

Word Processing Techniques Essential

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(IT-WPT 22)
51076B

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



Candidate's name (Block letters please)

Centre no

Date

Time allowed: 1 hour
(excluding printing time)

You work as a Word Processor Operator for Andrew Washington,
Director of Mitchells, a supplier of landscape building materials.

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)

Please key in the attached letter. Date for today.

Andrew

(Today's date)

Mr D Riando
Riando Block Paving
Sunningdale Road
Farnham
Surrey
GU10 3EQ

Dear Mr Riando

Welcome to Mitchells

Thank you for requesting further information about our products.

Mitchells is one of the leading manufacturers and suppliers of landscape building materials for major commercial and domestic projects around the world.

We are the largest manufacturer of paving materials made from concrete, clay and natural stone. In addition we supply a wide variety of other landscape and home improvement building materials. The business was established in 1980. We currently have 50 factories and over 3 000 employees. We have been exporting our products for over 20 years and have a global portfolio of successful projects. We continue to provide our high quality standards.

We have projects in Victoria Park, Hong Kong where we are working with our new product - city cladding. In Brunei we are working in a shopping complex, using our square paving products. In Taiwan we are laying footpaths using our clay paving. These projects are examples of some of our worldwide projects.

I have enclosed copies of the 3 catalogues you requested and we look forward to your first order.

Yours sincerely

Andrew Washington
Director

Encs

TASK 2

(Candidate's Name)

Please make amendments shown and fully justify.

Andrew

Caps, 16 pt serif and centre for heading

Our Markets

The home improvement and home building markets are the largest users of the products. Commercial applications include industrial, retail and repair public sector, maintenance and new build projects.

Mitchells produce concrete, clay and natural stone landscape, garden and patio products for both domestic and commercial use.

Mitchells customers are the huge large builders' merchant groups, independent builders merchants, garden centres, contractors and local authorities.

Products are distributed from a national network of manufacturing and service centres either to customers' depots or, at their request, direct to site.

Please do not hesitate to contact us and speak to one of our experienced members of staff a member of our friendly team.

leave 1 line space

CONSUMER/TECHNICAL ADVICE

Telephone: 0870 120 7474 office hours, 8 am – 8 pm, 7 days

E-mail: advice@mitchells.com

CUSTOMER INFORMATION

Telephone: 0870 411 2233 office hours, Monday to Friday

E-mail: customer@mitchells.com

Mitchells have a number of recognised quality standards which ensure customer satisfaction.

recently successfully achieved

TASK 3

(Candidate's Name)

Please complete the form by deleting the enter points and inserting the following information.

Andrew

	(1) Mr D Riando
	(2) Riando Block Paving
	Sunningdale Road
	FARNHAM
	Surrey
	GU10 3EQ
	(3) 2356767
	(4) 2356768
	(5) sales@riando.com
	(6) Driveline
	(7) Patios
	(8) Heritage

TASK 4

(Candidate's Name)

This document has already been started. Please check carefully and complete.

Andrew

A SELECTION OF OUR PRODUCTS
 Block Paving

u/s & bold

Insert 2 line spaces

Mitchells help you to create a beautiful entrance to your home with a range of block paving products and accessories in a variety of colours, textures and finishes. Mitchells block paving range includes both traditional and contemporary products to suit your home and lifestyle.

This range includes:

- Volcano – a new and unique distinctive surface finish.
- Natural stone – providing a completely natural look to your outdoor area.
- Clay paving – rich colour and rustic texture creates a quality finish to paths.

Paving

NP

Mitchells paving range includes contemporary and traditional designs, all created to bring that look of individuality to your home and garden. Change your garden into a unique outdoor "Living Room" and build a seamless link between home and garden. There is a host of exciting materials that will help you to enjoy outdoor living almost all year round. Mitchells are proud of their extensive range of high quality products.

This range includes:

- Regent - an attractive riven finish and lightly textured surface.
- Utility - including budget paving which is ideal for utility areas.
- Fired stone - a distinctive, flame-treated and worn look.

The list below shows an example of the costs charged per square metre:

italics & caps for headings

Range	Name	Cost
BP	Clay paving	£40.00
PV	Regent	£45.00
PV	Utility	£25.00

Please do not hesitate to contact a member of our Customer Services team. We can provide further information regarding designing, planning and prices.

END OF EXAMINATION