



Oxford Cambridge and RSA

**Tuesday 24 May 2022 – Afternoon**

**Level 3 Cambridge Technical in Business**

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

Time allowed: 1 hour 30 minutes

**C422/2206**



You can use:

- a calculator



Please write clearly in black ink.

Centre number

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Candidate number

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First name(s)

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Last name

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Date of birth

D	D	M	M	Y	Y	Y	Y
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**INSTRUCTIONS**

- Use black ink.
- Write your answer to each question in the space provided. You can use extra paper if you need to, but you must clearly show your candidate number, the centre number and the question numbers.
- Answer **all** the questions.

**INFORMATION**

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

**ADVICE**

- Read each question carefully before you start your answer.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/8
2	/24
3	/12
4	/16
<b>Total</b>	<b>/60</b>

Answer **all** the questions.

**Text 1**

Ben Brice is the owner of *Oceanus Shellfish Ltd*, located in a coastal bay in north Wales. *Oceanus Shellfish Ltd* farms shellfish such as oysters, mussels and sea scallops. The company's main customers are restaurant owners in mainland Europe.

Ben wants to expand the company's customer base in the local area. He has instructed Leo, a new employee who has just left school, to design a questionnaire to find out:

- the demand for shellfish in different age groups of the local population
- how to encourage more local people to buy shellfish.

Leo's first draft of the questionnaire is shown below:

1.	Have you ever heard of <i>Oceanus Shellfish Ltd</i> ? .....
2.	Do you like shellfish .....
3.	How much do you spend spend on shellfish? .....
4.	How can we encourage you to buy more shellfish? .....

**1 Refer to Text 1.**

(a) Identify **four** improvements to the questionnaire shown above, to make it fit for its intended purpose.

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**[4]**

(b) Leo will need Ben's approval before printing the final version of the questionnaire.

Explain **two** reasons why this authority protocol needs to be followed.

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[4]

**Text 2**

*Oceanus Shellfish Ltd* prides itself on the level of customer service it provides. Deliveries are free for orders of £100 or above. All orders are hygienically sealed and then protected with ice to ensure products arrive frozen.

If a delivery is delayed and the shellfish arrive thawed or damaged, customers may request a refund or a credit note. *Oceanus Shellfish Ltd* deals with all complaints promptly to ensure that customers are not lost to competitors.

**2 Refer to Text 2.**

- (a) When products arrive damaged, Ben prefers customers to accept a credit note rather than a refund.

Analyse **one** reason why Ben may prefer a credit note to be issued rather than a refund.

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**[3]**

(b) *Oceanus Shellfish Ltd* has received a telephone call from a very disappointed, regular customer concerning an order which has arrived damaged.

(i) The customer has requested a credit note for the following items:

- 20 sea scallops (priced at £5.50 each)
- 15 kg of mussels (priced at £6.50 per kg)
- 50 oysters (priced at £39.95 for 25).

Complete the credit note below by filling in the nine **unshaded** boxes.

<b>Oceanus Shellfish Ltd</b> Blue Wharf Bay, Isle of Anglesey, LL33 3ZZ			
<b>Credit Note</b>			
<b>Customer:</b> Terry's Fine Dining 325 High Street Lldovelli SA7 7XY		<b>Credit note number: 30965</b>  <b>Customer reference: ER7634</b>	
Quantity	Description	Unit Price	Total
20	Sea scallops		
15 kg	Mussels		
50	Oysters		
		<b>Sub total</b>	
		<b>Delivery charge</b>	
		<b>Total credit</b>	

[9]

- (ii) Compose a letter to the disappointed customer to accompany the credit note, apologising for the damaged products. You should include as much detail as possible. Use today's date.

You will be assessed on the content, tone and layout used in your letter.

Use the letterhead on the **opposite page** to write your letter. You **may** use the space below to draft your letter. You will **not** receive marks for your draft.

**[12]**

You may use this box to draft your letter.

**Oceanus Shellfish Ltd** Blue Wharf Bay, Isle of Anglesey, LL33 3ZZ  
Tel: 01698 489878

**Text 3**

*Oceanus Shellfish Ltd* has a legal duty to keep accurate records on the movements of all shellfish into and out of the farm. These records must be kept to show there is a low risk of spreading disease and that the shellfish are safe for human consumption.

Government officials inspect *Oceanus Shellfish Ltd's* records annually. If *Oceanus Shellfish Ltd's* records are deemed inadequate, legal action could be taken against the company.

Ben has received a letter informing him that this year's inspection will be on Friday next week. Ben needs time to check the company's records and get them ready for inspection. He decides to delegate some of his other tasks to ensure he meets this deadline.

**3 Refer to Text 3.**

Analyse likely consequences for *Oceanus Shellfish Ltd* if Ben fails to check the records and have them ready for inspection by Friday next week.

Which would be the most serious consequence? Justify your view.

**[12]**

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**Text 4**

Ben has decided to exhibit the company’s shellfish at a promotional event organised by the Shellfish Farmers’ Association in Central London. He has asked Leo to accompany him, to help set up the trade stand.

The event will start at 10 a.m. and finish at 5 p.m. They will need accommodation in London on the night before the event. Ben has decided that they will travel to London in one of the company’s refrigerated vans.

**4 Refer to Text 4.**

(a) Explain **two** minimum standards of professional behaviour that Leo must observe on the trip.

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[4]

(b) Explain **three** factors that may have influenced Ben’s decision to travel to London in a company van.

[6]

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(c) Explain **three** factors that Ben needs to consider when choosing the accommodation for the overnight stay in London.

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[6]

**END OF QUESTION PAPER**



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