

# Word Processing Techniques Intermediate

8975-23-023  
(IT-WPT 23)  
31076

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



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**Candidate's name** (Block letters please)

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**Centre no**

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**Date**

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Time allowed: **1 hour 30 minutes  
(excluding printing time)**

You work as a Word Processing Operator for Laura Mitchell,  
Manager of Advance Hotel Bookings.

Carry out the tasks attached, following any instructions given.  
Take care to proof-read and correct any errors. Save your  
documents for printing later.

You may carry out the tasks in any order you think appropriate.  
However, please collate the printouts in the correct sequence.

## For examiner's use only

Production	Accuracy	Format/Layout

## TASK 1

(Candidate's Name)

Create the following standard letters today, using the stored paragraphs 1, 2, 3 and 4.

Mr R Priestley  
2 Florence Road  
Bridgetown  
BARBADOS

Mrs P Morris  
Unit 30-02  
166 Old Toh Tuck Road  
SINGAPORE  
597654

Paras 1, 3 and 4  
Please insert: Barcelona  
4  
Opera  
\$800

Paras 2, 3 and 4  
Please insert: Barcelona  
5  
Bellevue  
\$850

1 copy of each please, remember to allow for headed paper, leave a top margin of 6.2 cm (2.5").

**STANDARD PARAGRAPH 1**

Dear Client

Thank you for using Advance Hotel Bookings to book your hotel accommodation in @. We can confirm that a twin room has been provisionally booked for @ nights at the Hotel @.

**STANDARD PARAGRAPH 2**

Dear Client

Thank you for using Advance Hotel Bookings to book your hotel accommodation in @. Unfortunately, we were unable to make the booking you requested. However, we can confirm that we have a provisional booking for you for @ nights at the Hotel @ which offers similar facilities.

**STANDARD PARAGRAPH 3**

In order to confirm the booking, we require payment from you for the full amount of @ within the next 10 days.

**STANDARD PARAGRAPH 4**

We hope this booking is to your satisfaction and look forward to receiving your payment.

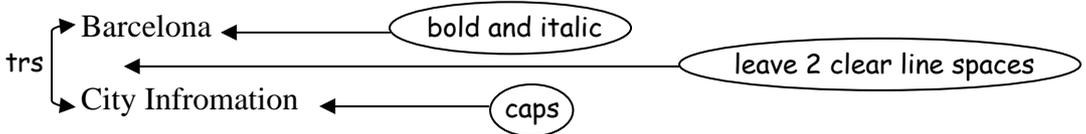
Yours faithfully

Laura Mitchell  
Manager

TASK 2

(Candidate's Name)

Please complete the attached document following the amendments given. Change ancient to old throughout the document, justify the whole document and number all pages.



This vibrant Catalonian city is full of ancient buildings of outstanding architecture - from the ancient alleyways of the Gothic area to the many decorative buildings, such as the famous cathedral.

People who like art and history will enjoy some of the city's 50 museums and galleries.

Families will enjoy visiting the amusement park at the top of the hill. The view from the top is well worth the climb.

move to (A)

The main shopping street are full of large fashion stores, jewellers and busy shopping centres.

The most popular gifts are ceramics, leather and lace.

run on

The Ramblas is the place to shop for souvenirs where you can also enjoy watching the street entertainers whilst you shop. For more select shops, try the narrow, ancient streets in and around the Gothic area. A large number of art shops are located close to the museums

insert page break

You are spoiled for choice of place's to eat in Barcelona. The city is bursting with eating places on every corner and their are plenty of sea food restaurants in the porte area. There are restaurants to suit all tastes. Barcelona is an compact city and is small enough to explore on foot. Most of the main sites are located in 3 main districts. These are the Old City, the Waterfront and the Extension.

The Old City

In this area of the city, you will find a maze of tightly packed narrow streets and alleyways. This is the area of the city that was once enclosed by city walls and years ago comprised the entire city. You will find markets selling local produce, shopping arcades and local artists who display their work at weekends.

The Waterfront

Amongst the many attractions at the waterfront are the promenades and the new marina. Located in the port area are 2 of the tallest buildings in Spain. Most visitors to this area come to eat in the many seafood restaurants.

(continued)

## TASK 2 (continued)

## The Extension

This district of the city was laid out to extend the original city beyond its ancient city walls. It is laid out in a grid of streets that run parallel to the seafront. This district of the city is divided into 2 areas - one is largely residential, the other is a district of offices, banks and hotels.

Some of the hotels where we regularly have bookings are located in the Extension district of the city.

HOTEL	NO OF ROOMS	PER NIGHT	CODE
San Polo	60	39	E34
Alexandra	38	41	E35
Opera	112	43	E44
Bellevue	49	44	E40
Grand	50	47	E43
Emperor	36	57	E41

TASK 3

(Candidate's Name)

Please complete this document and print out in landscape. Change the left and right margins to 5 cm (2").

Laura

double line spacing & indent 2.5 cm (1") from left margin

BOOKINGS

centre, sans serif, 18 pt & copy to (A)

leave only 1 line space

These are the conditions of your contract with Advance Hotel Bookings. A contract is made when we confirm your hotel booking. The client accepts these conditions and is then responsible for paying for the accommodation.

ensuring that payment is made on time

~~hotel owners~~

We try to describe the hotels as accurately as possible. Even so, hoteliers can withdraw or change facilities and services after we have printed the details. We expect the hotels to inform us of any major changes and we will always tell you about any changes that have been made at the time you make your booking.

Single rooms do not always offer the same facilities as twin rooms. It is often necy. to check with the hotel if payment of a supplement will mean that a twin room wl. be poss. for sole use. Often single rooms are purpose-built and intended for sole use only.

Triple rooms are usually based on a twin room with an additional bed added which will prob. restrict space. Purpose-built triple rooms are rarely available. Rooms with 4 beds are sometimes available.

We do not have details of other bookings taken by the hoteliers when making your booking. So we are unable to provide any info. about conference or convention bookings, togr. with school or wedding bookings.

(u/s)

We can offer low cost insurance for the duration of your stay. If this insurance is taken @ the time of making your booking we can offer extremely competitive rates. The premiums vary depending on yr. destination.

(A) - SPECIAL OFFERS ON INSURANCE

add a border to this paragraph

Nights	Europe	Worldwide
1 to 3	\$11	\$20
4 to 14	\$15	\$30
Additional	\$2	\$3

END OF EXAMINATION