

# Candidate Style Answers

## OCR Administration (Business Professional)

### Unit 2 (Level 1) – Creating Business Documents

#### Task 8 – Produce a telephone message

These candidate style answers are designed to accompany the OCR Administration (Business Professional) specification.

OCR has produced these candidate style answers to support tutors in interpreting the assessment criteria and the model assignment for Unit 2, Task 8 – Produce a telephone message.

This content has been produced to illustrate how task 8 might be answered and to provide some commentary on what factors contribute to a candidate achieving a pass or fail.

The candidate style answers are available to demonstrate what “good” and “poor” evidence might include, supported by examiner-moderator commentary and conclusions.

Please note that this resource is provided for advice and guidance only and should not be replicated by candidates to submit as evidence.

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#### Task 8: Produce a telephone message

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In this task, learners need to produce a telephone message by completing a telephone message form.

To evidence this task, learners need to produce the telephone message from a recording or from live dictation. They must ensure that their message is accurate.

#### **Task 8 covers assessment criteria:**

**3.1 – Produce routine business document using the appropriate communication style**

**3.2 – Check documents for accuracy**

## Good Evidence

### Moderator's Comments

The telephone message below is a **good** example of how a telephone message should be completed. The learner has included all relevant information, using the appropriate communication style. There are no spelling or grammatical errors and it is evident that the document has been checked for accuracy.

The evidence **meets** the assessment criteria and the grade would be upheld by the moderator.

### TELEPHONE MESSAGE

URGENT

FOR INFORMATION

NAME OF CALLER	John Summers
ORGANISATION	Grand Hotel, Bournemouth
TELEPHONE/EXTENSION NUMBER	01202 016036

PLEASE RING CALLER

CALLER WILL PHONE BACK

### MESSAGE

Suzie

Please call Mr Summers as soon as possible regarding a problem with the tour that is due to arrive in Bournemouth tomorrow.

TIME AND DATE OF CALL	10:43am 07/12/10
NAME OF PERSON TAKING CALL	Keith Harper

## Poor Evidence

### Moderator's Comments

The telephone message below is a **poor** example of how a telephone message should be completed. The learner has misheard or incorrectly spelt the name of the caller and although the Grand Hotel is included in the message, it is also good practice to include the location – in this instance, Bournemouth. The last two digits of the telephone number have also been transposed. The learner has not used the appropriate communication style and has not used a template form. There is no information to let the recipient know that the message is urgent and there are no details of the time and date of the call or the name of the person taking the call.

The evidence **does not** meet the assessment criteria and the grade would **not** be upheld by the moderator.

