

Surname		Other Names	
Centre Number		Candidate Number	
Candidate Signature			

For Examiner's Use

General Certificate of Secondary Education
June 2008

BUSINESS AND COMMUNICATION SYSTEMS
Paper 1
Foundation Tier

3126/1F
F



Wednesday 21 May 2008 9.00 am to 10.00 am

<p>You will need no other materials. You may use a calculator.</p>

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. Answers written in margins or on blank pages will not be marked.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

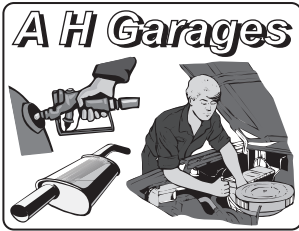
- The maximum mark for this paper is 80.
- The marks for questions are shown in brackets.
- You are reminded of the need for good English and clear presentation in your answers. Quality of Written Communication will be assessed in questions 2(b) and 5(a).

For Examiner's Use			
Question	Mark	Question	Mark
1		5	
2		6	
3			
4			
Total (Column 1) →			
Total (Column 2) →			
TOTAL			
Examiner's Initials			



J U N O 8 3 1 2 6 1 F 0 1

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



SCENARIO

AH Garages



AHG Racing

Alan Honess owns five garages in Yorkshire selling fuel, accessories and spare parts. The main garage is at The Old Works, Farnley Road, Halem, HA25 3KA. Here, there is also a car showroom and a workshop where cars are serviced and repaired.

Alan employs a manager for each garage as well as for the car showroom in Halem.

The workshop is also the base for *AHG Racing* which is the name of a team that competes in classic car rallies. At the moment, Alan manages the team by himself.

Information and Communication Technology (ICT) plays a very important part in the management and operation of the business. To improve the use of ICT by the business, Alan set up a website five years ago.

Total for this question: 8 marks

1 Complete each sentence by **circling the correct word or phrase**.

1 (a) One advantage of an open plan office is that it is:

Better decorated

Private

**Better for
teamwork**

Quiet

(1 mark)

1 (b) Induction training should include:

Word processing

Stock control

**Health and Safety
procedures**

Filing systems

(1 mark)



- 1 (c) To help prevent employees from getting repetitive strain injuries (RSI), employers should:

Provide a first aid room

Provide free eye tests

Provide adjustable chairs for people using keyboards

Make sure that windows can be opened safely

(1 mark)

- 1 (d) An objective for a business could be:

Poor service

To make a profit

That bills are too expensive

That there is too much government legislation

(1 mark)

- 1 (e) The human resources manager in a large business would be responsible for:

Office cleaning

Cash flow

Advertising for staff

The buildings

(1 mark)

- 1 (f) To make sure that customer information is kept securely on its computer network, a business must use:

A scanner

Passwords

A printer

A database

(1 mark)

- 1 (g) Staff who work more hours than their contract states are paid:

Fringe benefits

Sick pay

Overtime

Gross pay

(1 mark)

- 1 (h) A form of **informal** communication is:

An agenda

A business letter

A set of minutes

A text message

(1 mark)

Turn over for the next question

8

Turn over ►



Total for this question: 17 marks

Item A

Alan employs a number of staff in his garages. He pays them in a variety of ways. The full-time jobs in the garages are listed below.

Position	Form of remuneration
Managers	Basic salary + performance related pay
Cashiers	Time rates
Car sales staff	Basic wage + commission
Mechanics	Time rates
Clerical staff	Time rates

2 (a) Using the information in **Item A**, explain what is meant by the term ‘time rates’.

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(2 marks)

(Extra space).....

.....



2 (b) Why do you think that the car sales staff are paid a basic wage plus commission?

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(6 marks)

(Extra space).....

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Quality of Written Communication for question 2(b) (3 marks)

Question 2 continues on the next page

Turn over ▶



Item B

Joe is a car salesman and is paid a basic wage of £680 per month. He also receives 10% commission on sales of vehicles. The value of vehicle sales made by Joe over three months are shown below.

	£
January	24 000
February	12 000
March	32 000

2 (c) (i) Using the information in **Item B**, calculate the amount of **commission** earned by Joe in **January**.

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(2 marks)

(Extra space)

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2 (c) (ii) Using the information in **Item B**, calculate the **total wage** earned by Joe in **February**.

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(4 marks)

(Extra space)

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Total for this question: 16 marks

3 Alan wants to make more use of his website. He has asked the car showroom manager to add an online database of all the cars he has in the showroom to his website.

3 (a) Explain **two** advantages to customers of using the online database to find a suitable car.

Advantage 1

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(Extra space)

.....

Advantage 2

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(Extra space)

.....

(4 marks)

Question 3 continues on the next page

Turn over ▶



3 (b) State **two** input devices that might be used when creating the online database and explain why each device would be useful.

Device 1
.....
(1 mark)

Why it would be useful
.....
.....
(2 marks)

(Extra space)
.....

Device 2
.....
(1 mark)

Why it would be useful
.....
.....
(2 marks)

(Extra space)
.....



3 (c) State and explain **two** different features of a website that would make it attractive to people wanting to purchase a car.

Feature 1

.....
(1 mark)

Explanation

.....
.....
.....
(2 marks)

(Extra space)

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Feature 2

.....
(1 mark)

Explanation

.....
.....
.....
(2 marks)

(Extra space)

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Turn over for the next question

Turn over ▶






Total for this question: 8 marks**Item C**

Alan divides his time between managing his rally team and visiting each of his garages. He manages the rally team from home. Alan is considering buying a new mobile phone. Whilst Alan is away from home on business, he wants to be able to:

- keep in touch with the other garages and make quick decisions
- access his email
- send and receive photos of cars
- listen to the radio
- connect to his computer using Bluetooth
- make video calls.

The table below illustrates the mobile phones that he is considering.

PRACTICAL PHONES WAREHOUSE			
Features	Phone 1	Phone 2	Phone 3
Picture			
Multimedia	<ul style="list-style-type: none"> • 2 megapixel camera 	<ul style="list-style-type: none"> • Two integrated digital cameras enable face-to-face video calls • Cameras are 2 megapixels with 6x zoom • Video capture 	<ul style="list-style-type: none"> • 3.2 megapixel camera with 20x zoom • Mobile TV • Video call
Connectivity	<ul style="list-style-type: none"> • Connect to PC using USB cable or Bluetooth • Hands-free 	<ul style="list-style-type: none"> • Connect to PC using USB cable or Bluetooth • Web browser to access email 	<ul style="list-style-type: none"> • Connect to PC using USB cable or Bluetooth • Web browser to access email
Audio	<ul style="list-style-type: none"> • MP3 player 	<ul style="list-style-type: none"> • MP3 player 	<ul style="list-style-type: none"> • MP3 player • FM radio
Memory	<ul style="list-style-type: none"> • 5 Mb internal 	<ul style="list-style-type: none"> • 10 Mb internal • 65 Mb memory card 	<ul style="list-style-type: none"> • 42 Mb internal • Up to 1Gb with memory card
Other	<ul style="list-style-type: none"> • Calendar feature 	<ul style="list-style-type: none"> • Smartphone 	<ul style="list-style-type: none"> • Photo editor



4 Using the information in **Item C**, compare the phones with Alan’s requirements.

4 (a) (i) Which phone would be the **most** suitable for Alan? **Circle the correct phone.**

Phone 1

Phone 2

Phone 3

(1 mark)

4 (a) (ii) Explain why the phone you have chosen is the **most** suitable for Alan.

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(3 marks)

(Extra space)

4 (b) (i) Which phone would be the **least** suitable for Alan? **Circle the correct phone.**

Phone 1

Phone 2

Phone 3

(1 mark)

4 (b) (ii) Explain why the phone you have chosen is the **least** suitable for Alan.

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(3 marks)

(Extra space)

8

Turn over ▶



5 (c) Alan decides to advertise the post externally and receives 20 applicants. Describe **three** actions that Alan could take to make sure that he chooses the most suitable candidate.

Action 1
..... (1 mark)

Description
.....
..... (2 marks)

(Extra space)

Action 2
..... (1 mark)

Description
.....
..... (2 marks)

(Extra space)

Action 3
..... (1 mark)

Description
.....
..... (2 marks)

(Extra space)



Total for this question: 9 marks

6 Alan likes to visit each of his five garages at least once a week. When he is not visiting a garage, he works from home.

6 (a) State **two** methods of verbal communication that Alan might use to communicate with his managers. Describe a situation in which each method might be used.

Method 1
.....
(1 mark)

Situation
.....
.....
.....
(2 marks)

Method 2
.....
(1 mark)

Situation
.....
.....
.....
(2 marks)

6 (b) Explain **one** advantage to Alan of working from home.

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(3 marks)

(Extra space)
.....

END OF QUESTIONS

9



There are no questions printed on this page

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

