

CAMBRIDGE INTERNATIONAL EXAMINATIONS  
General Certificate of Education Ordinary Level

**COMMERCIAL STUDIES**

**7101/04**

Paper 4 Word Processing

October/November 2003

**2 hours**

Additional Materials: A4 printer paper  
Cover sheet to hold answers

**READ THESE INSTRUCTIONS FIRST**

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

Print your answers for Question **1**, Question **3** and Question **4** on the separate printer paper provided, and for Question **2** on the insert.

Two copies of the insert are enclosed.

Start each question on a fresh sheet of A4 paper.

If you use continuous stationery, separate the sheets before handing them in.

Ensure that each sheet contains your Centre number, candidate number and name and the number of the question.

At the end of the examination place your answers inside the cover sheet and fasten them securely together before handing them in. Do not include any work which is not to be marked.

If you experience any fault with your computer, tell the invigilator immediately.

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

1 Produce the following on A4 plain paper making all the amendments and corrections

Use single line spacing except where instructed otherwise.

caps &  
underline

## Why Choose Premier Holidays?

N.P.

bold

From the moment you decide upon a holiday until the time you return from your trip we, at Premier Holidays, will be ready to offer you first-class service. [Not only do we produce some of the most comprehensive and attractive brochures, we also have available a selection of Travel Packs which include a free guide book to your chosen destination.

Caps

### Hotels

(two to five stars)

We offer a wide selection of hotels from which to choose. All hotels are constantly checked to ensure the maintenance of high standards in line with their star rating.

### TRAVEL

In most cases there is the option of land or air travel. Land travel is by luxury coach. Sea crossings are by ferry or Hoverspeed. For destinations in Europe there is the added option of travel by rail through the Eurostar service.

### ALL-INCLUSIVE HOLIDAYS

In most cases you pay an all-inclusive price. We make all the arrangements <sup>taking into consideration</sup> following your preferred method of travel and choice of hotel.

## BROCHURES

This section in  
double v. spacing

We have a wide range of brochures available covering holidays in most parts of the world. already offer holidays in Singapore & We are currently seeking to add other parts of Asia to our holiday destinations.

run on /

We sh shortly have brochures available for parts of Indonesia & Malaysia.

Display attractively  
using some centring,  
caps or bold.

Planning a Holiday?

Make Premier Holidays your 1<sup>st</sup> choice

Call us on... (insert tel. no from Headed Paper)

or

send for our latest brochures

- 2 You have received a letter of complaint from a customer who did not enjoy her recent holiday in Cyprus. It was booked through Premier Holidays.

The customer complains of delays on the outgoing flight and poor hotel accommodation.

Compose a letter from the details below. Use today's date and the reference JW/C26.

The letter will be signed by Josephine Woodward, Customer Services Manager.

Use the headed paper (Insert) to print the letter.

[30]

### Details

- The customer is: Ms P Hart  
69 Benidorm Gardens  
Swindon  
SN1 4BS
- Thank Ms Hart for her letter received two days ago (use correct date).
- Tell her you are sorry to hear of her complaints.
- Inform her that you will contact the hotel about the poor accommodation.
- Explain to her that delays in flight times are a matter for the airline but she should be able to claim compensation through her holiday insurance.
- Ask her to complete the complaints form which you are enclosing with this letter.
- Assure her you will deal with the complaint as soon as you receive the completed form.

3 Produce the following Memorandum on A4 plain paper.

It is from the Managing Director and is addressed to all branch managers.

Use today's date and the subject heading ASIAN HOLIDAYS.

As you are aware, we are seeking to add Asia to our World Holiday trade. We already offer package holidays to Singapore but now wish to extend our business to Malaysia and Indonesia.

dy Would you, or a senior member of yr staff, be prepared to visit the area to ~~investigate~~ and assess <sup>its</sup> ~~the~~ potential as a tourist area & report back?

stet/ I am looking to send only experienced staff who ~~know~~ <sup>have</sup> undertaken similar <sup>assessments</sup> tasks in the past, & who know what to investigate & can compile an in-depth N.P. report on their return. [The areas we ~~wish to be~~ <sup>wish to be</sup> visited are:

Malaysia: Kuala Lumpur, Sabah, Penang, Sarawak.

Indonesia: Bali, Java, Northern Sumatra and Kalimantan.

am looking for  
I feel two members of staff to visit Malaysia and two to visit Indonesia. I think one week should be sufficient time to undertake this survey.

4 On a sheet of A4 plain paper, display the following table.

Rule as indicated in the draft.

Retain abbreviations in columns 3 and 4.

A taste of Asia → caps, bold, centre

State	Capital	Best time to visit	Rainy season	Places of interest
<u>Malaysia</u> *				
Penang	George town	June + July Dec to Apr	Sept + Oct	Penang Hill Kek Lok Si Temple
Sarawak	Kuching	Apr to June	Oct to Mar	Niah + Mulu National Parks
<u>Indonesia</u>				
Bali	Denpasar	May to Sept	Nov to Mar	Besakik Temple
Northern Sumatra	Medan	May to Sept	Oct to Apr	Bohorok Orangutan Centre
Java	Jakarta	June to Aug	Dec to Mar	Coritas Beach

\* Because of the diversity of religions practised in Malaysia, many festivals are celebrated.



