

Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										

For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
3	
4	
TOTAL	



General Certificate of Secondary Education  
January 2011

# Business and Communication Systems

**413008**

## Unit 8 ICT Systems in Business

Wednesday 19 January 2011 1.30 pm to 2.30 pm

You will need no other materials.  
You may use a calculator.

### Time allowed

- 1 hour

### Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- You must answer the questions in the spaces provided. Do not write outside the box around each page or on blank pages.
- Do all rough work in this book. Cross through any work you do not want to be marked.

### Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 60.
- You are reminded of the need for good English and clear presentation in your answers. Quality of Written Communication will be assessed in questions 2(c), 3(c) and 4(c).



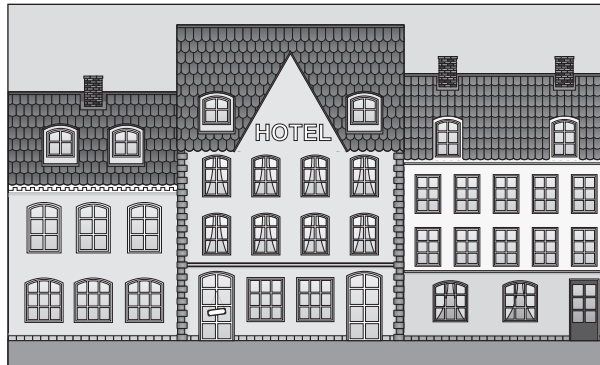
J A N 1 1 4 1 3 0 0 8 0 1

Answer **all** questions in the spaces provided.

Read the Background Information before answering the questions.

### BACKGROUND INFORMATION

#### *Sunny Seas*



*Sunny Seas* is a hotel in a busy seaside town. Rosie has just taken over the hotel from her parents. The hotel is large and old-fashioned but it makes a small amount of profit each year. Rosie is looking forward to making improvements to how the hotel is run. She hopes this will bring in more customers.

**Total for this question: 11 marks**

**1** Read **Item A** and then answer the questions that follow.

#### **Item A**

Rosie thinks that the hotel office can be run in a more environmentally friendly way. She is concerned by the amount of paper that is thrown in the bin each day. She thinks that the office staff could use fewer resources and so reduce waste.

Rosie is also concerned that not all the office staff have had health and safety training.

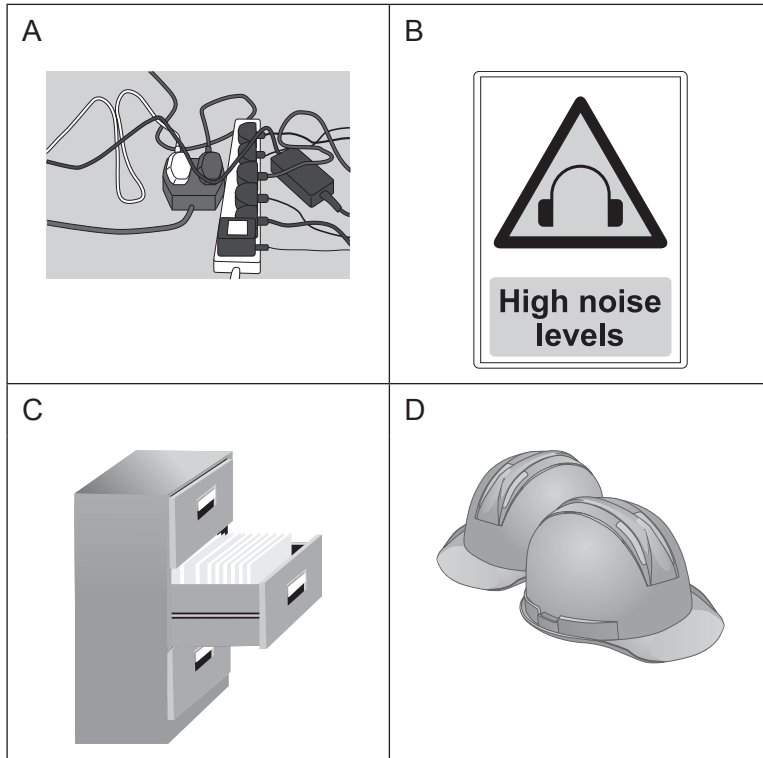
**1 (a)** State **one** suitable objective that Rosie may have for the hotel.

.....  
 .....

(1 mark)



1 (b) Rosie wants her office staff to be more aware of health and safety. She has found some images to make a leaflet to remind staff about working safely in the office.



Choose **two** of the images above which would be most suitable for a health and safety leaflet for use in an office environment. Give a reason for each answer.

Image 1.....

Reason.....

.....  
.....

Image 2.....

Reason.....

.....  
.....

(4 marks)

Extra space .....

.....  
.....  
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Turn over ►



1 (c) Rosie wants the hotel office to be run in a more environmentally friendly way. State and explain **two** ways in which she can do this.

1 .....

Explanation .....

.....

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.....

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2 .....

Explanation .....

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.....

(6 marks)

*Extra space* .....

.....

.....

11



**Turn over for the next question**

**DO NOT WRITE ON THIS PAGE  
ANSWER IN THE SPACES PROVIDED**

**Turn over ►**



0 5

**Total for this question: 18 marks**

**2** Read **Item B** and then answer the questions that follow.

**Item B**

*Sunny Seas* hotel bookings are made by telephone and recorded in a diary. Customers' details are kept on paper in a filing cabinet. The staff find this system easy to use.

When Rosie bought a computer, the shop assistant suggested that she could use a database to replace the paper records. She explained that the records in the customer database would contain a number of fields, such as title, surname and first name. Rosie thinks this could be very useful as she could use the customer details for future promotions. However, neither Rosie nor her staff have used a database before.

**2 (a)** Explain why Rosie should keep data about customers secure.

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*(3 marks)*

**2 (b)** State **two** fields which Rosie may have in her customer database, other than title, first name and surname. Give reasons for your answers.

Field .....

Reason.....

.....

.....

.....

.....

Field .....

Reason.....

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*(6 marks)*





**Total for this question: 16 marks**

**3** Read **Item C** and then answer the questions that follow.

**Item C**

Rosie employs Marvin to help in the office. He is paid a wage. He earns £8.00 per hour Monday to Saturday, and £12 per hour on Sunday. Rosie pays herself a salary.

Rosie wants to recruit an office manager to:

- set up the customer database
- create a website to attract more customers
- keep records of the hours staff work so their pay can be calculated.

She is considering whether to recruit for the post internally or externally. She knows that Marvin is keen to gain promotion but is not sure if he has enough experience to be a manager, although he has worked at the hotel for five years.

**3 (a)** What is the difference between a wage and a salary?

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(2 marks)

**3 (b)** Last week, Marvin worked 35 hours Monday to Saturday and 3 hours on Sunday at £12 per hour.

Calculate Marvin's pay for last week. Write your answers in the shaded boxes below.

<b>Sunny Seas Hotel</b>	
Pay slip	
Employee:	Marvin Brown
<b>Payments</b>	
Basic Pay	£280
Sunday Pay	£ <input style="background-color: #cccccc;" type="text"/>
Total Gross Pay	£ <input style="background-color: #cccccc;" type="text"/>

(5 marks)

Space for workings .....

.....

.....







**Total for this question: 15 marks**

**4** Read **Item D** and then answer the questions that follow.

**Item D**

Rosie is going to make the hotel available for events such as parties and conferences. She is planning the agenda for a meeting to tell the staff about these plans. She wants to communicate:

- how she will promote the hotel for parties and conferences
- the role the staff will play at these events
- the new staff rota for these events.

At the last staff meeting, Rosie used handouts to show the four office staff the new website. The new Office Manager thinks that it would be better to use a computer presentation to communicate her ideas at this next meeting.

**4 (a)** Explain why it is important to have an agenda for a meeting.

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*(2 marks)*

**4 (b)** Rosie is going to include the following **two** items on the agenda. Explain why each item has been included.

New staff rota.....

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Any Other Business (AOB).....

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*(4 marks)*





**There are no questions printed on this page**

**DO NOT WRITE ON THIS PAGE  
ANSWER IN THE SPACES PROVIDED**

