

Using e-mail and the Internet
Level 1

8982-11-011
(IT-EMI 11)
Sample paper

This paper must be returned with the candidate's work. Failure to do so will result in delay in processing the candidates' scripts.



Candidate's name (Block letters please)

Centre no

Date

Time allowed: 1 hour
(excluding printing time)

You must attempt **all** of the tasks attached, and carry them out in the order given. Follow the instructions carefully and take care to proof read and correct any errors. Save your work for printing, at the end of the examination, unless otherwise stated.

The examination consists of **four** tasks.

During the examination you will be required to take a number of screen prints. Each screen print should be pasted immediately into the word processing template provided, under the appropriate heading.

Please ensure that your name and task number appear on every printout and that your printouts are collated in the correct order. Your Invigilator will give you details for printing.

For examiner use only

Production rate	Accuracy	Meeting objectives

Scenario

You work as an Administrative Assistant to Charles Murungi, Manager of **STEP**, a commercial bank in Thailand with branches world wide.

A conference is to be held in Malaysia in December and your tasks today are to help with the organisation of this by responding to your e-mails and by using the Internet for research.

*Please note e-mail addresses used in this examination will differ from the scenario and will either be as responses to e-mails set up by your tutor or as e-mails sent to a **pitmanqualifications** mailbox. Please follow the instructions given in the examination paper. The different e-mail addresses are necessary to ensure that any e-mails you send are not returned (bounced back) to you as undeliverable mail during your examination.*

Task 1

- 1 Open the e-mail in your **Inbox** with the Subject Heading **Speaker** and carry out any required actions. Take a screen print of your address book showing the changes and paste it into your word processing file. Save the file.
- 2 Open the e-mail in your **Inbox** with the Subject Heading entitled **Conference**. Open the attached file and add your name at the top of the page. Save this file to your work area with the file name **conference(your initials)**. Print one copy of this file.
- 3 Please forward the **Conference** e-mail to the guest speaker's e-mail address, which you have just added to your address book, using the following text:

To: Michael

Subject: FWD Conference

Message:

Michael

My Manager, Charles Murungi, has asked me to send this to you for your information.

Thanks

(Candidate name)

- 4 Check the message, print one copy and send it.

Task 2

- 1 Open the e-mail in your **Inbox** with the Subject Heading **Hotel** and carry out any required actions.
- 2 Take one screen print of your search for hotels in Malaysia, showing your search criteria, and paste it into your word processing file. Save the file.
- 3 From your search results choose one of the hotels and find the information requested.
- 4 Reply to the **Hotel** e-mail using the following text. Include the information you have found:

<p>To: Charles</p> <p>Charles</p> <p>I have found the information you requested.</p> <p>A suitable hotel is (insert hotel name here) The hotel is located at (insert location here) The web address for the hotel is (insert web address here)</p> <p>Thanks</p> <p>(Candidate name)</p>

- 5 Take a screen print of this message before sending it, remembering to check carefully. Paste your screen print into your word processing file, save the file. Send the message.

Task 3

- 1 Delete the e-mail in your **Inbox** with the subject heading **Proposed Location** and its attachment, it was sent in error. Take a screen print of your **deleted items** folder and paste it into your word processing file. Save the file.
- 2 Move all messages from your **Inbox** to the **events** mail folder and take a screen print of the contents of this folder. Paste it into your word processing file. Save the file.
- 3 Visit the hotel website you recommended previously. Search through the site and find one business facility, which is offered by this hotel.
- 4 Create a new e-mail to your Manager, Charles Murungi, using the following text. His e-mail address is **t-charlesm@pitmanqualifications.co.uk**

To: Charles

Message:

Charles

The Malaysian Hotel (insert hotel name) has the following business facility:

(insert business facility here)

Thanks

(Candidate name)

Use the subject heading **Recommended Hotel**. Add in your one business facility. Take a screen print of the message and paste it into your word processing file. Save the file. Send the message.

- 5 Move your sent message into the **events** folder.

Task 4

- 1 I would like to include some travel tips to help with the journey to our conference. Please visit this website **www.freetraveltips.com**. Find a page of information which would be of use to our travellers. Print the first page of useful travel information.
- 2 Copy this page of information and paste it into a new word processing document. Save it to your work area with the filename **traveltips(your initials)**.
- 3 Create a new e-mail to your Manager, Charles Murungi his e-mail address is **t-charlesm@pitmanqualifications.co.uk**. Use the following text:

To: Charles

Attachment: **traveltips(your initials)**

Subject: Travel Tips

Message:

Charles

As requested attaching a file with the details of travel tips.

Thanks

(Candidate name)

Attach your **traveltips(your initials)** file.

- 4 Take a screen print of the message and paste it into your word processing file. Save the file. Send the message.
- 5 Open your **events** folder and take a screen print of the current contents. Paste into your word processing file. Save the file.
- 6 Print one copy of your word processing file.

End of examination