

General Certificate of Secondary Education
June 2005



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

F

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

- 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.

Attempt **all** six tasks.

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.

Task One – Flyer**Total for this task: 19 marks**

Going Away 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) You have been asked to suggest how the flyer could be changed to make it look more 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 *Going Away's* memo. Use it to write a memo to Laura, explaining the changes that you have made.
- (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 you use a **different** advantage.) (2 marks)
 - (v) Save and print the memo.

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Task Two – Letter composition**Total for this task: 15 marks**

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

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.

- Set the letter out correctly using fully blocked style and open punctuation, including all the parts of a letter in the correct places. (10 marks)
- Thank her for her enquiry. (1 mark)
- Select a flight and state why it is likely to meet her needs. (3 marks)
- Ask her to contact you if she wishes to go ahead. (1 mark)
- 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

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Task Four – Developing the database**Total for this task: 14 marks**

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

- (a) Open the word processing file **MEMO2** which is a copy of *Going Away's* memo. Use it to write a memo to Laura.
- (i) Complete the headings of the memo. *(1 mark)*
 - (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)*
- (iii) Save and print your edited file, showing all the field headings. *(1 mark)*

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Task Five – Spreadsheet and bar chart**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**.

(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 – 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

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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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