General Certificate of Secondary Education June 2005

BUSINESS AND COMMUNICATION SYSTEMS 3126/2F FOUNDATION TIER Paper 2 Controlled Test

To be conducted between Monday 16 May 2005 and Friday 20 May 2005

(To be distributed to candidates at the start of the test)

In addition to this paper you will require:

- appropriate computer hardware and software;
- a stationery folder;
- 14 sheets of A4 plain paper.

You may use a dictionary and a calculator.

Time allowed: 2 hours

Instructions

- You are to attempt **all** six tasks.
- You should put your Centre Number and Candidate Number (as shown on your Statement of Entry) at the top of every task **before** printing.
- You should complete the front of the stationery folder.

Information

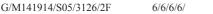
- The Examining Body for this Paper is AQA. The Paper Reference is 3126/2F.
- This paper consists of the following tasks:

Task One	Flyer	(19 marks)
Task Two	Letter composition	(15 marks)
Task Three	Database	(12 marks)
Task Four	Developing the database	(14 marks)
Task Five	Spreadsheet and bar chart	(27 marks)
Task Six	Comments	(13 marks)

- The maximum mark for this paper is 100.
- Mark allocations are shown in brackets.
- You will be awarded marks for the quality of your written communication, including accurate spelling, punctuation and grammar.
- If required, printing may be carried out after the two hours allocated for the paper have expired.
- You will be told the arrangements for printing at your Centre.
- No alterations to the text or layout may be made after the two hours have expired.
- You may ask for more plain paper if you require it.

Advice

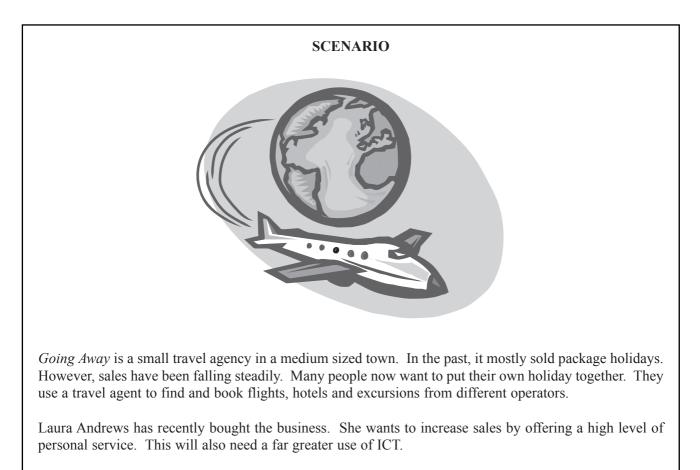
• You are advised to spend five minutes reading the whole paper before you start work.



ASSESSMENT and QUALIFICATIONS ALLIANCE



Attempt all six tasks.



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

<i>Going Away</i> organises an annual holiday exhibition which is advertised by a flyer. It is important that this catches people's attention and persuades them to attend the exhibition.			
A draft of the flyer has already been created and Laura Andrews has asked you to correct it and comment upon it.			
(a)	Recall the word processing file EXHIBITION which is the draft of the flyer.		
	(i)	Correct all errors.	(4 marks)
	(ii)	Select a different font for the title and increase its size.	(2 marks)
	(iii)	Insert a piece of clip art.	(1 mark)
(b)	(b) You have been asked to suggest how the flyer could be changed to make it look more effective.		effective.
	(i)	Make two more changes to the flyer.	(2 marks)
	(ii)	Save and print the flyer.	
(c) Recall the word processing file MEMO1 , which is a copy of <i>Going Away's</i> memo. Use it to write a memo to Laura, explaining the changes that you have made.		e it to write	
	(i)	Complete the headings of the memo.	(4 marks)
	(ii)	Identify the changes that you have made to the flyer in question (b) (i) above.	(2 marks)
	(iii)	Explain one advantage of making your first change.	(2 marks)
	(iv)	Explain one advantage of making your second change. (Make sure that different advantage.)	you use a (2 marks)

(v) Save and print the memo.

TURN OVER FOR THE NEXT TASK

Total for this task: 19 marks

Task One – Flyer

Total for this task: 15 marks

Task Two – Letter composition

Going Away hopes that visitors to the holiday exhibition will book their holidays with them. Most new customers start by making an enquiry. *Going Away* has an enquiry form which its travel consultants complete.

A copy of a recent enquiry is shown below.

Going Awa	У	Enquiry Form	
Date 14-05-05	Time <i>1.45 pm</i>	Consultant Nicola Brooks	
Name Mrs A Fisher	Address 13 Hollywell Road Yalding Somerset TN31 9LQ		
Age 58			
Details Request for details of the cost of a flight for one adult, in June, from London (Heathrow) to Los Angeles.			
Would like a ch	eap, direct flight.		

Nicola Brooks, a travel consultant, has come up with the following details of possible flights:

- Air USA to Los Angeles direct: £497
- British Airtours to Los Angeles direct: £503
- West Coast Airlines to San Francisco direct: £491
- Air Columbus to Los Angeles change in New York: £375

Recall the word processing file **LETTER**, which is *Going Away's* letterhead. Use it to compose a letter from Nicola to Mrs Fisher in answer to her enquiry.

(a)	Set the letter out correctly using fully blocked style and open punctuation, including a letter in the correct places.	all the parts of (10 marks)
(b)	Thank her for her enquiry.	(1 mark)
(c)	Select a flight and state why it is likely to meet her needs.	(3 marks)

- (d) Ask her to contact you if she wishes to go ahead. (1 mark)
- (e) Save and print the file.

Task Three – Database

Total for this task: 12 marks

Going Away keeps a database of bookings. This stores basic information about the holidays chosen by the customers. When a booking is made, a new record is created.

(a) Recall the database file HOLIDAYS.

The following field headings are used:

ID	A unique number to identify each booking
Title	Customer title: Mr, Mrs, etc
Initial	Customer's initial
Name	Customer's surname
Age	Customer's age in years
Destination	The name of the main centre that the customer is going to visit
Month	The month in which the holiday begins
Hol type	The type of holiday the customer is taking

The Hol type field is coded as follows:

CR	Cruise
CB	City break
BH	Beach holiday
AC	Activity holiday
FL	Flight

(b) Mrs Fisher's enquiry, opposite, has now become a firm booking. Add her data to the **HOLIDAYS** file as the next entry. (8 marks)

(c)	Sort the database by descending order of age.	(2 marks)
(d)	Print the file.	
(e)	Search the database to find all the customers who have booked a beach holiday.	(1 mark)
(f)	Print these records, showing all the field headings.	(1 mark)

TURN OVER FOR THE NEXT TASK

Task Four – Developing the database

Laura is interested in how the HOLIDAYS database is being used.

- Open the word processing file MEMO2 which is a copy of Going Away's memo. Use it to write a (a) memo to Laura.
 - Complete the headings of the memo. (i)
 - (ii) Explain why each booking should be given its own number. Use an example from the HOLIDAYS database file (used in Task Three) to support your answer. (5 marks)
 - (iii) Save and print your memo.
- (b) At the moment, the customers' addresses are stored only on the enquiry forms (see page 4). However, Laura wants to add this information to the HOLIDAYS database file. The data in the edited file could then be used to produce address labels (see example below), using mail merge.

Mrs A Fisher 13 Hollywell Road Yalding
Somerset
TN31 9LQ

(i) Re-open the database file **HOLIDAYS**. Add fields to this database so that addresses can be stored ready to be mail-merged. Make sure that you choose suitable field headings.

(5 marks)

- (ii) Enter the details of Mrs A Fisher's address from the label above into her record. (2 marks)
- Save and print your edited file, showing all the field headings. (1 mark) (iii)

(1 mark)

Total for this task: 14 marks

NO TASKS APPEAR ON THIS PAGE

TURN OVER FOR THE NEXT TASK

Total for this task: 27 marks

Going Away is trying out a spreadsheet, which can be used to calculate the cost of city break holidays.

(a) Recall the spreadsheet file CALCULATOR.

Task Five - Spreadsheet and bar chart

(i) Enter the prices for July and September, as shown below. (2 marks)

City break calculator			
	July		September
Journey		70	60
Room – one night		60	50
Excursions		25	25
Total price for one adult			
Number of adults			
Total price of holiday			

- (ii) Use formulae to calculate the **Total price for one adult** in July and September. (3 marks)
- (iii) Complete the **Number of adults** row for two adults. Use formulae to calculate the **Total price of holiday** in both months. (4 marks)
- (iv) Format all prices as currency to two decimal places, showing the £ sign. (3 marks)
- (v) Save your spreadsheet and print it, showing the gridlines. (1 mark)
- (b) Edit your spreadsheet.
 - (i) Insert a row after Room one night. Label it Room extra for second night. The cost of a second night is £40 in both July and September. Enter this figure into the correct cells.

(2 marks)

- (ii) Change the formulae to re-calculate the amounts in both the **Total price for one adult** and **Total price of holiday** rows. (4 marks)
- (iii) Print out a copy of your spreadsheet, showing the formulae that you have used. (1 mark)

(c)	(i)	Create a bar chart to show the July data for the costs of the:
		 Journey; Room – one night:

	 Room – one light; Room – extra for second night; Excursions. 	(2 marks)
(ii)	Your bar chart should have the following details:	
	• a chart title;	(2 marks)
	• a title for the y axis;	(2 marks)
	• a label for each column.	(1 mark)

(iii) Save the file as **CHART** and print it.

TURN OVER FOR THE NEXT TASK

Task Six – Comments

Total for this task: 13 marks

The staff at Going Away are always looking for ways of making the business more successful.

- (a) Word process a note with your comments on the following:
 - (i) State and explain **two advantages** of using the spreadsheet that you edited in **Task Five**, rather than using pen, paper and a calculator. Support your answer with examples from this spreadsheet. (6 marks)
 - (ii) State and explain **one advantage** and **one disadvantage** of using a chart to give information to customers about their holiday costs. (4 marks)
- (b) You will be awarded up to three marks for accurate spelling, punctuation and grammar and the correct use of specialist terms. (3 marks)
- (c) Save your file as **COSTS** and print it.

END OF TASKS

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