



General Certificate of Secondary Education
2013

Business and Communication Systems

Unit 1: Use of ICT

[GBC11]

MONDAY 20 MAY – FRIDAY 24 MAY



StudentBounty.com

Centre Number
71

Candidate Number

Number of printouts attached
(to be completed at the end
of the examination)

TIME

2 hours.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.

Save each document using the name specified in each task. Always add your Candidate Number, Centre Number, Task Number and Printout Label to every printout produced.

All printouts must be attached to the examination paper at the end of the examination in the correct order.

Use the treasury tag provided to attach your printouts to the examination paper. At this point you should complete the checklist at the back of the examination paper.

You may **not** take the examination paper with you.

Answer **all five** tasks in order.

INFORMATION FOR CANDIDATES

The total mark for this paper is 100.

Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.

Quality of written communication will be assessed in Task **4(h)**.

Filenames to be used in the completion of this examination:

- Email Screenshot.jpeg
- Mailing List.mdb
- Logo.jpeg
- Mailing List.xls
- Stock Control.xls

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	

Total Marks	
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Introduction

Top Notch is a Belfast based clothes shop specialising in casual clothing for teenagers.

Mandy Millen is the manager of Top Notch. There are eight additional staff members. Karen and John are full-time employees. Peter, Patrick, Sally, Amy, Jade and Jo are part-time.

Top Notch's details are as follows:

Address: Unit 4, Riverside Retail Park, Belfast, BT1 4NN
Telephone: 028 90790790
Email: manager@topnotchbelfast.co.uk
Website: www.topnotchbelfast.co.uk
Opening hours: Monday, Tuesday, Wednesday and Saturday 9.00 am to 6.00 pm
Thursday and Friday 9.00 am to 9.30 pm
Sunday 1.00 pm to 5.00 pm

Mandy is keen to implement ICT to help with administration in the business.

Four tasks follow, which will require you to produce some of the documentation/files that Mandy requires.

© CCEA

To assist your file management, create a folder in your working area called “BCS Exam Files”. Any files you are asked to save should be put in this folder.

Using Word Processing/Desk Top Publishing Software

Task 1

A file named **Logo** is available to assist you with this task.

Top Notch plan to have a two-day sale on Friday 21 and Saturday 22 June 2013. All stock will be reduced by 25%.

Mandy needs a flyer, to be distributed locally, advertising the sale.

The flyer **must** include the following information:

- Top Notch's name, location and logo
- Dates of the sale
- Details of the sale.

- (a) Produce an effective A4 flyer which includes the essential information. [6]
- (b) Include two other pieces of appropriate information on your flyer. [2]
- (c) Use effective fonts, styles and design features in your flyer. [6]
- (d) Save this document as **Flyer**. Print one copy of the flyer.
Label the printout **Flyer**. [1]

[15]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above document.

Using Word Processing/Desk Top Publishing Software

Task 2

Keeping track of the part-time employees is a problem, as the shop is open seven days a week and there are many part-time employees. Mandy would like a staff rota list created in the form of a table. The rota should include the employee name and the day/s each is working.

- (a) Produce a weekly **part-time** staff rota table with the following information:
- Peter and Patrick work on Monday, Tuesday, Wednesday, Thursday and Friday
 - Sally works on Friday, Saturday and Sunday
 - Amy works on Friday, Saturday and Sunday
 - Jade and Jo work Sundays only
- [7]
- (b) The title of the table is “**Part-Time Staff Rota**” and this should be shown in the first row of the table. Merge the cells in this row. [2]
- (c) Use appropriate fonts and styles to identify headings. [1]
- (d) Use appropriate table shading to enhance appearance. [1]
- (e) Save the file as **Rota**. Print one copy of the rota. Label the printout **Rota**. [1]
- [12]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above document.

Using Spreadsheet Software

Task 3

Mandy would like to use ICT to help manage stock control. She has started a spreadsheet called **Stock Control** to help with this task.

Part A

Open the file called **Stock Control** and complete the sheet **Current Stock** as follows:

- (a) In cell I1 enter the text "Sales Today"
In cell J1 enter the text "Takings Today"
In cell K1 enter the text "Closing Stock"
In cell L1 enter the text "Stock Value"
In cell M1 enter the text "Status". [1]
- (b) Embolden the text in cells A1 to M1. [1]
- (c) The sales today for each item are JSTR32L – 3, JSTR34L – 3 and JSTR36L – 8.
Enter these figures into the spreadsheet. [1]
- (d) Create a formula in cell E2 which will calculate the unit profit for item JSTR32L.
Unit profit is selling price less unit cost. [2]
- (e) Create a formula in cell J2 which will calculate the takings today for item JSTR32L.
Takings today is selling price times sales today. [2]
- (f) Create a formula in cell K2 which will calculate the closing stock for item JSTR32L.
Closing stock is opening stock less sales today. [2]
- (g) Create a formula in cell L2 which will calculate the total value of closing stock for item JSTR32L. Closing stock value is closing stock times unit cost. [2]
- (h) In cell M2 create a formula which will display "OK" if the closing stock of item JSTR32L is greater than the minimum stock level for this item, otherwise display "REORDER". [4]
- (i) Replicate the formulae created in parts (d) to (h) above for the other items. [2]
- (j) Enter the text "Total Takings Today" in cell A8. [2]
- (k) In cell B8 create a formula which will calculate the total takings today for **ALL** items. [2]
- (l) Save the file.
Print **one** copy of the spreadsheet data **on one A4 page, landscape, with row and column headings and gridlines visible**.
Make sure that all the data can be seen.
Label the printout **Current Stock**. [4]

- (m) Print **one** copy of the spreadsheet formulae **on one A4 page, landscape, with row and column headings and gridlines visible.**
Make sure that all the formulae can be seen.
Label the printout **Current Stock Formulae.** [1]

[26]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

Part B

Using the file **Stock Control** complete the following:

- (a) Create a Bar Chart detailing the Current Stock for each item.
Include:
- an appropriate title
 - appropriate titles on each axis
 - a data value for each bar on the chart.

Place the chart as a new sheet, called **Current Stock Graph.** [5]

- (b) Save the file as **Stock Control.**
Print the Bar Chart on one A4 sheet.
Label the printout **Bar Chart.** [1]

[6]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above document.

Using Database Software/Word Processing Software

Task 4

Mandy is using a database to store details of customers who are currently on a mailing list for Top Notch.

Using data in the file **Mailing List** complete the following tasks:

- (a) A new customer Mrs Ann Henderson, customer number 4240, 29 Circular Road, Belfast, BT50 4TW, telephone number 07599992244 has joined the mailing list as a Platinum member.
Add this customer's details to the Mailing List database. [2]
- (b) The customer whose address is 18 Glenview Park, Belfast, has withdrawn from the mailing list.
Delete this customer's details from the database. [1]
- (c) A mistake was made when entering Jade Brown's details. She is actually a Bronze member. Make this change to the database. [1]
- (d) Carry out a search to display **only** the full name and telephone number of all Platinum members.
Include field headings. [2]
- (e) Save the search as **Platinum Members**.
Print the results of the search on one A4 page.
Label the printout **Platinum Members**. [1]
- (f) Carry out a search to display all female customers from Belfast.
Display **only** Forename, Surname, Address, Town and Postcode.
Include field headings. [3]
- (g) Save the search as **Belfast Females**.
Print the results of the search on one A4 page.
Label the printout **Belfast Females**. [1]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

Using word processing software and the search saved in part (g) complete the following tasks:

- (h) Create a short letter inviting all female customers from Belfast to a special event in Top Notch at 7.00 pm on Thursday 4 July 2013.

Include the Top Notch logo, positioned appropriately.

Insert other information as appropriate.

Using the mail merge facility insert only the following fields from the search, in the letter:

- Forename
- Surname
- Address
- Town
- Postcode

[10]

- (i) Print out the standard letter showing the merged fields.
Label the printout **Standard Letter**.

[6]

- (j) Print out the personalised letters.
Label the letters **Letter 1**, **Letter 2**, etc. for each personalised letter.

[3]

[30]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

Using Multimedia Presentation Software

Task 5

Mandy holds a weekly meeting for full-time members of staff and she usually uses electronic mail to inform staff of the meeting.

Using appropriate software create a presentation called **Email Presentation**, which explains the main features of electronic mail. The presentation should have three slides.

You may use the file named **Email Screenshot** to help you complete the following:

- (a) Slide 1 should contain:
- A title "Subject".
 - Details of what the **Subject** of an email means. [3]
- (b) Slide 2 should contain:
- A title "Recipients".
 - Details of what the **To:** and **Cc:** parts of an email mean. [3]
- (c) Slide 3 should contain:
- A title "Attachments".
 - Details of what an **attachment** is. [3]
- (d) Save your presentation.
Print all slides 1 and 2 in handout mode, **two** per page.
Label the printout **Email Presentation1**.
- Print slide 3 full size.
Label the printout **Email Presentation2**. [2]
- [11]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

PRINTOUT CHECKLIST

TASK	PRINTOUT LABEL	COMPLETED
1	Flyer	
2	Rota	
3(a)	Current Stock	
	Current Stock Formulae	
3(b)	Bar Chart	
4	Platinum Members	
	Belfast Females	
	Standard Letter	
	Merged Letters	
5	Email Presentation1	
	Email Presentation2	

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