



From 1st October 2005, City & Guilds Pitman Qualifications is known as City & Guilds. Some of the contents contained in this publication, which was previously published may still have the name of Pitman Qualifications and its logo.

No. **EL-OFFN 11**
60015

Past Paper

INSTRUCTIONS TO INVIGILATORS

NB *It is recommended that, in addition to the Invigilator, there should be a Reader for Section A. The Reader may prepare the text while the Invigilator supervises the completion of the pre-examination administration.*

The use of dictionaries is NOT permitted.

Time allowed: 1 hour

Tell candidates to open their examination papers and then start timing the examination.

INSTRUCTIONS TO READERS

NB *Read aloud the text which is NOT in italics. Read at normal reading speed.*

Question 1 Spelling

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

Read out the following sentences. After each sentence, repeat the word underlined. Allow 10 seconds between each sentence.

- 1 You should get a reply by next Wednesday at the latest.
- 2 This is the third occasion that she has been late.
- 3 The calculation was based on current charges.
- 4 If I intervene again I shall aggravate the situation further.
- 5 We had budgeted carefully to include new equipment.
- 6 I cannot speak for my colleagues but I should be very sorry to see you go.
- 7 The formation of the new committee should not take long.
- 8 The latest sales promotion has been very successful.
- 9 It is important not to be too technical in your explanation.

- 10 Every morning we have a short break of fifteen minutes.
- 11 Please let me have a note of your travelling expenses.
- 12 The reference is not clear to me.
- 13 Can you give me a definite date?
- 14 The correspondence has now been filed.
- 15 We shall have to negotiate better terms.
- 16 I am relieved that everything has been settled.
- 17 We must find suitable accommodation for all the delegates.
- 18 The file number has been omitted from this document.
- 19 It is surprising to find those figures on this spreadsheet.
- 20 I am familiar with this system.

Question 2 Listening Comprehension

Look at the form. (10 seconds) Listen carefully to the message and complete the form.

You will hear the message twice.

Ready?

Could you please complete the Booking Form for my overseas flight? I am Pat Forbes, Overseas Agent. I'd like to fly to Australia on flight BA74, leaving London, Heathrow Airport, on the fourteenth of next month. I shall have a three-day stopover in Hong Kong before continuing to my final destination, which is Sydney, Australia. I shall be travelling first class on all parts of my journey and shall require a seat in the non-smoking area of the plane.

(Wait 20 seconds before reading the message again. After the second reading allow candidates 2 minutes to complete the form.)

This is the end of Section A. Turn to Section B and complete the questions in Section B.

ENGLISH FOR OFFICE SKILLS

LEVEL 1

This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.

No. **EL-OFFN 11**
60015

CANDIDATE'S NAME
(Block letters please)

CENTRE NO DATE

Time allowed: 1 hour

Answer ALL questions in Section A and Section B.

Section A - Spelling
Listening Comprehension

Section B - Reading Comprehension
- Syntax
- Vocabulary
- Punctuation
- Proof-reading (A)
- Proof-reading (B)

Your answers should be written in the question booklet in the spaces provided.

All answers must be written in ink.

FOR EXAMINER'S USE ONLY

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	TOTAL
20	10	10	15	10	10	10	15	100

SECTION A

1 SPELLING

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

SPELLING	ALTERATION (if needed)
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20

(20 marks)

2 LISTENING COMPREHENSION

Look at the form. Listen carefully to the message and complete the form. You will hear the message twice.

BOOKING FORM

Name

Flight no Airport (departure)

Destination (country)

Date of flight

Stopover Duration of stopover

Destination (city)

1st/2nd class

Smoking/non-smoking

(10 marks)

SECTION B

3 READING COMPREHENSION

Read this passage carefully in order to complete the sentences which follow with an appropriate word or phrase.

You are advised to spend no more than 10 minutes on this task.

VIDEO TECHNOLOGY

Almost any personal computer can be turned into a video-phone and conferencing centre. Just plug in a circuit board or two, perch a small video camera on the top of the screen, install some software and a digital telephone line.

As well as seeing the other person's face during your conversation, you can share files of text and figures, transmit video clips and still images, show on-screen presentations, and even have dual control of software on both personal computers.

One very interesting spin-off of the system is the work being done for the deaf. The Deaf Society, in partnership with computer companies, the telephone service and the public libraries, is setting up a service which can be used in the libraries. A video personal computer is set up in the library. Every afternoon deaf people can talk in sign language to a social worker at one of the Society's offices and solve their problem in minutes rather than days.

The picture occupies about half the personal computer screen, and the users can see a small version of their own picture, to make sure they can be seen by the person at the other end. The picture quality is good enough for sign language, and even some lip-reading.

To date there are almost 20 000 video conferencing systems installed in the country. Although almost all can exchange live sound and pictures, they can only share data with identical equipment.

There are some problems, however. The images can look jerky, the sound sometimes gets out of synchronisation with the picture and many systems can only display a moving image in a quarter of the screen. Sometimes the voice quality is poor.

Businesses which have tried out desktop conferences agree that the major benefits have come from the data-sharing aspects, such as dual control of software and on-the-spot file sharing.

There has been one very successful venture which linked Germany, Belgium and the Netherlands. Instead of using the postal service, documents were transmitted and printed within minutes, then discussed, using the on-screen facility and video.

- 1 This new development in video technology is based on the use of a
.....
- 2 In addition, you will need other equipment such as
.....
- 3 When using this new system you can observe
and exchange
- 4 Deaf people are able to communicate any problem they have to a social worker by the use of
..... which means the problem can be
resolved
- 5 While all video-conferencing systems can exchange live sound and pictures, to share data they
will need.....
- 6 of sound and picture show that the system is still far
from perfect.
- 7 Dual control of software and on-the-spot file sharing are both aspects of
- 8 The chief advantage of this system over more traditional delivery methods is its
..... of transmission.

(10 marks)

4 SYNTAX

In each of the following sentences, there is ONE error of grammar or syntax. Circle the error and write the correction in the space provided.

- 1 Can you borrow me a disk?
- 2 There is the file what we lost.
- 3 He spoke Urdu bad.
- 4 Each of the secretaries are punctual.
- 5 I am afraid she has broke it.
- 6 He went often to the cinema.
- 7 He was stood there for hours.
- 8 The chief cashier was to learn the trainee the new system.
- 9 Of the two John speaks the best French.
- 10 Them books were £5 a copy.
- 11 I have wrote a letter.
- 12 Neither the secretary nor the treasurer were available when she called.
- 13 I didn't tell nobody about the incident.
- 14 In my opinion he done it badly.
- 15 The decision rested between you and I.

(15 marks)

5 VOCABULARY

Write the correct word, in the space provided, to complete each sentence. Make your choice from the words that follow each sentence.

- 1 He is taking the case to (caught/court)
- 2 The flower is over there. (cellar/seller)
- 3 The American remarked that it was worth every (cent/scent)
- 4 I have that a merger is to take place. (heard/herd)
- 5 We need a system. (knew/new)
- 6 She was the basics of the system. (taught/taut)
- 7 I would like to meet the of the college. (principal/principle)
- 8 That side of the business should be at its by next year. (peak/peek)
- 9 We have won first battle. (hour/our)
- 10 You have a great opportunity. (missed/mist)

(10 marks)

6 PUNCTUATION

Re-write the following passage, providing appropriate punctuation.

mike hunter from oxford bought one of the first video conferencing systems more than two years ago we paid £20 000 for the system and probably recovered that within a year says hunter

(10 marks)

7 PROOF-READING (A)

In the first table there are no typographical errors. In the second one, however, there are TEN. Identify each error exactly on the second table by putting a circle around it.

EXAMPLE: £1 234 £1 243

Do NOT correct the errors.

CORRECT VERSION

Account Card Customers enjoy our lowest ever rates WITH PERSONAL LOAN PROTECTION				
12 months 16.4%			24 months 16.7%	
Loan amount	Monthly repayment	Total to repay	Monthly repayment	Total to repay
£	£	£	£	£
500	48.47	581.64	26.91	645.84
1000	96.93	1163.16	53.80	1291.20
2000	193.86	2326.32	107.61	2582.64
3000	290.79	3489.48	161.41	3873.84

INCORRECT VERSION

Account Card Customers enjoy our lowest rates WITH PERSONNEL LOAN PROTECTION				
12 months 16.4%			24 month 16.7%	
Lone amount	Munthly repayment	Total to repay	Monthly repayment	Total to repay
£	£	£	£	£
500	48.47	581.64	62.91	645.84
1000	96.39	1163.16	53.80	1291.20
2000	193.86	2326.23	107.61	2582.64
3500	290.79	3489.48	161.41	3873.48

(10 marks)

8 PROOF-READING (B)

In the memorandum below there are FIFTEEN errors. Identify each error exactly by putting a circle around it.

EXAMPLE: competition.

Do NOT correct the errors.

MEMORANDUM

Form Personnel manager
To All Sales Staff
Date (Today's date)
Ref PM/JB
Subject EXTENSION OF SALES TIME

We are considering the possibility of staying open until 1930pm on Thursday evenings.

This would give customers the opportunity to shop who would normally have to wait until the weekend.

At the moment we are looking at ways of staffing this, and as soon as we have summarized the various alternatives we shall call a staff meeting to explain the various possibilities to you,

You will then have a opportunity to raise any question, or to put forward alternative suggestions, and we shall consider all angles before we make a final decision

(15 marks)

END OF EXAMINATION