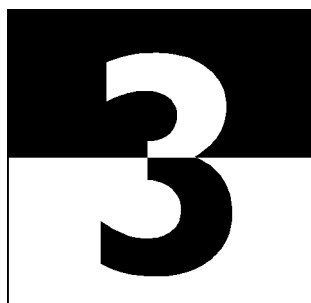


*Certificate in*

# **Text Production**



*Level 3*

*Series 2 2003*

*(Code 3074)*

## **Model Answers**



# **Certificate in Text Production Level 3**

## **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.

© Education Development International plc 2003

All rights reserved; no part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without prior written permission of the Publisher. The book may not be lent, resold, hired out or otherwise disposed of by way of trade in any form of binding or cover, other than that in which it is published, without the prior consent of the Publisher.



# Certificate in Text Production Level 3

## Series 2 2003

### Scenario

You work for Tim Rafter, Customer Services Manager of Athena House Group, a large insurance company.

Mr Rafter likes his letters to be completed:

Tim Rafter  
Customer Services Manager

### Requirements

Mr Rafter has passed you 2 in-tray documents which relate to at least 2 of the 4 tasks to be undertaken. Present the documents in a businesslike and consistent format, ready for signature where appropriate.

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

		<b>Approximate number of words</b>
Document 1	Memorandum to Jennifer Hingis, Communications Manager	173
Document 2	Letter to Miss Martina Williams	201
Document 3	Leaflet on Travel Insurance	364
Document 4	Advertisement	205

You will need the following information to complete these documents:

Andrew Lloyd, Communications Executive

The company's website address is: [www.athenahouse.com](http://www.athenahouse.com)

The Travel Insurance Hotline is 0990 987987  
Weekdays 0800 to 1900  
Weekends and Public Holidays 0900 to 1700

### **IMPORTANT INFORMATION FOR CANDIDATES**

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

# ANSWERPHONE MESSAGE

<b>To</b>	Customer Services Department
<b>From</b>	Martina Williams
<b>at</b>	216 Victory Rd, Sutton, Surrey SM12 9TJ
<b>Tel no</b>	020 8642 3232
<b>Date</b>	7 April 2003
<b>Time</b>	1830
<b>Enquiry No</b>	AR216
<b>MESSAGE</b>	<p>Miss Williams would like a quotation for annual travel insurance for herself and her partner. She also wants to know if the policy would cover them both on separate holidays.</p>

## IN-TRAY DOCUMENT 2

<b>PREMIUMS</b>	<b>Single Person £</b>	<b>Couple £</b>	<b>Family £</b>
<b>WORLDWIDE</b>			
Annual policy with winter sports	90.00	120.00	140.00
Annual policy without winter sports	86.00	115.00	130.00
Single trip - up to 5 days	23.50	35.00	40.00
up to 10 days	30.00	44.00	52.00
up to 18 days	36.00	55.50	63.00
up to 25 days	43.00	64.00	75.00
up to 31 days	47.50	72.50	83.50
Each additional week	12.00	17.00	20.50
<b>EUROPEAN</b>			
Annual policy with winter sports	61.50	85.50	110.00
Annual policy without winter sports	53.50	75.10	92.20
Single trip - up to 5 days	12.50	18.40	20.60
up to 10 days	15.50	23.80	27.55
up to 18 days	19.80	29.50	35.10
up to 25 days	23.30	35.10	40.10
up to 31 days	25.55	28.40	44.20
Each additional week	6.10	8.90	10.40

### INDEPENDENT TRAVEL EXTENSION

An annual policy can be extended to cover any separate holidays that the policyholder or partner takes. Simply add the appropriate premium from this table to the European or Worldwide annual travel policy.

Ⓐ

Annual - Worldwide  
Annual - European

<b>Couple £</b>	<b>Family £</b>
8.50	8.50
3.50	3.50

This extension applies to the Couple and Family annual policies.

Memo to Jennifer Kingis

Copy -> A. Lloyd

change order, emphasise headings, retain numbers

last fri in June

2 Summer Quiz Night

to be held on fri - - - - -

I've ~~started~~ drafted some questions for our Summer quiz night. As this is my first quiz night I would like to ~~make sure~~ <sup>ensure</sup> I'm working on the right lines. Is it poss to have a brief mtg at 1030 in my office next Mon - - - - ? I believe A - L - - - in yr dept is co-ordinating this, as you'll be on holiday then. Hopefully he can join us too?

uc  
stat

2 Customer Services Dept - Job Vacancy

trs

I've Christine Cash will be leaving at the end of next mth. I've drafted an advert and arrange for this to be placed hope you can ~~include~~ <sup>include</sup> on the co's web site asap.

So we ~~have~~ <sup>will</sup> a requirement for a Team Leader in the Customer Services Dept.

Please give me a call if you wish to discuss either of these issues.

**Model Answer to Document 1**

MEMORANDUM

① To Jennifer Hingis, Communications Manager  
From Tim Rafter, Customer Services Manager  
Ref TR/  
Date 9 April 2003

④  
1 JOB VACANCY – CUSTOMER SERVICES DEPARTMENT  
Christine Cash will be leaving at the end of next month, so we will require a Team Leader in the Customer Services Department. I have drafted an advertisement and hope you can arrange for this to be placed on the company's website as soon as possible. ⑤  
②/③ 2 SUMMER QUIZ NIGHT ④  
⑥ I have drafted some questions for our Summer Quiz Night to be held on Friday 27 June. As this is my first Quiz Night I would like to make sure I am working on the right lines. Is it possible to have a brief meeting in my office at 1030 next Monday 14 April? I believe ⑦  
⑤ Andrew Lloyd in your department is co-ordinating this Quiz Night as you will be on holiday.  
Hopefully he can join us too?

Please give me a call if you wish to discuss either of these issues.

- ⑧ Enc
- ⑨ Copy: Andrew Lloyd, Communications Executive

**Notes to Candidates**

- 1 Use full names and titles on memos
- 2 Use numbers and indent text from left margin
- 3 Rearrange the order of numbered points as instructed
- 4 Use capitals for headings
- 5 Expand all abbreviations accurately
- 6 Expand all contractions correctly
- 7 Insert date as instructed
- 8 Indicate an enclosure when appropriate
- 9 Indicate a copy to Andrew Lloyd and include his title

Wrote to Miss Williams

details - see message

Dear Miss W ---

Athena House Travel Insurance - Enquiry no --- caps

Thank you for yr recent enquiry ~~concerning~~ <sup>regarding</sup> travel insurance. stet

I've pleasure in enclosing our/leaflet giving full details of ~~all~~ <sup>that</sup> our travel insurance policies.

NP

[I understand you're particularly interested in an annual policy for you and yr partner. The premiums for this will be:

	Worldwide	European
Annual policy with winter sports	£	£
Annual policy without winter sports	£	£

details on premiums leaflet

You can extend yr annual policy to cover any separate holidays <sup>you or</sup> that your partner take as well as the ~~joint ones with you~~ <sup>ones you take together</sup>. Simply add £ --- to your Worldwide travel policy or £ --- to yr European travel policy.

I hope you decide to choose A-H- travel insurance and feel sure ~~that~~ you'll be very happy with the cover provided.

If you wish to speak to an adviser about this quotation please call our Travel Insurance hotline on --- and quote ~~at~~ <sup>enquiry no</sup> AR216. Alternatively please visit our website at --- which contains more details about our services.

Yrs S Z

# 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

TR/

9 April 2003

① Miss Martina Williams  
② 216 Victory Road  
Sutton  
Surrey  
SM12 9TJ

Dear Miss Williams

③ ATHENA HOUSE TRAVEL INSURANCE – ENQUIRY NUMBER AR216

④ Thank you for your recent enquiry regarding travel insurance. I have pleasure in enclosing our latest leaflet giving full details of our travel insurance policies. ⑤

⑤ I understand that you are particularly interested in an annual policy for you and your partner. The premiums for this will be: ④

	Worldwide	European
Annual policy with winter sports	£120.00	£85.50
Annual policy without winter sports	£115.00	£75.10

④ You can extend your annual policy to cover any separate holidays that you or your partner take as well as the ones you take together. Simply add £8.50 to your Worldwide travel policy or £3.50 to your European travel policy. ⑥

⑦ If you wish to speak to an adviser about this quotation please call our Travel Insurance Hotline on 0990 987987 and quote enquiry number AR216. Alternatively please visit our website at www.athenahouse.com, which contains more details about our services. ④

⑧ I hope you decide to choose Athena House travel insurance and feel sure you will be very happy with the cover provided. ⑤

Yours sincerely

⑨ Tim Rafter  
Customer Services Manager

⑩ Enc

## **Model Answer to Document 2 continued**

### **Notes to Candidates**

- 1 Always show a courtesy title on a letter**
- 2 Take the address details from In-tray document 1**
- 3 Use closed capitals for heading**
- 4 Expand all abbreviations accurately**
- 5 Expand all contractions correctly**
- 6 Take this information from In-tray document 2**
- 7 The hotline number can be found on the instruction sheet**
- 8 Transpose this paragraph as instructed**
- 9 Finish letters as shown on the instruction sheet**
- 10 Indicate an enclosure when appropriate**

Prepare this leaflet in single spacing.  
Emphasise all \* headings.

TRAVEL INSURANCE FROM ATHENA HOUSE

uc ~~Now you can save more money~~ on your travel insurance. Whether you want cover for one <sup>with A-H-G</sup> trip <sup>single</sup> or an annual insurance policy to cover <sup>several</sup> lots of holidays, we have policies <sup>to</sup> that will suit a wide variety of needs.   
*or business trips*

\* Special features

Annual policies from Athena House Group:

- any no of a maximum of cover ~~all~~ trips of up to 60 days
- include an option for winter sports cover
- may be extended to allow the policy holder and partner to take separate holidays
- cover cruise trips of up to 50% of the holiday period insured - an extra premium for longer cruises applies
- cover all business trips <sup>the</sup> for first named policyholder

double space these 2 bulleted sections.

Discounts are available to clients who:

\* Independent travel extension

Insert (A) from premiums leaflet

\* Premiums

Please see the separate table of premiums for Worldwide and European travel insurance.

- are already covered for personal baggage and money or medical expenses
- have both Athena House home and car insurance

 Pets come too

dog or cat

Under the government's new PETS travel scheme your pet can now join you on some of your European holidays. Our Pets Come Too cover is available as an extension to your

uc

travel insurance from just £15 per dog or cat. The age <sup>limit</sup> ~~group~~ for pets accepted at the time of the trip is 8 yrs old for dogs and ~~8~~<sup>10</sup> yrs old for cats.

 Full cover details

<sup>the</sup> and ~~the~~ separate inserts

This leaflet ~~provide~~ a summary of cover only. Full policy details are available on request.

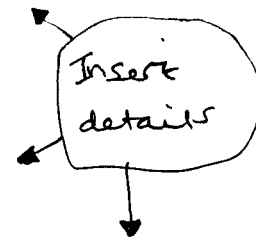
 Company Info

Head office address: Athena House Group

=====  
=====  
=====

Website: -----

Travel Insurance Hotline: -----



Weekdays -----  
Weekends and Public Holidays -----  
to the Hotline

Please note that calls are recorded for quality control purposes.

**Model Answer to Document 3**

ATHENA HOUSE TRAVEL INSURANCE

① Save money on your travel insurance with Athena House Group. Whether you want cover for one single trip or an annual insurance policy to cover several holidays or business trips, we have policies to suit a wide variety of needs.

② SPECIAL FEATURES

④ Annual policies from Athena House Group:

- \* cover any number of trips of up to a maximum of 60 days
- \* include an option for winter sports cover
- ③ \* may be extended to allow the policyholder and partner to take separate holidays
- \* cover cruise trips of up to 50% of the holiday period insured – an extra premium for longer cruises applies ⑤
- \* cover all business trips for the first named policyholder

Discounts are available to clients who:

- ③ \* are already covered for personal baggage and money or medical expenses
- \* have both Athena House home and car insurance

② PREMIUMS

Please see the separate table of premiums for Worldwide and European travel insurance.

② INDEPENDENT TRAVEL EXTENSION

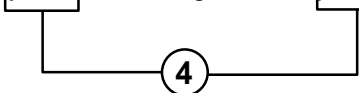
⑥ An annual policy can be extended to cover any separate holidays that the policyholder or partner takes. Simply add the appropriate premium from this table to the European or Worldwide annual travel policy.

	Couple £	Family £
Annual – Worldwide	8.50	8.50
Annual – European	3.50	3.50

This extension applies to the Couple and Family annual policies.

② PETS COME TOO

Under the government's new PETS Travel Scheme your pet dog or cat can now join you on some of your European holidays. Our Pets Come Too cover is available as an extension to your travel insurance from just £15 per dog or cat. The age limit for pets accepted at the time of the trip is 8 years old for dogs and 10 years old for cats.



## Model Answer to Document 3 continued

7 — 2

2 — FULL COVER DETAILS

This leaflet and the separate inserts provide a summary of cover only. Full policy details are available on request.

2 — COMPANY INFORMATION

Head Office address:

Athena House Group  
Athena House  
West Street  
London  
SW1Y 2AR

Website:

8 — [www.athenahouse.com](http://www.athenahouse.com)

Travel Insurance Hotline:

0990 987987

Weekdays 0800 to 1900  
Weekends and Public Holidays 0900 to 1700

9 — Please note that calls to the Hotline are recorded for quality control purposes.

10 — TR/  
9 April 2003

### Notes to Candidates

- 1 Use single line spacing for this document as instructed
- 2 Emphasise all headings – choose from capitals, bold or underline
- 3 Use double line spacing for these bulleted sections
- 4 Expand all abbreviations correctly
- 5 A dash needs a space around it
- 6 Take this information from In-tray document 2
- 7 Show the page number at the top left of the second page
- 8 Take this information from the instruction sheet
- 9 Align this sentence with the inset portion above, as instructed
- 10 Always indicate reference and date unless otherwise instructed

Prepare this advertisement

A - H - G  
requires a

} Centre

TEAM LEADER - CUSTOMER SERVICES

We are looking for a <sup>full-time</sup> Team Leader based <sup>within</sup> our Customer Services Department.

DO YOU HAVE WHAT IT TAKES TO TAKE A GROUP AND BUILD A TEAM?

If you have the <sup>proven</sup> ability and are looking for the next step ~~then~~ we can help you get there!

Flexible Working hours - ~~Between~~ 7 am <sup>and</sup> 10 pm, 7 days a wk

Average working week length - 35 hrs

Location - Head office

Training - Excellent development and training will be provided

Centre and Move

insert bullets/asterisks

The Team Leader must be able to:

- identify, recommend and implement action in response to expanding challenges
- coach and develop individuals to improve team performance
- demonstrate first-class leadership skills

Your strengths will include:

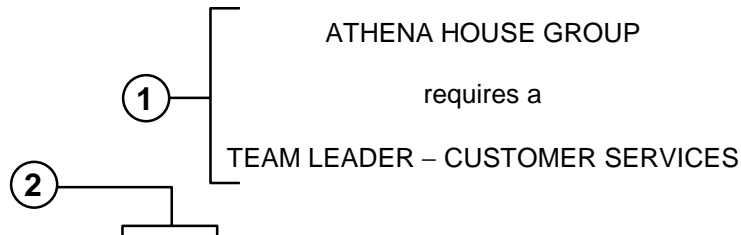
- excellent supervisory skills <sup>that</sup> which enable you to provide direction to the group
- the ability to organise, prioritise and make decisions <sup>effective</sup>
- effective forward thinking

We provide <sup>excellent</sup> great working conditions for everyone:

- Life assurance (up to <sup>twice</sup> ~~2 times~~ your annual salary)
- Private medical insurance (after one year)
- Discounts on car and home insurance
- 20 days holiday, increasing with length of service
- Incentive schemes
- Career opportunities

caps → Apply online <sup>only</sup> / at: <sup>(web address)</sup> -----

## Model Answer to Document 4



We are looking for a full-time Team Leader based within our Customer Services Department.

The Team Leader must be able to:

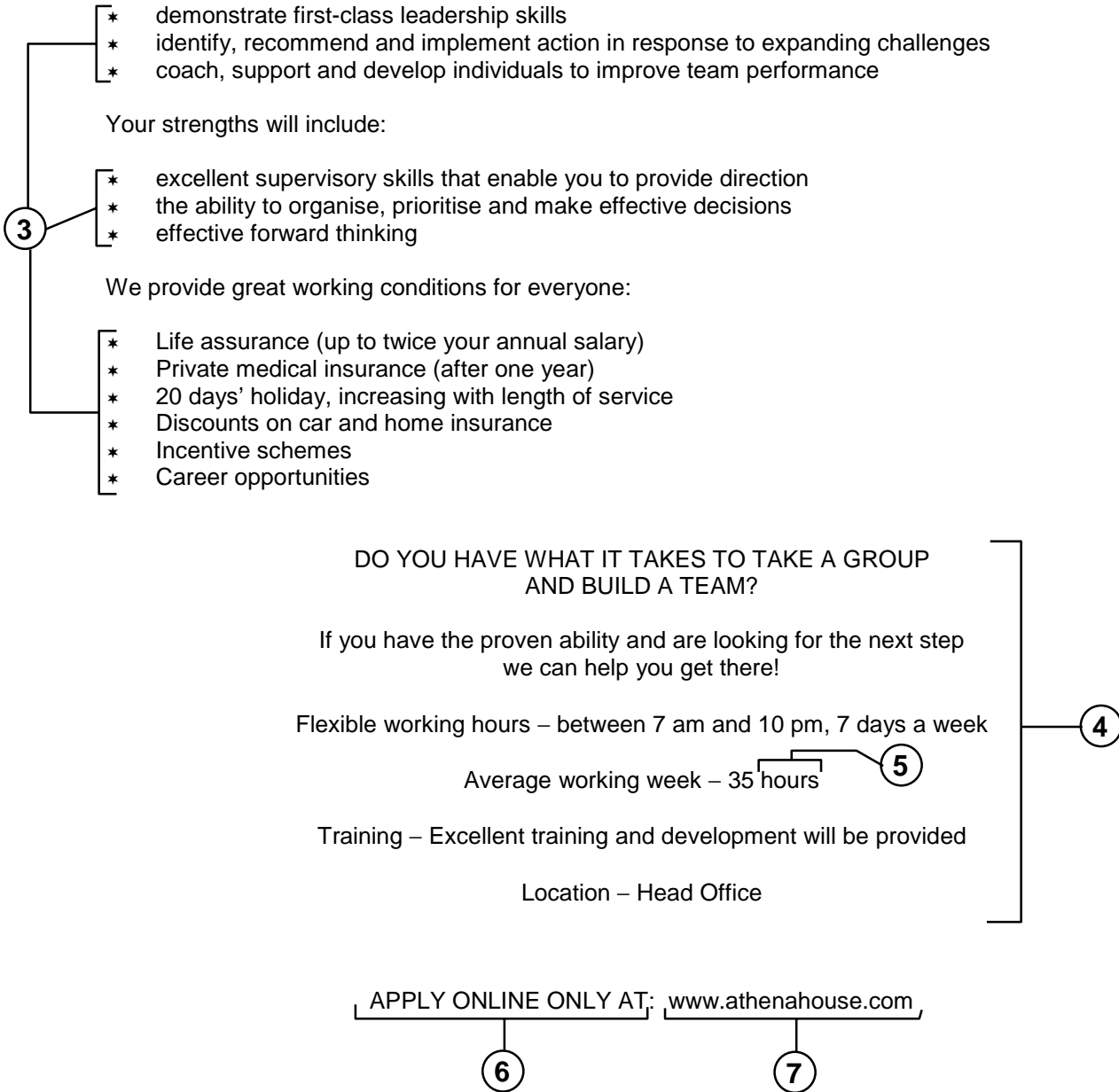
- \* demonstrate first-class leadership skills
- \* identify, recommend and implement action in response to expanding challenges
- \* coach, support and develop individuals to improve team performance

Your strengths will include:

- \* excellent supervisory skills that enable you to provide direction
- \* the ability to organise, prioritise and make effective decisions
- \* effective forward thinking

We provide great working conditions for everyone:

- \* Life assurance (up to twice your annual salary)
- \* Private medical insurance (after one year)
- \* 20 days' holiday, increasing with length of service
- \* Discounts on car and home insurance
- \* Incentive schemes
- \* Career opportunities



8 TR/  
9 April 2003

#### **Model Answer to Document 4**

- 1 Centre these lines as instructed**
- 2 Remember that a hyphenated word does not have a space**
- 3 Insert bullets by these points**
- 4 Centre these lines and move them to the bottom half of the page**
- 5 Expand all abbreviations accurately**
- 6 Use capitals for this line of text**
- 7 The website address is shown on the instruction sheet**
- 8 Always indicate reference and date unless otherwise instructed**



**EXAMINATIONS  
BOARD**

London Chamber of Commerce and Industry Examinations Board

Athena House 112 Station Road

Sidcup Kent DA15 7BJ United Kingdom

Facsimile: +44 (0) 20 8302 4169/+44 (0) 20 8309 5169

Website: [www.lccieb.com](http://www.lccieb.com)

Customer Service Team Tel: +44 (0) 20 8309 3000 email: [custserv@lccieb.org.uk](mailto:custserv@lccieb.org.uk)

© Education Development International plc 2003