

Friday 17 May 2019 – Afternoon

LEVEL 3 CAMBRIDGE TECHNICAL IN BUSINESS

05834/05835/05836/05837/05878 Unit 2: Working in business

Time allowed: 1 hour 30 minutes

C422/1906



You may use:

- a calculator

Please write clearly in black ink.

Centre number

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Candidate number

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First name(s)

Last name

Date of Birth

D	D	M	M	Y	Y	Y	Y
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INSTRUCTIONS

- Use black ink.
- Answer **all** the questions.
- Write your answer to each question in the space provided.
- Additional answer paper may be used if required but you must clearly show your candidate number, centre number and question number(s).

INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [].
- This document consists of **12** pages.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/8
2	/16
3	/15
4	/21
Total	/60

Answer **all** the questions.

Text 1

Emma's Specials is a restaurant on a canal boat situated on the picturesque canal in Stratford-upon-Avon. Emma, the sole owner of the restaurant, started the business five years ago. The restaurant is known for its simple, home-cooked food. The restaurant is particularly popular during the summer months.

All of the ingredients used at the restaurant are sourced from local suppliers. Whilst this gives the restaurant a unique selling point, the food that the restaurant is able to serve depends heavily on what is available that season. Consequently, Emma plans the menu with her Head Chef, Michael, on a weekly basis.

1 Refer to Text 1.

- (a) The menu at *Emma's Specials* is presented to diners electronically on computer tablets rather than printed in hard copy.

State **two** advantages to *Emma's Specials* of using menus displayed electronically on computer tablets.

1.....

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2.....

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[2]

(b) Emma will have the following tasks to complete next week.

Rank tasks listed in the table below as low, medium or high priority. In each case, explain your decision.

Tasks	Priority? Low, medium or high	Explanation
Upload the week's menu onto the computer tablets		
Find a decorator for the winter months		
Research foods that will be seasonally available next month		

[6]

Text 2

There are many potential health and safety hazards in a restaurant. According to health and safety legislation it is the duty of the employer and all employees to ensure that the workplace is hygienic and safe.

2 Refer to Text 2.

- (a) State **two** actions that Emma must take, as an employer, to comply with health and safety legislation.

1.....
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2.....
.....

[2]

- (b) State **two** legal health and safety responsibilities that employees at *Emma's Specials* must fulfil.

1.....
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2.....
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[2]

- (c) *Emma's Specials* is required by law to hold a gas safety certificate to trade. The deadline for renewal of the restaurant's gas safety certificate is 1 July 2019.

Evaluate likely impacts on *Emma's Specials* of not renewing its gas safety certificate by the deadline.

[12]

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A series of 25 horizontal dotted lines spanning the width of the page, providing a guide for handwriting practice.

Text 3

Emma would like *Emma's Specials* to sell a range of luxury chocolates, all handmade on the canal boat.

She has arranged for her Head Chef, Michael, to attend a chocolate-making course in Paris next month. Emma has decided that Michael should travel by train. The venue is situated approximately two miles from the Gare du Nord railway station in Paris.

The course starts at 10:30 am local time. The training provider recommends that participants arrive at least 30 minutes before the start of the course. The distances involved mean that Michael needs to start his journey the day before the course and stay overnight in a hotel near to London St Pancras station. Michael would like to arrive in London as early as possible but cannot set off from Stratford until after 5 pm because he has to finish the preparations for the evening menu.

The course ends at 4:45 pm local time. Michael needs to get back to Stratford-upon-Avon as early as possible so that he can get enough rest for work the next day.

All times shown refer to local times. Paris is one hour ahead of UK time.

Train timetables for journeys between Stratford-upon-Avon and London St Pancras station and between London St Pancras station and Paris are shown below.

	Outward – Stratford-upon-Avon (SAV) to London St Pancras (STP)				Inward – London St Pancras (STP) to Stratford-upon-Avon (SAV)		
Depart	SAV 16:46	SAV 18:46	SAV 20:38		STP 19:08	STP 19:34	STP 20:08
Arrive	STP 19:15	STP 21:20	STP 23:28		SAV 22:35	SAV 23:00	SAV 22:54

	Outward – London St Pancras (STP) to Paris (PAR)				Inward – Paris (PAR) to London St Pancras (STP)		
Depart	STP 06:01	STP 07:01	STP 07:55		PAR 16:45	PAR 17:31	PAR 18:01
Arrive	PAR 09:17	PAR 10:17	PAR 11:17		STP 18:18	STP 18:47	STP 19:17

3 Refer to Text 3.

(a) Taking into consideration time constraints, recommend an itinerary for Michael's journey by filling in the **twelve** unshaded boxes in the table below.

Journey	Local time of departure	Local time of arrival	Duration of journey
Stratford-upon-Avon to London St Pancras			
London St Pancras to Paris			
Paris to London St Pancras			
London St Pancras to Stratford-upon-Avon			

[8]

(b) *Emma's Specials* will need to reimburse Michael for his travel expenses.

State **three** costs that *Emma's Specials* will need to reimburse.

- 1.....
-
- 2.....
-
- 3.....
-

[3]

(c) Explain **two** reasons which might have led Emma to decide that Michael should take the train to London St Pancras rather than driving there.

- 1
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-
- 2
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-
-
-

[4]

Text 4

Emma has set budget targets for the costs incurred at the restaurant. The target for the cost of ingredients as a percentage of sales has been set at 30%. Last month the cost of ingredients as a percentage of sales was 2% higher than the target.

4 Refer to Text 4.

(a) Sales at *Emma's Specials* totalled £21 000 last month.

Produce a budget variance report for the cost of ingredients at *Emma's Specials* last month by filling in the **five** unshaded boxes below.

	Budget (£)	Actual (£)	Variance (£)	Variance (%)	Favourable or Adverse?
Cost of ingredients					

[5]

(b) Explain **two** purposes of a budget variance report.

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2

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[4]

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Question 4(c) begins on page 10

- (c) Emma wants Michael to design the range of luxury chocolates that *Emma's Specials* will make and sell on the canal boat.

Produce a questionnaire to help Michael to design the chocolates that will be sold at *Emma's Specials*.

Your questionnaire should:

- include a brief introduction about the purpose of the survey
- have at least six questions, including one open question
- identify consumer preferences for different types of chocolate, average spend and frequency of consumption
- allow Michael to sort the responses by age and gender.

You will be assessed on the content, tone and layout of your questionnaire.

Use the proforma on the **opposite page** to produce your questionnaire.

You **may** use the space below to draft your questionnaire. You will **not** receive any marks for your draft.

[12]

You may use this box to draft your questions.

Emma's Specials

END OF QUESTION PAPER



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