

SERIES 2 EXAMINATION 2006

CERTIFICATE IN

TEXT PRODUCTION

LEVEL 1

(Code No: 1074)

THURSDAY 6 APRIL

Instructions to Candidates

- (a) *The total time allowed for this examination is **1 hour 40 minutes**.*
- (b) *Candidates are advised to spend the first **10 minutes** reading the instructions and the documents which make up the examination. Notes may be made during this time.*
- (c) *Candidates should spend the remaining **1 hour 30 minutes** on transcription and proof-reading.*
- (d) *Certificates awarded will show Pass, Credit or Distinction.*
- (e) *Candidates must use employer/candidate reference initials on each document unless otherwise instructed.*
- (f) *Each document must be dated with the date of the examination unless otherwise instructed.*
- (g) *Only **one** copy of each document is required even though a routing may be requested.*
- (h) *Headed paper is supplied. The left-hand margin on all documents, unless specific instructions are given, should be at least 25 mm (1") in width. All work should be displayed to the best advantage.*
- (i) *At the end of the transcription time papers must be placed in the examination envelope in the order given. Unused stationery must **NOT** be included in the examination envelope.*
- (j) *Candidates may use standard English dictionaries, thesaurus, correcting material/fluid and calendars during the examination. Candidates whose first language is not English may use a bilingual dictionary. Candidates using word processing equipment may use spellcheck and thesaurus.*
- (k) *Complaints regarding faulty typewriters, word processors or computers should be reported immediately to the Invigilator who will make a note of the defect on the back of the Invigilator's form.*



CANDIDATE INSTRUCTION SHEET

Scenario

You work for James Gregory, General Manager of Athena House Hotels, a branch of the Athena House Group. The hotels provide facilities for civil weddings and wedding receptions.

Mr Gregory likes his letters to be completed:

James Gregory
GENERAL MANAGER

REQUIREMENTS

Mr Gregory 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 Gregory has given you a note of the documents to be produced as shown below.

		Approximate number of words
Document 1	Letter to Mr and Mrs Julian Kinross	234
Document 2	Memorandum to all Function Coordinators	172
Document 3	Booking Form	225

You will need the following information to complete the documents:

The address for Mr and Mrs Julian Kinross is:

1 Victoria Dock Road
Dundee
DD1 3JP

The telephone number for Paul Simpson is 01382 655207

IMPORTANT INFORMATION FOR CANDIDATES

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

IN-TRAY DOCUMENT

MEMORANDUM

To James Gregory, General Manager
From Paul Simpson, Function Coordinator
Ref PS/DM
Date 5 April 2006

RESULTS OF SURVEY

As requested I have now collated the results of the survey we circulated to clients who had booked or were planning to book their wedding reception with us. The following list includes the more popular services they would like to see offered:

- | | | |
|----|---|-----|
| 6• | Balloons and other decorations | 72% |
| 5• | Napkins, floral arrangements and table decorations – | |
| | • colour coordinated to suit the bride and groom's colour | |
| | • scheme | 85% |
| 3• | Reception drinks served in the main hall | 89% |
| 2• | Red carpet on arrival | 68% |
| 4• | Services of a Toast Master | 65% |
| 1• | Wedding stationery | 91% |

Insert list into memo in order shown. Omit numbers and insert bullets or asterisks.

As a small percentage expressed an interest in limousine hire, I suggest we include a number of recommended hire firms in our Wedding Brochure.

Other guests said that they would appreciate advice on wedding photography and asked for a list of recommended photographers. This could also be included in our Wedding Brochure.

Prepare the following letter to
Mr & Mrs Julian Kinross.
Head it WEDDING RECEPTION

Copy Paul Simpson
F _ C _

Dear Mr & Mrs K _

enquiring

NP

trs

Thank you for yr recent email about holding yr son's wedding reception at our hotel in Dundee. [The Athena House Hotel in Dundee specialises in wedding receptions & the staff use all their skills & expertise to ensure that the groom & bride have a day to remember.]

Past clients have complimented them on their excellent customer service & the surroundings are ideal for ^{such} special occasions. Every effort is made to ensure that the bride & groom, family and friends have an enjoyable & memorable day.

, Function Coordinator,

ic
close
up

trs

Paul Simpson & his team will be pleased to show you around the Hotel & help you with yr choice of menu, seating arrangements & any other special requirements. They'll be happy to design a reception around yr taste & budget.

uc
uc
stet

The Athena House Hotel is also licensed to offer civil marriages and, if req'd, Paul wd be pleased to discuss the arrangements ~~for such a ceremony~~ with yr son & future daughter-in-law.

uc

I enclose a copy of our wedding brochure. Please don't hesitate to contact Paul on (insert tel no) if you'd like to make an appointment to discuss yr son's wedding reception & view the hotel's facilities.

Yrs s _

Prepare the following memo to All Function Coordinators.
Head it WEDDING RECEPTIONS

lc I've been giving ^{some} thought to the services offered to clients booking their Wedding Receptions with us. At our staff mtg to be held next wk on wed (insert date) at 1000 I'd like to discuss the results of the recent
lrs survey of future & past clients.

The following are ^{the more} popular services suggested:

Insert list from Paul's memo

uc If there is time I'd also like to discuss the inclusion in our wedding brochure of recommended local limousine hire ~~firm~~ firms & photographers, which some clients said they'd find useful.

Please bring along the details of such firms in yr area.

sket Please also bring ^{along} yr own ideas as to any ~~extra~~ additional services you think we should offer.

Prepare the following in single line spacing. Ref and date not required

Document 3

DEPOSITS AND PAYMENTS

- 1 A minimum of ~~£350~~^{£250} up to a maximum of £500 will be required to guarantee your booking. The actual sum will be based on the no. of guests attending & the duration of the event.
- 2 A booking will be confirmed on receipt of the agreed deposit and this form ^{duly signed.} In the case of a wedding ^{reception} both parties are required to sign the form.
- 3 Final numbers will be required ^{four} weeks prior to the ^{function} date when a pro-forma invoice will be sent requesting full payment no later than 14 days before the event.

CANCELLATION TERMS AND CONDITIONS

If cancellation takes place:

- stet
- 12 months ~~or more~~ prior to the function date – 90% of the deposit is refundable
- 9-12 months – 75% is refundable
- 6-9 mths – 50% is refundable
- ic 5-6 mths – the Hotel will keep the deposit
- 2-5 mths – the hotel will keep the deposit & 25% of the estimated total cost will be chargeable if the hotel ~~are~~ ^{is} unable to resell the date
- stet less than 2 mths – the hotel will keep the deposit & 80% of the estimated total cost will be chargeable if the hotel is unable to resell the date

continued →

caps

Please complete & return with the deposit when confirming yr booking

trs

Type in double line spacing

Type of function
Approx no. of guests
Date of function
Client's name & address
.....
Signature/s
Date