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Centre Number						Candidate Number				
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**OXFORD CAMBRIDGE AND RSA EXAMINATIONS
ADVANCED GCE**

F295

BUSINESS STUDIES

People in Organisations

MONDAY 25 JANUARY 2010: Afternoon

DURATION: 2 hours

SUITABLE FOR VISUALLY IMPAIRED CANDIDATES

Candidates answer on the Question Paper

OCR SUPPLIED MATERIALS:

Resource Booklet

OTHER MATERIALS REQUIRED:

Calculators may be used

READ INSTRUCTIONS OVERLEAF

INSTRUCTIONS TO CANDIDATES

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes on the first page.
- 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.
- 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 (*).

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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).**

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.**

Answer: _____ [2]

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

[6]

4* Quality of written communication will be taken into account.

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

[13]

5* Quality of written communication will be taken into account.

Evaluate the likely impact of Holly’s leadership style on the operation of the hotel.

[13]

6* Quality of written communication will be taken into account.

Considering human resources AND OTHER ISSUES, should Holly introduce performance related pay for the employees? Justify your view.



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