

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

**LEVEL 1 TEXT PROCESSING
(BUSINESS PROFESSIONAL)**

Scheme Code: **06967**

Question
Paper
Reference: **SUMMER 09**

AUDIO-TRANSCRIPTION

This question paper may be taken within these dates:
1 JUNE 2009 – 10 JULY 2009

TIME: 1 HOUR 15 MINUTES

Recording Script – not for publication.

**Oxford, Cambridge and RSA Examinations Level 1 Text Processing
(Business Professional) Audio-Transcription. This is the dictation for the Summer 2009
examination in Level 1 Audio-Transcription.**

DOCUMENT 1

(Operator: this is a letter to Mr Joseph Adams. The address is on the information sheet. Please type our ref CC/(oblique)MN)

Dear Sir

(Heading in closed capitals) FAULTY SPORTS CAR

My customer Mr Toby Murray has consulted me owing to excessive faults with his new sports car since purchase. **(full stop)** We have repaired it eight times in five months. **(paragraph)**

We changed the bonnet just after purchase. **(full stop)** A few days later we replaced a faulty wheel. **(full stop)** After only six weeks the rescue services were called out when a broken fan belt needed attention. **(full stop)** A tear on the back seat should have been noticed before shipping. **(paragraph)**

There have been so many repairs that we have lost patience. **(full stop)** You will see from the enclosed copy letter that my client thinks these problems should not have occurred. **(full stop)** He claims that this car was not thoroughly checked before sale. **(paragraph)**

We feel that in this instance a full replacement kit should be offered to Mr Murray.

Yours faithfully

Adrian Miller

Manager

(Enc)

DOCUMENT 2**(Operator: this is a notice)****(Heading with initial capitals and underlined)** Laundry Service

The company which supplies and cleans our protective wear is being changed. **(full stop)** This means that as from next month the following changes will take place. **(paragraph)**

Laundry day is still Friday. **(full stop)** Each garment for cleaning must be placed into a bin within your area. **(full stop)** The collection of a clean garment for use on the following Monday is your responsibility. **(paragraph)**

Most of our workers will in future be issued with boiler suits. **(full stop)** Foundry workers will receive brown overalls. **(full stop)** Tool room workers and those working at benches will receive blue clothing. **(full stop)** Foremen will use white warehouse coats. **(paragraph)**

Anyone having problems should speak to a member of the human resources department.

DOCUMENT 3

(Operator: this is an article. Please use single linespacing.)

(Heading in closed capitals) LAKE LUCERNE

This is the first article in our new series. **(full stop)** It is for people who are wishing to create their own special type of holiday. **(paragraph)**

(Operator: please change to double linespacing for the following paragraph)

This break is aimed at those who would like to get some gentle exercise mixed with relaxation. **(full stop)** It is perfect for someone in a stressful occupation who needs to unwind. **(paragraph)**

(Operator: that is the end of the paragraph in double linespacing)

There is a large hotel at the edge of Lake Lucerne in Switzerland overlooking the boat station. **(full stop)** A weekly ticket allows travel to any point on the lake. **(full stop)** Relax on the boat with a long drink. **(full stop)** At each village you can explore the shops and surroundings **(Operator: please emphasise the following three words)** without driving there. **(full stop)** Swiss embroidered garments can always be bought. **(paragraph)**

The old town of Lucerne where famous Swiss watches can be purchased is a twenty minute boat ride away. **(paragraph)**

For exercise you can climb the sunny mountain behind Beckenreid while listening to cow bells. **(full stop)** The air is so clean and fresh you come away full of renewed energy and vigour.

That is the end of the dictation for the Level 1 Text Processing (Business Professional) Summer 2009 examination in Audio-Transcription.