



ADVANCED GCE BUSINESS STUDIES

People in Organisations

F295



Candidates answer on the Question Paper

OCR Supplied Materials:

- Resource Booklet

Other Materials Required:

- Calculators may be used

Monday 25 January 2010

Afternoon

Duration: 2 hours



Candidate Forename					Candidate Surname				
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Centre Number						Candidate Number			
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INSTRUCTIONS TO CANDIDATES

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- The information required to answer questions 1–6 is contained within the Resource Booklet.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- Write your answer to each question in the space provided, however additional paper may be used if necessary.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **60**.
- The quality of your written communication will be taken into account when marking your answers to questions labelled with an asterisk (*).
- This document consists of **12** pages. Any blank pages are indicated.



A calculator may
be used for this
paper

Answer **all** questions.

- 1 (a) Calculate the new total weekly basic wage bill on a 40 hour week if the four full-time employees receive an increase of 5% (see Table 1).

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Answer: [2]

- (b) Using the information in Table 2 and assuming Emma works a 50 hour week, calculate the additional cost of paying her overtime at £11.50 per hour.

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Answer: [2]

- 2 Analyse how possible changes in health and safety legislation may affect the operation of Holly's Hotel (HH).

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..... [6]

- 3 Analyse **two** benefits to HH of its employees being involved in the decision-making process.

..... [6]

- 4* Recommend and justify the most effective method of communication Holly should use when reviewing Emma's treatment of Mr and Mrs Wood.

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[13]

- 5*** Evaluate the likely impact of Holly's leadership style on the operation of the hotel.

[13]

- 6* Considering human resources **and other issues**, should Holly introduce performance related pay for the employees? Justify your view.

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