

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
General Certificate of Education Ordinary Level

**COMMERCIAL STUDIES**

**7101/03**

Paper 3 Typewriting

October/November 2004

**2 hours**

Additional Materials: A4 typing paper (9 sheets)  
Cover sheet to indicate typewriter used – manual, electric,  
electronic.

**READ THESE INSTRUCTIONS FIRST**

Write your Centre number, candidate number and name in the spaces provided on the cover sheet.  
Answer **all** questions.

Type your answers on the separate typing paper provided.

At the end of the examination, place your answers inside the cover sheet and fasten them securely together before handing them in.

The number of marks is given in brackets [ ] at the end of each question or part question.

The insert is for use with Question 5. Two copies of this insert are enclosed.

You should read through the paper before answering the questions.

The businesses described in this question paper are entirely fictitious.

**INSTRUCTIONS TO SUPERVISORS**

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

This document consists of **7** printed pages, **1** blank page and **2** inserts.





- 1 Type the following passage in double line spacing.  
Make your own line-endings.  
You have **10 minutes** for this Accuracy Test.

**No correction of any kind is permitted. Any attempt at correction cancels your work.** [10]

#### HEALTH AND SAFETY AT WORK

Employers and employees must be aware of the need for a healthy and safe working environment, not least in the modern office.

The office can be a stressful place in which to work. Open plan offices are generally noisy. Although computers have replaced typewriters, considerable noise is still generated by people talking to each other either face to face or on the telephone.

Despite the advent of electronic filing, some filing cabinets are still in use. The opening and closing of metal filing cabinet drawers means extra noise is generated.

Many people find the atmosphere of the open plan office less than healthy. Few firms allow people to smoke at work but those who do have constant complaints from non-smoking staff who have to endure the unhealthy atmosphere created by their colleagues.

Computers have made life much easier for the average office administrator. Word processing software allows for ease of correction and amendment of documents whilst spreadsheets, databases and desk top publishing packages enable tedious calculations, searches and display work to be executed accurately and quickly. However, the use of computers can have serious implications for the operators and that means almost everyone employed in the office environment.

People who use computers for long periods should take regular breaks to avoid eye strain and repetitive strain injury. Anti-glare screens and wrist supports are of great assistance in preventing or relieving such problems.

It is essential for all office furniture to be comfortable and ergonomically designed.

- 2 Type the following table in fully-blocked style.  
Do not rule.  
Underscore columnar headings.

[28]

caps/ Modern Office Supplies Ltd

caps &  
underscore/ Sale

underscore/ End-of-line items at discounted prices

	Cat No	Item	Original Price	Sale Price
			\$	\$
# /	M/46217	Bookcase	165	149
U.C./	M 53266	Filing cabinet	270	250
+rs/	M 94677	Executive Desk	525	500
	C 43789	Fax Machine	375	325
	S 23616	Envelopes C6	27 (per 500)	26
	S 23554	Envelopes DL	30 (per 500)	<del>29</del>
	S 34998	Copy Paper A4	9 (per ream)	8

3 Compose and type a letter to:

[30]

Uniflex Ltd  
92–96 Broadway Boulevard  
DURBAN

The letter is from:

Modern Office Supplies Ltd  
46 Premier Way  
CAPE TOWN

Use today's date.

Include the following details:

- Thank them for their recent enquiry about chairs for their reception area.
- Ask them whether they require the chairs with or without arms.
- Tell them that delivery can be made in four weeks from receipt of their order.
- Remind them that there is no charge for delivery.
- Inform them that a copy of the catalogue, which includes prices, is enclosed.
- Point out that full details of all chairs are on pages 32–36 of the catalogue.

- 4 Type the following letter on A4 paper in fully-blocked style.  
Date the letter for today.  
Make all the corrections indicated.  
The letter is from you, so include your own address at the top of the letter.  
You should sign the letter.

[22]

Dear Felicitas

I hope you are well and still enjoying working in the department store.

dy  
stet  
NP  
dy  
I like my job as a Junior Administrator but the office <sup>in which</sup> I work in is very big and, as it is open plan, it can get very noisy. There ~~must be~~ <sup>are</sup> at least 40 people in the office and lots of telephones. It seems there is always at least one telephone ringing. [Most of my work is connected with computers. I do a lot of word processing - mostly typing letters, memos and reports but I also have to send lots of e-mails. I find working at the computer very tiring but we are allowed <sup>lots of</sup> short breaks so that our eyes are not strained. The firm also gives us adjustable chairs which ensure we do not suffer back problems.]

run on  
Next month I am going to learn to do spreadsheets so that I can help out in the finance department.

I am so pleased I took an office studies course at school. What I learned on that course has been really helpful in my job.

L.c. Please write and tell me all about your job. What Kind of customers do you have to serve? Which departments do you prefer to work in? Have you made many new friends?

I do hope we can meet shortly. Until then, please give my regards to your parents.

Your friend

## 5 Complete the invoice form marked INSERT with the details given below.

All work must be done on the typewriter.

[10]

Two copies of the form are provided to help you if you make a mistake.

Complete **one** form only.

Cross out any work you wish to be cancelled (not marked).

Remember to include the form in your folder for marking.

The details to be inserted on the form are as follows:

Invoice No: 693

Customer: Titanic Computers Ltd  
Ridgeway Industrial Estate  
JOHANNESBURG

Date: Today's

Terms: 2½% one month

Items purchased:

<u>Cat No</u>	<u>Description</u>	<u>Qty</u>	<u>Unit Price</u> \$	<u>Total</u> \$
M 49516	Adjustable executive chairs	4	300	1200
M 56321	Four-drawer filing cabinets	2	115	230
S 19804	Cartridges for fax machine	2	55	<u>110</u>
			Total	<u>1540</u>