



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
General Certificate of Education Ordinary Level

**COMMERCIAL STUDIES**

**7101/03**

Paper 3 Text Processing

**October/November 2010**

**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 **8** printed pages, **4** 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.

[10]

**WORLDWIDE RIVER CRUISING**

River cruising offers a comfortable and relaxing vacation through many of the world's most picturesque rivers, canals, inlets and harbours. River cruises operate from a large variety of popular tourist destinations in many countries such as America, China, Germany, Bulgaria and Italy.

On board our luxury cruise ships you can see the world's most beautiful cities, drift gently afloat through the countryside, visit local art galleries, castles, restaurants, theatres and markets – wander through scenic rural regions and enjoy the fresh air and peace in comfort.

On board, our modern river cruising vessels offer a wide range of entertainment options, such as fine restaurants, bars, gymnasiums, libraries and sun decks.

With so few guests, the attention and personal touch provided on a river cruise ship is truly impressive. There are no large crowds onboard; you feel a deep sense of connection with your fellow travellers, your crew and your surroundings. There is a sense of peace, tranquillity and excitement at the same time.

Wake up to an exciting new view every time you stop at a new destination. With ample storage and comfortable rooms, you will never even realise you are travelling, unless, of course, you are admiring the scenery as it rolls past.

In addition, Worldwide River Cruising offers 5-star comfort with itineraries all over the world. With personalised service in a luxurious setting, Worldwide River Cruising is dedicated to your comfort, pleasure and complete satisfaction.

2 Set out the following table using A4 plain paper. Make all corrections and rule as indicated. [20]

Set Worldwide River Cruises <sup>Cruising</sup> ~~Cruises~~ Heading in bold caps

CRUISE HEADINGS  
BOLD & UNDERLINED

Cruise	Cruise Days	Prices From £
<p><u>Mekong River</u> The Mekong, the longest river in South East Asia, enables the exploration of the region between the ancient city of Khmer and the elegant former French colonial city of Saigon - (Ho Chi Minh).</p>	12	1,650
<p><u>Yangtze River</u> An excellent way to see a large area of China in a short time. Includes the famous and breathtakingly beautiful Three Gorges.</p>	10	1,380
<p><u>Columbian River</u> Enjoy dramatic waterfalls. View historic forts and navigate the locks and dams/have tamed this mighty river.</p>	9	1,220
<p><u>Wild Alaska</u> Cruise through the humpback whale and the <span style="border: 1px solid black; padding: 2px;">orca</span> feeding grounds with visits to glaciers and interesting towns and villages. Kayak amongst the ice and seals.</p>	8	1,190

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ORCA

CRUISES IN ALPHABETICAL ORDER

- 3 You have received a letter from Mrs Mary Davies, 17 York Drive, Chester CH2 9U3. She is enquiring about river cruising around the world.

Using the headed paper provided (Insert 1), compose a letter from the details below. Use today's date and the reference TC/your initials.

The letter will be signed by Ms Tanya Clarke, Branch Manager. [30]

- Thank Mrs Davies for her letter which was received yesterday (use correct date).
- Tell her that our 2011 brochure is currently at the printers and we will send her a copy within the next ten days.
- Inform her that our friendly and experienced staff will be happy to discuss the Columbian and Mekong River Cruises, which are new for 2011.
- Mention that special discounted rates are available for bookings made before the end of December 2010.
- Tell her that we also offer free travel insurance on all river cruises paid in full by the end of December 2010.
- In the final paragraph say a preliminary information sheet on new river cruises for 2011 can be accessed on our new website [www.wrc.co.uk](http://www.wrc.co.uk).

- 4 Produce the following draft minutes of the Regional Managers' monthly meeting using A4 plain paper. Make all corrections as indicated. [20]

CAPS | Minutes of the Regional Managers' monthly meeting held on 10 October 2010 in the Board Room at Head office

Present

Mr H Turnbull (Chairman)

Mr T Patel

Ms B Nsungi

Mrs J Tangale (Secretary)

1. Apologies for absence

Apologies for absence were received from Mr J Freeman and Ms J Moanda who were absent on co business.

1.0. 2. Minutes of the previous Meeting

(✓) The minutes of the previous meeting were proposed by Mr Turnbull ~~Patel~~ and seconded by Ms Nsungi as a true record of the proceedings.

3. Matters arising

3.1 Family cruising

h the Mr Patel reported that industry trends have highlighted that in previous yrs/demand for family cruising had fallen. However, current trends show significant growth. Mr Patel said that he had arranged a meeting with the Commercial and Marketing Managers to discuss possible promotions.

1.0. 4. Holiday Insurance

Ms Nsungi raised the issue of free holiday insurance for river cruising. It was agreed by

all members that free insurance be offered on holidays booked before the end of December 2010.

5. European River Cruising - Summer Brochure

del  
u.c.  
Mr Turnbull presented his research findings on the popularity of European River Cruising. He said that all the promotional work had been well worth the expense. ~~She~~ informed members <sup>were</sup> informed that new destinations will be added to the brochure for next year.

6. Any other business

Nothing to report.

7. Date of next meeting

To be arranged.

Signed ..... Chairman

Date .....

DO NOT SIGN OR DATE

## 5 (a) FOR COMPLETION BY USERS OF TYPEWRITERS ONLY.

Use Insert 2 for this task.

If you are using a word processor, go to **Question 5 (b)**.

[20]

Please complete all sections of the  
booking form

Lead Name: Mrs B Nori  
18 Longmoor Road  
London  
SW1 3NQ Tel: 0101 32869

No. of people: 2

Booking Ref: V001F Cruise Code: VL26

Duration: 4 days

Mrs Nori would like the option of full board.  
This cruise is to celebrate the Silver Wedding  
Anniversary of Mr & Mrs Nori.

Credit Card No: 18466063248561021

Valid from: 04/07 Valid to: 04/12

PLEASE DO NOT SIGN OR DATE THE FORM



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

Produce the following itinerary using A4 plain paper. Make all corrections as indicated and pay special attention to display. [20]

**Bold and Centre** | SPECIAL OFFER Font size 18  
 Venice and the Venetian lagoon Font size 16  
 4 days from £ 774  
 ITINERARY Spaced Caps

DAY 1 A walking tour highlighting all the important monuments from San Marco Square to the Rialto Bridge.

DAY 2  
i.c. Glide through the Grand Canal and minor canals. See the splendid palaces, churches and bridges lining the streets.

DAY 3  
h and Private boat to the islands of Burano and Murano. Burano is well-known for its lace-making / Murano for its ancient glass-blowing methods.

DAY 4  
u.c. Cruise through the beautiful Venetian bay. Stop at the port of Chioggia with its artistic and Roman associations.  
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del <sup>Cruise</sup> ~~All cruises~~ includes:  
 All meals on board  
 Excursions  
 Port charges  
 Taxes





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