



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
General Certificate of Education Ordinary Level

COMMERCIAL STUDIES

7101/03

Paper 3 Text Processing

October/November 2008

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.

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

This document consists of **9** printed pages, **3** blank pages, **2** Inserts and a cover sheet.



1 Accuracy Test

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

FITNESS FOR YOU

At Fitness For You we are proud of our world class facilities and the high level of service we offer to all our members. Whether you want to increase your fitness, lose weight, or discover a new approach to your health and well-being, our team of experts will provide the essential encouragement, motivation and support that will make Fitness For You the right choice.

Our philosophy is to ensure that all our members experience the highest levels of customer care and satisfaction, coupled with a friendly and welcoming atmosphere. Our highly trained staff are on hand at all times to offer professional advice and to help members make the most of the superb facilities on offer.

We provide comfortable surroundings, state-of-the-art equipment and the latest fitness programmes to meet the needs of all our members.

Exercise is all about enjoyment. So it's important to choose activities you like doing, because they are the ones that will keep you motivated. Our fitness instructors will create a personal training programme to help you reach your goals and help you achieve and realise your personal ambitions. You will be monitored weekly and provided with detailed reports on every aspect of your health and fitness.

Fitness For You offers something for everyone at whatever fitness level. Our organisation offers a good sized heated swimming pool and hydrotherapy pool, sauna, steam room, sanarium, fully equipped air-conditioned gym, free weight areas and all aerobic classes at no extra charge.

- 2 Produce the following leaflet on a sheet of A4 plain paper.

Make all corrections as indicated. Do not rule the table.

CAPS + BOLD

Fitness For You – Holistic Therapy Studio

ts

New For 2009, our Holistic Therapy Studio aims to create an atmosphere of total relaxation and offer clients a wide range of therapies and treatments. All our staff are fully qualified and provide free consultation and advice. Our studio welcomes both men and women. In peacefully lit private rooms you will receive treatment which leads you into deep relaxation as your chosen treatment begins by our expert therapists.

Aromatherapy is the name given to holistic treatments that use essential oils such as rose, lemon, lavender and peppermint for healing and improving physical and emotional well-being. It is used for the relief of pain, care for the skin, alleviating tension/fatigue, invigorating the entire body and promoting relaxation.

Indian Head Massage

This treatment is highly effective for stress related conditions. Numerous benefits include a deep sense of relaxation and a feeling of total well-being. It creates a sense of calmness, peace and tranquility.

Swedish Massage

Originated in Sweden, Swedish body massage is the original massage technique involving a sequence of movements working superficially and deeper into the tissue layers.

Sports Massage

This aims to improve the suppleness and flexibility of muscles and joints. It speeds up the healing of damaged or stressed muscles, tissues and joints and prevents future muscle/tendon injuries.

Aromatherapy Facials

Designed to deep cleanse, exfoliate, hydrate and nourish yr skin. Preparations in these facials contain the purest plant extracts and essential oils restoring the skin w freshness and radiance.

	<u>Treatment</u>	<u>Therapist</u>	<u>Price \$</u>
trs	Indian head massage	Miss K Swann	25
		Ms L Kgatisoe	40
l.c.	Swedish <u>Massage</u>	Mr P George	35
	Sports massage	Mrs L Lepert	30
	Aromatherapy facials		

Studio hours

Tuesday 2 pm - 9 pm
Thursday 2 pm - 8 pm

Emphasise this paragraph

Treatment must be booked in advance by contacting the studio on 0111222333.

- 3 You have received a completed application form from Mr Boban Patel, 62 Upper Street, London. He wishes to become a member of Fitness For You.

Using the headed paper provided on Insert 1, compose a letter from the details below. Use the correct date and the reference PM/your initials.

The letter will be signed by Ms Petronelle Moenda, Manager. [30]

- Thank Mr Patel for his application form which was received yesterday (use correct date).
- Inform him that if he joins before 31 January 2009, a personal training session for 30 minutes will be free of charge by one of our experienced personal trainers.
- Mention that there are four membership types and each one is designed for individual needs.
 - Gold – unlimited use of all the facilities during opening hours.
 - Silver – unlimited use of all the facilities at restricted times of the day.
 - Student – unlimited use of all the facilities at restricted times of the day.
 - Over 50 – unlimited use of all the facilities during opening hours.
- Tell him that the membership fee is \$400 per year which includes a personal programme, membership activation and a personalised membership card.
- Point out that all new members must undergo health checks before commencing their exercise programmes.
- In the final paragraph, say leaflets are enclosed showing details of the classes and the new holistic therapy studio for 2009.

- 4 (a) Produce the following memorandum on A4 plain paper. The memo is from Centre for Fitness to Fitness Instructors.

Use today's date and the subject heading COURSES FOR FITNESS INSTRUCTORS.

As you are all aware, Fitness For You is committed to making our personal training workforce the best in the country. We are currently undertaking a programme of organising the best courses by first class training providers. // At Fitness For You we believe that the quality of our Fitness

I.c. Instructors is fundamental to our success.

We value our staff and invest time and money to ensure that our fitness team receives excellent training and is able to develop new skills.

I enclose a list of courses available. ✓ Please complete and return the form to Noor Jabeen by Friday 12 December 2008. Forms are available from the Centre Office.

Safety for Fitness Instructors must be updated annually.

- 4 (b) Produce a copy of the following Agenda on A4 plain paper.

Meeting of Fitness Instructors

16 December 2008

2 pm

in the Conference Suite

CAPS

+
DOUBLE LINE SPACING

AGENDA

sp caps

Apologies for absence

Minutes of previous meeting

Matters arising from minutes

Level 3 Advanced Fitness Instructor Vacancy

Nutrition and Weight Management Programme

Safety for Fitness Instructors Course

First Aid in the Gym

Any other business

Date and time of next meeting

Agenda items in
double line spacing

- 5 (a) FOR COMPLETION BY USERS OF TYPEWRITERS ONLY. IF YOU ARE USING A WORD PROCESSOR, GO TO QUESTION 5 (b).

Use Insert 2 for this task.

Boban Patel would like information
on joining FITNESS FOR YOU.

He is currently working as a
teacher in a primary school.

Boban is interested in Swimming,
Gymnasium and Sauna/Steam Room

Personal Details

Address 62 Upper Street
 Poolside
 Orion

Tel No 01222 33444

Email boban@livnet.co.uk

Date of Birth 27 January 1981

Boban would like details about
SILVER membership.

DO NOT SIGN OR DATE THE FORM

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

Set out the following table using A4 plain paper. Rule as indicated.

Heading in Bold Caps
New Classes for 2008/9

trs

RETAIN
ABBREVIATIONS
FOR DAYS OF THE WEEK

Name	Day	Time	Room Venue
Spin Express	Mon	2 - 3 pm	1
Spin Climbing	Tues	7 - 8 pm	3
Spin Extreme	Thur	6 - 7 pm	1
Active Aerobics	Wed	10 - 11 am	2
Aero Sculpt	Thur	8 - 9 pm	2
Basic Step	Tues	2 - 3 pm	1
Total Step	Sat	1 - 2 pm	3
Step Advanced	Mon	8 - 9 pm	3
Yoga	Sun	2 - 3 pm	1
Pilates	Wed	4 - 5 pm	2
Circuit Training	Sun	7 - 8 pm	1

YogaLates Wed 6-7pm Room 2

double line
spacing please

