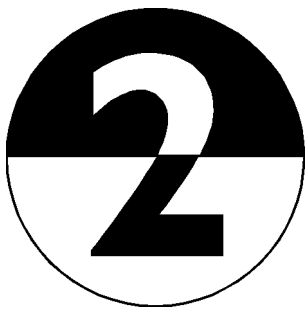


Certificate in

Text Production



Level 2

Series 3 2003

(Code 2074)

Model Answers

(UK Accreditation No: 100/1605/3)

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Certificate in Text Production Level 2

Series 3 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
- (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 2 Series 3 2003

Scenario

You work for Mrs Sarah Clitheroe, Assistant Manager of Athena House Group, the Head Office of a holiday property letting company with branches nationwide.

Mrs Clitheroe likes her letters completed:

Sarah Clitheroe (Mrs)
ASSISTANT MANAGER

Requirements

Mrs Clitheroe has passed to you 2 in-tray documents which relate to at least 2 of the 4 tasks to be undertaken. Follow her instructions and present the documents in a businesslike and consistent format, ready for signature where appropriate.

Mrs Clitheroe has given you a note of the documents to be produced as shown below:

		Approximate number of words
Document 1	Memorandum to Fiona Kettlewell, Publicity Officer	169
Document 2	Information sheet with details of properties	186
Document 3	Letter to Mr Frank Wilson	221
Document 4	Advertisement	213

You will also need the following information to complete the documents:

George Bentley, Branch Manager, Norwich

IMPORTANT INFORMATION FOR CANDIDATES

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

IN-TRAY DOCUMENT 1

PROPERTIES LIST

EAST ANGLIA

The Retreat

This detached house has panoramic sea views. There is direct access to a cliff-top path leading to a shingle beach.

Fitted kitchen with dining area, utility room, sitting room, three bedrooms – two doubles, one single

- * gas central heating
- * bed linen and towels included
- * electric cooker
- * dishwasher
- * fridge
- * washing machine
- * enclosed rear garden with garden furniture

CENTRAL ENGLAND

Windmill View

This comfortable cottage provides the perfect base to tour the many attractions in the area.

Front porch, sitting room, dining room, kitchen, bathroom, four bedrooms – two doubles, one twin, one single

- * heaters
- * bed linen and towels included
- * microwave
- * electric cooker
- * fridge freezer
- * small enclosed garden with garden furniture

SOUTH WEST ENGLAND

Primrose Cottage

This modern cottage provides an ideal location for touring Cornwall.

Sitting room, kitchen with dining area, bathroom, two bedrooms – one double, one single

- * bed linen and towels included
- * electric cooker
- * fridge
- * storage heaters

May 2002

IN-TRAY DOCUMENT 2

ATHENA HOUSE GROUP

BOOKING CONFIRMATION

Reference Number	A626
Client's Name	Mr Frank Wilson
Client's Home Address	Thornhill House, 745 Thorney Lane, Southampton, SS12 6JQ
Client's Holiday Rental Address	50 North Avenue, Reading, RG4 2TW
Code Number	B66
Owner's Name	Mr Tom Smith
Owner's Address	12 High Street, Reading, RG2 6FD
Rental Period	19 April 2003 - 12 July 2003
Requested Extras	-
Number in Party	2 adults, 2 children
Special Notes	-
Holiday Charges	Special rate for 12 week booking 12 weeks at £250 per week
Total Charges	£3,000

Memo to Fiona Kettlewell

Heading - NEW PROPERTIES

I enclose details of ^{new} properties now available to rent: ~~England~~. These are all to be included in the Central England section of our new holiday ^{Cottage} brochure.

Please arrange to have photographs taken of these new properties for inclusion in the brochure. [The list of things to do and see in this area should also be ~~updated~~ amended to include:

- INSET ③ Wedgewood Pottery, Stoke
 - ① The Beatles Story, Liverpool
 - ② Severn Valley Railway
- ← Rearrange but omit numbers

I've been ~~thinking~~ studying the possibility of including "What's On" list for each section of the brochure, giving brief details of annual events. Let me know what you think about this ^{idea} ~~suggestion~~.

KEEP CONTRACTION

I'm still waiting for details of new properties to be included in the south west England section. I expect to receive these within the next few weeks and will let you have the details asap.

Model Answer to Document 1

MEMORANDUM

To Fiona Kettlewell, Publicity Officer

From Sarah Clitheroe, Assistant Manager

Ref SC/

Date 12 June 2003

NEW PROPERTIES

I enclose details of new properties now available to rent. These are all to be included in the Central England section of our new holiday cottage brochure. Please arrange to have photographs taken of these new properties for inclusion in the brochure.

The list of things to see and do in this area should also be amended to include:

The Beatles Story, Liverpool
Severn Valley Railway
Wedgewood Pottery, Stoke

I am still waiting for details of new properties to be included in the South West England section. I expect to receive these within the next few weeks and will let you have the details as soon as possible.

I have been studying the possibility of including a "What's On" list for each section of the brochure, giving brief details of annual events. Let me know what you think about this suggestion.

Enc

Notes to Candidates

- 1 Copy names and designations accurately
- 2 Follow instructions correctly
- 3 Keep contractions when indicated
- 4 Indicate an enclosure when appropriate

Prepare this Information Sheet in single line spacing

FOLLOW THE LAYOUT AS ON THE PROPERTIES LIST

← Central England ← Caps

LC and underline

IVY HOUSE

This character cottage is a restored stone barn. There are ~~lovely~~ ^{splendid} views across the ~~delightful~~ ^{stet} country side. An ideal base for touring with many ~~venues~~ ^{attractions} within easy driving distance.

- Porch
- sitting/dining room with kitchen area
- bathroom
- three bedrooms - one double, two twins

- bed linen and towels included
- television
- washing machine
- tumble dryer
- electric cooker
- garden with garden furniture
- microwave

Use asterisks or bullets

Insert (A) from Properties List

Plum Tree Cottage

This pretty detached cottage stands in a quiet lane. There are many local walks. There are many attractions within driving distance.

Kitchen, dining room, sitting room, bathroom, one twin bedroom

- heaters
- bed linen and towels included
- cot and high-chair on request
- electric cooker
- private patio
- babysitting by arrangement

Model Answer to Document 2

CENTRAL ENGLAND

Ivy House

This character cottage is a restored stone barn. There are splendid views across the delightful countryside. An ideal base for touring with many attractions within easy driving distance.

① — Porch, sitting/dining room with kitchen area, bathroom, three bedrooms — one double, two twins ③

- ④
- bed linen and towels included
 - washing machine
 - tumble dryer
 - microwave
 - electric cooker
 - television
 - garden with garden furniture
- ②

Windmill View

This comfortable cottage provides the perfect base to tour the many attractions in the area.

Front porch, sitting room, dining room, kitchen, bathroom, four bedrooms — two doubles, one twin, one single ③

- ④
- heaters
 - bed linen and towels included
 - microwave
 - electric cooker
 - fridge freezer
 - small enclosed garden with garden furniture

Plum Tree Cottage

This pretty detached cottage stands in a quiet lane. There are many local walks. There are many attractions within driving distance.

Kitchen, dining room, sitting room, bathroom, one twin bedroom

- ④
- heaters
 - bed linen and towels included
 - cot and high-chair on request
 - electric cooker
 - private patio
 - babysitting by arrangement
- ③

⑤ — SC/
12 June 2003

Model Answer to Document 2 continued

Notes to Candidates

- 1 Follow correct layout as in in-tray document**
- 2 Transpose as instructed**
- 3 Do not confuse a hyphen with a dash**
- 4 Consistent use of bullet points or asterisks**
- 5 Always complete letter as shown on the instruction sheet**

Letter to Mr Frank Wilson. Use his holiday rental address and emphasise the heading

Copy to George Bentley

Dear Mr W _____

Transfer of hire - Code No _____

See Booking Confirmation

With reference to yr tele call to my office, I understand ^{that} you would like to extend yr stay but transfer to another area. There will be no problem in transferring yr rental of _____ to a property in the Norfolk area. // Yr 3 mth rental period expires on _____.

NP

It would be poss to start a new period of rental 2 mths on just 3 properties in Norfolk. It's a busy time of the year and most of our properties have been booked for holiday breaks of one or 2 weeks.

Two of the available cottages are in Sheringham. Both of these have 3 bedrooms. The other property is in Great Yarmouth. → Athena H - G - only acquired these properties at the beginning of May and they haven't yet been let out.

I'm preparing details of all these properties and will send them to you asap. →

The rental on both properties in Sheringham is £230 per wk. The house in Great Yarmouth is £250 per wk.

Yrs s _____

This is a bigger house, very similar to the one in Reading.

Model Answer to Document 3

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

SC/

12 June 2003

① Mr Frank Wilson
50 North Avenue
Reading
RG4 2TW

Dear Mr Wilson

② TRANSFER OF HIRE – CODE NUMBER B66

With reference to your telephone call to my office, I understand that you would like to extend your stay but transfer to another area. There will be no problem in transferring your rental of 50 North Avenue, Reading, RG4 2TW to a property in the Norfolk area. ③

Your 3 month rental period expires on 12 July 2003. It would be possible to start a new rental period of 2 months on just 3 properties in Norfolk. It is a busy time of the year and most of our properties have been booked for holiday breaks of one or 2 weeks. ④

Two of the available cottages are in Sheringham. Both of these have 3 bedrooms. The other property is in Great Yarmouth. This is a bigger house, very similar to the one in Reading. Athena House Group only acquired these properties at the beginning of May and they have not yet been let out. I am preparing details of all these properties and will send them to you as soon as possible. The rental on both properties in Sheringham is £230 per week. The house in Great Yarmouth is £250 per week.

Yours sincerely

⑥ Sarah Clitheroe (Mrs)
ASSISTANT MANAGER

⑤ Copy: George Bentley, Branch Manager, Norwich

Notes to Candidates

- 1 Take the correct address details from In-tray Document 2
- 2 Expand abbreviations
- 3 Take the correct information from in-tray document
- 4 Transpose as instructed
- 5 Include designation
- 6 Complete letter as shown on instruction sheet

~~DRAFT~~

Prepare this advertisement in single line spacing. Emphasise the 2 shoulder headings *

Athena House Group

Holiday Homes

Centre in caps

In full

AHG has been offering ^{quality} holidays ^{for many years} since the turn of the century. We have an unrivalled selection of cottages, houses, and flats throughout the United Kingdom.

* Can you help ^{make a contribution} us to add to our supreme selection?

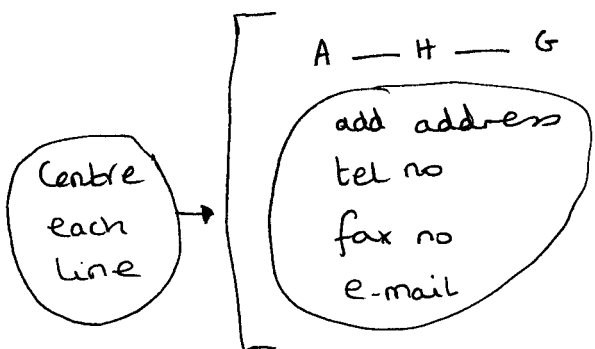
Stet

If you own a ^{holiday} property or are thinking of ^{investing in} buying one, get in touch with us. There is no obligation and we have to carry out a thorough inspection to be sure that the property meets our high quality standards. If we do take your property into our care you can ^{rest assured} be happy in the knowledge that you and your property are in experienced hands.

Although it may be hard to believe, our excellent choice of holiday properties is just not enough. Many clients return time and time again and new clients come along every year so demand can exceed supply.

* Benefits

Our marketing campaign makes sure that the maximum number of prospective holiday makers see your property in our colour brochure. Thousands of our brochures are sent to Travel Agents and to clients on our database. [for an information pack, call or write today:



Model Answer to Document 4



Athena House Group has been offering quality holidays for many years. We have an unrivalled selection of houses, cottages and flats throughout the United Kingdom.

② — CAN YOU HELP MAKE A CONTRIBUTION TO OUR SUPREME SELECTION?

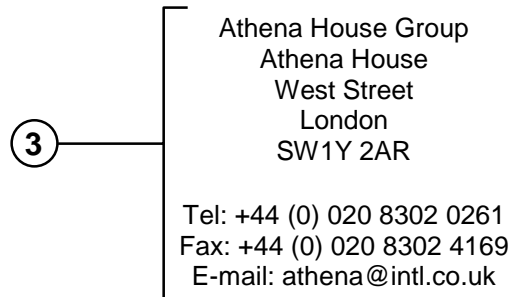
Although it may be hard to believe, our excellent choice of holiday properties is just not enough. Many clients return time and time again and new clients come along every year so demand can exceed supply.

If you own a holiday property or are thinking of buying one, get in touch with us. There is no obligation and we have to carry out a thorough inspection to be sure that the property meets our high quality standards. If we do take your property into our care you can rest assured that you and your property are in experienced hands.

② — BENEFITS

Our marketing campaign makes sure that the maximum number of prospective holidaymakers see your property in our colour brochure. Thousands of our brochures are sent to travel agents and to clients on our database.

For an information pack, call or write today:



④ — SC/--
12 June 2003

Notes to Candidates

- 1 Follow instruction
- 2 Emphasise when instructed
- 3 Ensure correct information taken from letterhead
- 4 Always indicate reference and date unless otherwise instructed



**EXAMINATIONS
BOARD**

London Chamber of Commerce and Industry Examinations Board

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Sidcup Kent DA15 7BJ United Kingdom

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