

Candidate Name

Centre Number

Candidate
Number**OXFORD CAMBRIDGE AND RSA EXAMINATIONS****General Certificate of Secondary Education****BUSINESS STUDIES B (1952)****2321/2****BUSINESS ORGANISATION****HIGHER TIER**

Tuesday

20 JUNE 2006

Afternoon

1 hour 15 minutes

Candidates answer on the question paper.
No additional materials are required.

TIME 1 hour 15 minutes**INSTRUCTIONS TO CANDIDATES**

Write your name, Centre number and candidate number in the spaces at the top of this page.

Answer **all** questions.

Write your answers in the spaces provided on the question paper.

The spaces should be sufficient for your answers but if you require more space use the lined pages at the end of the booklet and number your answers carefully.

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 (*).

You may use an approved calculator.

FOR EXAMINER'S USE

Question 1

Question 2

Question 3

Question 4

TOTAL

This question paper consists of 8 printed pages and 4 lined pages.

1 FMC Engineering Ltd is a medium sized company in the secondary sector.

(a) State what is meant by the secondary sector.

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

(b) Jane King is the Sales Manager of FMC Engineering Ltd. She wishes to satisfy the needs and wants of her customers.

(i) Explain the difference between needs and wants.

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

(ii) Explain why it is important for a business to satisfy the needs and wants of its customers.

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

(c) FMC Engineering Ltd uses Computer Aided Design (CAD) and Computer Aided Manufacturing (CAM) in its work.

Explain **two** advantages to a business of using CAD and/or CAM.

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

2 David Barber is the Human Resources Manager of Oakenbow Hotels plc. He wants to recruit a new restaurant manager.

(a) David has prepared the following advertisement for this position.

Oakenbow Hotels plc
Seeks
Restaurant Manager

This small, but forward-looking, hotel company is looking for a dynamic and adventurous restaurant manager. Experience is essential. All employees are given regular training opportunities.

Apply to David Barber, HR Manager, for an application form, job description and person specification.

Oakenbow Hotels plc, Caton Lane, Hornly, NZ4 2EF.
Davidbarber@oakenbow.com. 01524 45665. www.oakenbow.com

Fig. 1

(i) Explain what is meant by 'job description'.

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.....[2]

(ii) Explain what is meant by 'person specification'.

.....

.....

.....[2]

(iii) Explain why businesses in the **service sector**, such as Oakenbow Hotels plc, should offer **regular** training opportunities to their employees.

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.....[3]

3 Shuo Sang is an electrician. He is a sole trader.

(a) Explain what is meant by 'sole trader'.

.....

.....

.....[2]

(b) Shuo Sang is worried that he could make a loss in the current financial year. Fig. 2 shows the budget he has drawn up for the next six months.

Shuo's Six Month Budget	
Income	£
Revenue from sales	52000
Interest from bank deposits	<u>500</u>
Total Income	52500
Expenditure	
Cost of supplies	
Salary and wages	34000
Other costs	<u>6000</u>
Total Expenditure	51000

Fig. 2

(i) Using Fig. 2, calculate the value of cost of supplies. Show your working.

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.....[3]

(ii) State and explain **one** reason why Shuo might have drawn up a budget for the next six months.

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.....[3]

