

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS General Certificate of Education Ordinary Level

7101/03 **COMMERCIAL STUDIES**

Paper 3 Text Processing October/November 2010

2 hours

Additional Materials: A4 plain paper (9 sheets)

Cover sheet to indicate whether typewriter or word processor used

READ THESE INSTRUCTIONS FIRST

You may use either a typewriter or a word processor for this examination.

Type or write your Centre number, candidate number and name on all the work you hand in.

Answer all questions.

Type your answers on the separate paper provided. Start each question on a fresh sheet of A4 paper.

Insert 1 is for use with Question 3. Two copies of this Insert are enclosed.

Insert 2 is for use with Question 5(a). Two copies of this Insert are enclosed. Attempt this question only if you are using a typewriter.

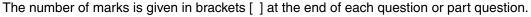
You should read through the paper before answering the questions.

The businesses described in this question paper are entirely fictitious.

If you experience any fault with your typewriter or word processor, tell the invigilator immediately.

The typed Accuracy Test (Question 1) must be attempted first and collected at the end of ten minutes.

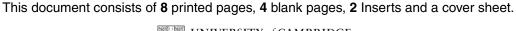
At the end of the examination fasten your work securely together, before placing it inside the cover sheet.





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1 Accuracy Test

Produce the following passage in double line spacing. You have **10 minutes** for this accuracy test.

[10]

WORLDWIDE RIVER CRUISING

River cruising offers a comfortable and relaxing vacation through many of the world's most picturesque rivers, canals, inlets and harbours. River cruises operate from a large variety of popular tourist destinations in many countries such as America, China, Germany, Bulgaria and Italy.

On board our luxury cruise ships you can see the world's most beautiful cities, drift gently afloat through the countryside, visit local art galleries, castles, restaurants, theatres and markets – wander through scenic rural regions and enjoy the fresh air and peace in comfort.

On board, our modern river cruising vessels offer a wide range of entertainment options, such as fine restaurants, bars, gymnasiums, libraries and sun decks.

With so few guests, the attention and personal touch provided on a river cruise ship is truly impressive. There are no large crowds onboard; you feel a deep sense of connection with your fellow travellers, your crew and your surroundings. There is a sense of peace, tranquillity and excitement at the same time.

Wake up to an exciting new view every time you stop at a new destination. With ample storage and comfortable rooms, you will never even realise you are travelling, unless, of course, you are admiring the scenery as it rolls past.

In addition, Worldwide River Cruising offers 5-star comfort with itineraries all over the world. With personalised service in a luxurious setting, Worldwide River Cruising is dedicated to your comfort, pleasure and complete satisfaction.

2 Set out the following table using A4 plain paper. Make all corrections and rule as indicated. [20]

Stet

Worldwide River Cruises

Heading in bold caps

	org 3	from æ
Mekong River	12	1,650
South East Asia, enables the exploration of the region between the ancient city of Khmer and the elegant former French colonial city		
of Saigon - (Ho Chi Minh). Vangtze River An excellent way to see a large area of China in a short time. Includes the famous and breathtakingly beautiful Three Gorges.	10	1,380
Columbian River Enjoy dramatic waterfalls. View historic forts and navigate the locks and dams/have tamed this mighty river.	9	1, 220
Wild Alaska Cruise through the humpback whale and the orcal feeding grounds with visits to glaciers and interesting towns and villages. Kayak amongst the ice and seals.	8	1, 190

CRUISES IN ALPHABETICAL ORDER 3 You have received a letter from Mrs Mary Davies, 17 York Drive, Chester CH2 9U3. She is enquiring about river cruising around the world.

Using the headed paper provided (Insert 1), compose a letter from the details below. Use today's date and the reference TC/your initials.

The letter will be signed by Ms Tanya Clarke, Branch Manager.

[30]

- Thank Mrs Davies for her letter which was received yesterday (use correct date).
- Tell her that our 2011 brochure is currently at the printers and we will send her a copy within the next ten days.
- Inform her that our friendly and experienced staff will be happy to discuss the Columbian and Mekong River Cruises, which are new for 2011.
- Mention that special discounted rates are available for bookings made before the end of December 2010.
- Tell her that we also offer free travel insurance on all river cruises paid in full by the end of December 2010.
- In the final paragraph say a preliminary information sheet on new river cruises for 2011 can be accessed on our new website www.wrc.co.uk.

Produce the following draft minutes of the Regional Managers' monthly meeting using A4 plain paper. Make all corrections as indicated.

Minutes of the Regional Managers' monthly meeting held on 10 October 2010 in the Board Room at Head Office

Present

Mr H Turnbull (Chairman)

Mr T Patel

Hs B Nsungi

Mrs J Tangale (Secretary)

Apologies for absence

Apologies For absence were received from Mr J Freeman and Hs J Moanda who were absent on co business.

Minutes of the previous Meeting

The minutes of the previous meeting were proposed by Hr Turnbull Patel and seconded by Hs Nsungi as a true record of the proceedings.

- 3. Matters arising
- Family cruising

Mr Patal reported that industry trends have highlighted that in previous yrs/demand for family cruising had that in previous yrs/demand for family cruising had fallen. However, current trends show significant growth. Ltha Mr Patel said that he had arranged a meeting with the Commercial and Marketing Managers to discuss possible promotions.

Holiday Insurance Nsungi raised the issue of free holiday insurance for river cruising. It was agreed by all members that free insurance be offered on holidays booked before the end of December 2010.

- 5. European River Cruising Summer Brochure

 Hr Turnbull presented his research findings on

 the popularity of European River Cruising. He
 said that all the promotional work had been
 were

 well worth the expense. She informed members / informed

 u,c. that new destinations who be added to the

 brochure for next year.
 - 6. Any other business Nothing to report.
 - 7. Date of next meeting To be arranged.

Signed ---- Chairman

Date ----

DO NOT SIGN OR DATE

5 (a) FOR COMPLETION BY USERS OF TYPEWRITERS ONLY.

Use Insert 2 for this task.

If you are using a word processor, go to Question 5 (b).

[20]

Please complete all sections of the booking. form

Lead Name: His B Nori
18 hongmoor Road
hondon

Swi 3Na Tel: 0101 32869

No. of people: 2

Booking Ref: VOOIF Cruise Code: VL26

Duration: H days

His Non would like the option of full board.
This cruise is to celebrate the Silver Wedding Anniversary of Mr a Hrs Nom.

Credit Card No: 18466063248561021 Valid From: 04/07 Valid to: 04/12

PLEASE DO NOT SIGN OR DATE THE FORM

(b) FOR COMPLETION BY WORD PROCESSOR OPERATORS ONLY. 5

Produce the following itinerary using A4 plain paper. Make all corrections as indicated and pay special attention to display. [20]

SPECIAL OFFER

Font Size

Font 16

Venice and the Venetian Lagoon Size

H days from £ 774

ITINERARY

A. A walking tour highlighting all the DAYI important monuments from San Marco Square to the Riacto Bridge. Glide through the Grand Canal and minor C YAG Canals. See the splendid palaces, churches and bridges Lining the streets. Private boat to the islands of Burano DAY 3 and Murano. Burano is well-known for its lace-making / Murano For its ancient glass-blowing methods. Cruise Ehrough the beautiful Venetian bay. Stop at the port of Chioggia with its artistic and Roman associations.

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Cruise All cruses includes:

All meals on board Ex cursions Port charges Taxes

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