

Surname		Other Names	
Centre Number		Candidate Number	
Candidate Signature			

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General Certificate of Secondary Education
June 2005



BUSINESS AND COMMUNICATION SYSTEMS 3126/1F
FOUNDATION TIER
Paper 1

Monday 23 May 2005 1.30 pm to 2.30 pm

F

No additional materials are required.
You may use a calculator.

Time allowed: 1 hour

Instructions

- Use blue or black ink or ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions in the spaces provided.
- Do all rough work in the question paper. Cross through any work you do not want marked.

Information

- The maximum mark for this paper is 80.
- Mark allocations are shown in brackets.
- You will be awarded up to 5 marks for the quality of your written communication, including accurate spelling, punctuation and grammar.

For Examiner's Use			
Number	Mark	Number	Mark
1			
2			
3			
4			
5			
Total (Column 1)	→		
Total (Column 2)	→		
Quality of Written Communication			
TOTAL			
Examiner's Initials			

SCENARIO

Going Away is a small travel agency in a medium sized town. In the past, it mostly sold package holidays. However, sales have been falling steadily. Many people now want to put their own holiday together. They use a travel agent to find and book flights, hotels and excursions from different operators.

Laura Andrews has recently bought the business. She wants to increase sales by offering a high level of personal service. This will also need a far greater use of ICT.

There are five full-time travel consultants who look after the customers.

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

1

Total for this question: 8 marks

Circle the correct answer to each of the following questions.

- (a) Laura Andrews would give a message about a social event to her employees using a:

Business letter **Fax** **Notice** **Report**

- (b) Under the Health and Safety at Work Act, employers have to make sure that:

Childcare is available **Employees are happy** **Equipment is safe** **Holidays can be taken at any time**

- (c) Which of the following should be taken away from gross pay when calculating net pay?

Bonuses **Commission** **Overtime** **Tax**

- (d) During a meeting, the minutes of the previous meeting are:

Agreed **Explained by the Chair** **Filed away** **Seconded**

- (e) One **disadvantage** that employees find with teleworking is:

Feeling lonely **Saving money** **Saving time** **Set-up costs**

- (f) Using the information below, calculate how much commission would be earned.

Sales value	Commission allowed
£1250	12%

Commission earned:

£150 **£155** **£175** **£195**

- (g) One **disadvantage** of an open plan office is that it can be:

Badly lit **Difficult to get refreshments** **Too crowded** **Too noisy**

- (h) Which of the following actions is most likely to prevent employees from getting repetitive strain injury (RSI)?

Having regular eye tests **Installing a local area network (LAN)** **Installing anti-glare screens** **Taking regular breaks**

(8 marks)

8

Turn over ►

2

Total for this question: 18 marks

Laura often has to travel to places that would be of interest to her customers in order to collect information for a new brochure.

(a) Explain how each of the items below would be useful to Laura when she is travelling.

(i) Digital camera

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(3 marks)

(ii) Mobile telephone

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(3 marks)

(iii) Laptop computer

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(3 marks)

(b) Laura needs to tell the travel consultants about the new destinations that she discovered on her recent travels.

(i) Name **three** methods of internal communication that Laura might use to do this.

Method 1

Method 2

Method 3

(3 marks)

(ii) Explain **one** advantage to *Going Away* of each of the methods that you have listed in (i) above.

Method 1

Advantage

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Method 2

Advantage

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Method 3

Advantage

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(6 marks)

3

Total for this question: 13 marks

- (a) (i) A customer has come into *Going Away* and would like to travel from London to Chester by coach. His needs are as follows:

- he would like the journey to take no more than 4 hours;
- he would prefer not to change coaches;
- he does not want to spend more than £25.00.

Using the information in the table below, explain how suitable each coach company would be for this customer.

Company Name	Travel Timetable	Cost (£)	Change at:
Get There	Depart: 0800 Arrive: 1130	25.00	None
Coaches 'R' Us	Depart: 0930 Arrive: 1330	25.00	None
Coaches '2' U	Depart: 0830 Arrive: 1230	22.00	None
Star Coaches	Depart: 0845 Arrive: 1345	25.00	Rugby

Get There

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Coaches 'R' Us

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Coaches '2' U

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Star Coaches

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(8 marks)

(ii) Recommend, with reasons, which coach company might be the best for this customer.

Coach company

Reasons

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(3 marks)

(b) State **two** ways in which Laura can make sure that customer data are kept secure.

1

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2

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(2 marks)

13

TURN OVER FOR THE NEXT QUESTION

Turn over ►

4

Total for this question: 12 marks

(a) Laura wants to make sure that all new employees are given induction training.

(i) Why is induction training given?

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(1 mark)

(ii) State **three** items of information which induction training might include.

1

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2

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3

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(3 marks)

(b) Employees at *Going Away* use computer monitors.

State **two** actions that Laura must take to meet health and safety regulations because of this use of computer monitors.

1

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2

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(2 marks)

- (c) (i) Give **two** examples of ways in which Laura might reward the employees at *Going Away* for their work.

1

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2

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(2 marks)

- (ii) For each example chosen in (i) above, explain how it would encourage the employees at *Going Away*.

1

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2

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(4 marks)

12

TURN OVER FOR THE NEXT QUESTION

Turn over ►

5

Total for this question: 24 marks

- (a) *Going Away* is very busy on Saturdays and Laura has decided to advertise for an additional travel consultant to work on Saturdays only.

Laura has considered advertising the job in the following ways:

- local newspaper;
- internal staff noticeboard;
- *Going Away's* shop window.

Explain why you think she might have chosen each of these.

(i) Local newspaper

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(3 marks)

(ii) Internal staff noticeboard

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(3 marks)

(iii) *Going Away's* shop window

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(3 marks)

(b) *Going Away* is an equal opportunities employer. Explain, with examples, what this means.

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(4 marks)

(c) Employees at *Going Away* receive on-the-job training. What is on-the-job training?

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(2 marks)

QUESTION 5 CONTINUES ON THE NEXT PAGE

Turn over ►

(d) Customers can now book their holidays using the internet. As a result of this, Laura no longer needs as many full-time travel consultants; she has therefore asked for voluntary redundancies. Three members of staff have come forward and Laura must now work out how much redundancy payment each person would receive.

The amount will be based on the following:

- one week’s wages for every year worked;
- only if aged over 21.

Using the information below, work out the amount each person would receive. Show your workings.

	Nisha Patel	Simon Paine	Pat Richards
Age	30	19	46
Length of service	5 years	1 year	13 years
Weekly earnings	£195.00	£195.00	£200.00

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(9 marks)

END OF QUESTIONS