

Level 2 Cambridge Technicals in Business Administration

Unit 2: Understand the role of an administrator

Sample Assessment Material

Date – Morning/Afternoon

Time Allowed: 1 hour

This test is a computer based test and will be completed using Surpass on OCR Secure Assess portal.

This sample assessment material illustrates the styles and types of questions that make up this test, along with its associated mark scheme.

This test will be available as a practice test on the OCR Secure Assess portal.

There will not be a paper test available for this qualification.

First Name						Last Name				
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Centre Number						Candidate Number				
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Date of Birth									
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INFORMATION FOR CANDIDATES

- The total mark for this paper is **45**.
- The marks for each question are shown in brackets [].
- You may use a calculator.

Answer **all** questions.

Text 1 – Embleton Barns Hotel

Embleton Barns Hotel is a country house hotel set in large grounds. The hotel has 60 bedrooms, a large restaurant and two function rooms where weddings, parties and business meetings can be held.

There are two administrators, Claire and Paul, and an administration manager employed by the hotel. There are also two receptionists who undertake administrative duties such as answering the telephone and greeting guests.

1. (a) Identify **one** reason for prioritising business tasks.

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

(b)

(i) Explain **one** way that the prioritisation of work at a hotel is influenced by the status of the person originating the task.

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

(ii) Explain **two** reasons why it is important that the receptionists have effective telephone skills.

1.
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.....
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2.
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..... [4]

Text 2 – Embleton Barns Hotel website

Embleton Barns Hotel has a website which provides details and photographs of the hotel, their rooms and their facilities.

The hotel's contact details are also on the website so that potential guests can contact them with any queries that they may have, such as the cost of the different rooms.

2. A potential guest, Mr Patel, has emailed the hotel to enquire about the cost of booking a luxury room for 2 nights in October.

Compose an email to be sent in reply to Mr Patel, using the email template below. You should include:

- An appropriate subject heading
- An appropriate opening and closing phrase
- The tone of the email should be appropriate for the audience
- Using the tariff table below, inform Mr Patel of the total cost of a luxury room for 2 nights in October

[4]**Tariff table:**

Type of room	Room rate per night (September)	Room rate per night (October)	Room rate per night (November)
Standard room	£100	£95	£90
Luxury room	£120	£110	£100
Executive room	£130	£120	£110

Email template:

From : embleton@embleton.org.uk
To : blpatel@karo.co.uk
Subject :

(b) Explain **two** possible consequences to the hotel if the email was not completed accurately.

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

[4]

(c) Analyse **one** advantage and **one** disadvantage of the hotel’s administration team using an electronic copy of a document **rather than** a hard copy.

Advantage.....
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Disadvantage.....
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[6]

Text 3 – Arranging a meeting at Embleton Barns Hotel

Peter Coleman, the Production Manager at Brandon Drinks, has contacted Embleton Barns Hotel as he wants to book one of the function rooms to hold a meeting with some of Brandon Drinks’ suppliers.

Claire has discussed the meeting requirements with Peter and the potential costs.

3. (a) Explain **two** factors that may have influenced Peter’s choice of venue for the meeting.

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

[4]

(b) Identify **two** ways that Claire, the hotel administrator, could provide effective administrative support for the meeting.

- 1.
- 2.

[2]

(c) Explain **one** benefit to Brandon Drinks of effective administrative support being provided for the meeting.

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

- (d) (i) The hotel's administration team need to prepare an invoice to request payment from Brandon Drinks.
- There are 35 attendees at a cost of £20 per person.
 - There is an additional charge of £50 for the hire of a projector.
 - Peter wants a copy of his presentation printed out for every attendee. This will cost £15 in total.
 - All costs are excluding VAT at 20%.

Complete the invoice using the information above.

[6]

Embleton Barns Hotel Loughborough LE11 4LV			
INVOICE			
Invoice to: Peter Coleman Brandon Drinks Bedford BD12 9FP Customer account: CL492 Customer contact: 01942 555222			
Invoice number: 6439			Payment terms: 30 days
Quantity	Description	Unit price	Amount
		Subtotal:	
		VAT (20%)	
		Total:	

(ii) Explain **one** reason why the hotel’s administration team must maintain data protection protocols when completing invoices for customers.

.....

.....

.....

.....[2]

END OF QUESTION PAPER



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SPECIMEN

Sample Assessment Material
Level 2 Cambridge Technicals in Business Administration

Unit 2 Understand the role of an administrator

MARK SCHEME

Duration: 1 hour

MAXIMUM MARK 45

SPECIMEN

Version: 1 Date: September 2018

This document consists of 9 pages

Question		Answer	Marks	Guidance
1	(a)	<p>Responses include:</p> <ul style="list-style-type: none"> • due to conflicting demands on time • due to the importance of or the requirement to meet deadlines • due to workload 	1	<p>One mark for a correct identification</p> <p>Responses do not need to be in context.</p>
	(b)	(i) <p>Responses include:</p> <ul style="list-style-type: none"> • a guest may not return and/or provide a poor review if a complaint or issue isn't dealt with promptly • a line manager has the authority to request that a task is given priority • a potential guest may be lost if they do not receive a prompt response <p>Exemplar response:</p> <p>The hotel relies on guests for revenue (1). If a guest has a complaint, for example about the cleanliness of their room, a manager is likely to ask for this to be given priority so that the customer is happy and likely to return (1).</p>	2	<p>One mark for correct identification, plus a further one mark for explanation.</p> <p>Explanation must be relevant to the context.</p>
	(b)	(ii) <p>Responses include:</p> <ul style="list-style-type: none"> • effective telephone skills means that the message is likely to be interpreted more accurately by the caller • messages taken for other employees to return calls etc. are more likely to be accurate • the way that they deal with telephone calls will influence the hotel's corporate image • they are often the first point of contact with the hotel and therefore the first impression <p>Exemplar response:</p> <p>The receptionists are often the first point of contact with the hotel (1) therefore the way that they answer the phone and deal with the caller will</p>	2 x 2 marks	<p>One mark for each correct identification of a difference up to a maximum of two identifications, plus a further one mark for each of two explanations.</p> <p>Explanation must be relevant to the context.</p>

Question	Answer	Marks	Guidance
(c)	<p>influence the caller's perception of the business (1).</p> <p>Responses include:</p> <p>Benefits:</p> <ul style="list-style-type: none"> • increased productivity • more likely to meet agreed team deadlines • opportunity to share knowledge and experience • providing better customer service • providing support to and receive support from colleagues <p>Drawbacks:</p> <ul style="list-style-type: none"> • some employees may leave tasks for others in their team to complete • some employees prefer to work alone so motivation and productivity may be reduced • time may be wasted if team members spend time chatting rather than working <p>Exemplar response:</p> <p>One advantage of encouraging team work is that employees are more likely to ask questions if there is something that they are unsure about (L1). Other team members can then offer advice based on their experience (L2). This means that the employee is more likely to complete tasks accurately rather than trying to work it out for themselves, which in turn should provide a better service to guests and other stakeholders (L3).</p> <p>One disadvantage of encouraging teamwork is that the more employees get to know each other and work closely together, the more likely they are to spend time talking about non-work related topics (L2). This wastes time and lowers productivity (L3).</p> <p>Embleton Barns Hotel needs to consider the administrative employees and whether the benefit of being able to share their knowledge and experience outweighs the possibility of them spending more time talking about non-work related topics, if so then productivity will be improved. I think that the priority for the hotel is excellent customer service to its guests, therefore the benefits of encouraging teamwork at the hotel do</p>	8	<p>Levels of response</p> <p>Level 4 (7 – 8 marks) Candidate evaluates relevant benefits(s) and drawbacks(s) to reach a conclusion. Evaluation must be relevant to the context.</p> <p>Level 3 (5 – 6 marks) Candidate analyses relevant benefit(s) and drawbacks(s). For both marks benefit(s) and drawback(s) must be analysed in context.</p> <p>Level 2 (3 – 4 marks) Candidate explains relevant benefit(s) and drawback(s). For both marks benefit(s) and drawback(s) must be considered. Context not required.</p> <p>Level 1 (1 – 2 marks) Candidate identifies one advantage for one mark and one disadvantage for the other mark. . Context not required.</p>

Question		Answer	Marks	Guidance
		outweigh the possible drawbacks. (L4).		
2	(a)	<p>Indicative content:</p> <ul style="list-style-type: none"> • Subject heading – relates to the content of the email received from Mr Patel, e.g. 'RE: room enquiry' (1) • Cost – the cost of a luxury room for 2 nights in October is £220 (1) • Tone – formal (1) • Appropriate opening and closing phrase – formal e.g. Dear Mr Patel and Kind Regards (1) 	4	<p>Up to 4 marks.</p> <p>This question assesses content and tone.</p>
	(b)	<p>Responses include:</p> <ul style="list-style-type: none"> • if errors such as spelling mistakes are made then the hotel's reputation will be adversely affected • if the price is quoted inaccurately then guests may complain if they are charged more on check-out • if the tone was inappropriate (e.g. too informal) then the guests may decide not to book <p>Exemplar response: Any spelling mistakes could make it appear that the hotel is careless and Mr Patel might judge the hotel based on this (1). He is less likely to book a room because if the hotel is viewed as careless as there might be other issues at the hotel e.g. badly cleaned rooms (1).</p>	2 x 2 marks	<p>One mark for each correct identification of a possible consequence up to a maximum of two identifications, plus a further one mark for each of two explanations.</p> <p>Explanations must be in context.</p>
	(c)	<p>Responses include:</p> <p>Advantages:</p> <ul style="list-style-type: none"> • can be accessed via a shared network • can be emailed 	2 x 3 marks	<p>One mark for identification of a valid advantage and one mark for identification of a valid disadvantage.</p> <p>A further one mark for explanation of a valid advantage and one mark for explanation of a valid</p>

Question		Answer	Marks	Guidance
		<ul style="list-style-type: none"> • require less physical storage space than a hard copy Disadvantages: <ul style="list-style-type: none"> • may be unsuitable for legal documents • need a computer/tablet to be able to access it Exemplar response: An advantage of using electronic documents is that a large storage area isn't needed (1). Hard copies have to be filed physically so this will take up more space in the office. For electronic documents an appropriate computer device is needed, which is not the case for hard copies (1). Using electronic documents therefore means that large amounts of documents can be stored easily without causing a health and safety issue in the office (1).		disadvantage. Award an additional one mark for analysis of the advantage and one mark for analysis of the disadvantage.
3	(a)	Responses include: <ul style="list-style-type: none"> • availability • cost/budget • location (ease of travel) • venue capacity • whether an internal or external venue was required • whether appropriate refreshments/catering were available • whether required resources could be provided Exemplar response: Peter is likely to have had a budget for the meeting (1). He therefore will have chosen a venue that could provide the resources and catering that he needed within this budget (1).	2 x 2 marks	One mark for each correct identification of a factor, plus a further one mark for each of two explanations. Explanation must be in context.
	(b)	Responses include: <ul style="list-style-type: none"> • arranging and/or testing equipment • arranging for documents to be photocopied • arranging for documents to be available in the meeting room • arranging refreshments • ensuring that Peter/attendees are aware of health and safety procedures at the hotel • greeting attendees • providing Peter with directions to the hotel to circulate to attendees 	2 x 1 mark	One mark for each correct identification, up to a maximum of two identifications. Do not award a mark for administrative support that would be provided by Brandon Drinks themselves e.g. inviting the attendees, circulating an agenda prior to the meeting and taking meeting minutes.

Question		Answer	Marks	Guidance
	(c)	<p>Responses include:</p> <ul style="list-style-type: none"> • all attendees can find the room • all attendees can find the venue • as the attendees are external to the business it should have a positive impact on the business' reputation • attendees have refreshments available and are therefore more likely to be motivated • documents are available for a prompt start • ensure the safety and comfort of attendees by providing clear instructions <p>Exemplar response: A benefit of Claire arranging for drinks to be available when attendees first arrive is that after a long journey attendees are more likely to be refreshed and therefore in a better frame of mind for the meeting (1). They are therefore more likely to digest what is being said and the aim of the meeting is more likely to be achieved (1).</p>	2	<p>One mark for a correct identification, plus a further one mark for a valid explanation.</p> <p>The benefit identified must relate to administrative support that <u>the hotel</u> would have provided for Brandon Drinks.</p>

Question		Answer		Marks	Guidance																																
(d)	(i)	<p style="text-align: center;">Embleton Barns Hotel Loughborough LE11 4LV</p> <p style="text-align: center;">INVOICE</p> <p>Invoice to: Peter Coleman Brandon Drinks Bedford BD12 9FP</p> <p>Customer account: CL492 Customer contact: 01942 555222</p> <table border="1" style="width: 100%;"> <tr> <td colspan="2">Invoice number: 6439</td> <td colspan="2">Payment terms: 30 days</td> </tr> <tr> <th>Quantity</th> <th>Description</th> <th>Unit price</th> <th>Amount</th> </tr> <tr> <td>35</td> <td>Cost per attendee</td> <td>£20.00</td> <td>£700.00</td> </tr> <tr> <td>1</td> <td>Equipment hire</td> <td>£50.00</td> <td>£50.00</td> </tr> <tr> <td>1</td> <td>Printing</td> <td>£15.00</td> <td>£15.00</td> </tr> <tr> <td colspan="3">Subtotal:</td> <td>£765.00</td> </tr> <tr> <td colspan="3">VAT (20%)</td> <td>£153.00</td> </tr> <tr> <td colspan="3">Total:</td> <td>£918.00</td> </tr> </table>		Invoice number: 6439		Payment terms: 30 days		Quantity	Description	Unit price	Amount	35	Cost per attendee	£20.00	£700.00	1	Equipment hire	£50.00	£50.00	1	Printing	£15.00	£15.00	Subtotal:			£765.00	VAT (20%)			£153.00	Total:			£918.00	6	<p>Up to six marks.</p> <p>Award:</p> <ul style="list-style-type: none"> • one mark for the correct quantity of attendees, an appropriate description and the correct unit price • one mark for the correct calculation of the total cost for the attendees • one mark for the correct quantity, appropriate description, unit price and amount for both equipment hire and printing • one mark for the correct subtotal • one mark for accurate calculation of VAT • one mark for the correct total. <p>Own Figure Rule applies.</p>
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Question		Answer	Marks	Guidance
	(d) (ii)	<p>Responses include:</p> <ul style="list-style-type: none"> • to maintain the confidentiality of customer details • to meet the requirements of data protection legislation • to meet the hotel's data protection policy • to protect the hotel's reputation <p>Exemplar response: This must be done to meet the requirements of data protection legislation (1). If protocols aren't followed then confidential information could be leaked and the hotel fined (1).</p>	2	<p>One mark for a correct identification, plus a further one mark for explanation.</p> <p>Explanation must be in context.</p>