, Hampstead Heath

CHANGE TO: SOLD SUBJECT TO CONTRACT SIGNBOARDS

- 2 Low Farm Cottage, Hampstead
- Greenacres, Middle Lane, Islington
- Glebe Farm, Sutton Rd, Islington

REMOVE: SOLD SIGNBOARDS

- 12 St Paul's Close, Hampstead Heath
- 1 Wood Lane, Islington
- 56 Collingwood Rd, Whitechapel

A wall mounted <sup>in caps</sup> (For lease) signboard requires fixing between the two <sup>front</sup> windows on the first floor of 12a Rumbold St, Hampstead Heath. [Signboards at the following properties require re-erecting as they've been damaged in the recent high winds,

- Forrester Cottage, Islington
- 23 Laughton Way, Ealing

**Model Answer to Document 3**

1

SIGNBOARD LIST – WEEK COMMENCING MONDAY 7 APRIL 2003

ERECT: FOR SALE SIGNBOARDS

- 2  
16 Willow Road, Hampstead Heath
- 3  
3 Dickens Terrace, Ealing
- The Wheel House, 21 Low Road, Islington
- The White House, 17 Portland Close, Hampstead
- 4  
18 Bishops Court, Islington

CHANGE TO: SOLD SUBJECT TO CONTRACT SIGNBOARDS

- 5  
2 Low Farm Cottage, Hampstead
- Greenacres, Middle Lane, Islington
- Glebe Farm, Sutton Road, Islington

CHANGE TO: SOLD SIGNBOARDS

- 6  
7 Station Road, Ealing
- 12 Fosse Drive, Hampstead Heath
- 7  
The Granary, Stella Lane, Whitechapel

REMOVE: SOLD SIGNBOARDS

- 8  
12 St Paul's Close, Hampstead Heath
- 9  
56 Collingwood Road, Whitechapel
- 10  
1 Wood Lane, Islington

A wall mounted FOR LEASE signboard requires fixing between the two front windows on the first floor of 12a Rumbold Street, Hampstead Heath.

Signboards at the following properties require re-erecting as they have been damaged in the recent high winds.

Forrester Cottage, Islington  
23 Laughton Way, Ealing

11 [ 3 April 2003  
PW/

## **Model Answer to Document 3 continued**

### **Notes to Candidates**

- 1 The date was occasionally typed incorrectly (often not relating to the date given in the memo); with automatic date insertion, and occasionally in lower case.**
- 2 Occasionally typed as “Health” (this was usually consistent throughout).**
- 3 Occasionally omitted.**
- 4 Occasionally omitted.**
- 5 Occasionally typed as “Chance”.**
- 6 Frequently not expanded.**
- 7 Occasionally misspelt or typed as “Granny”.**
- 8 “St” was occasionally expanded to “Saint” (and this was not penalised). Occasionally expanded to “Street”.**
- 9 Occasionally expanded to “Paul is”.**
- 10 “56 Collingwood Road” occasionally followed the word “Close”, followed by the names of one or both towns.**
- 11 Frequently omitted.**

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