Mark Scheme (Results)

June 2008

GCSE Business & Communication Systems (1504.02)

A PEARSON COMPANY

General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.

- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.

- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.

- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.

- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.

- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.

- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.

- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.

1504/02 Mark Scheme

Question Number	Answer	Mark
1(a)(i)	Using this information, create a database with 5 fields (STAFF NO, SURNAME, INITIAL, AREA, DEPARTMENT) and enter the staff details. *(AO1 – Demonstrate = 2; AO2 – Apply = 1; AO3 – Select = 2)*	
	1. Database created	1 mark
	2. 6 records present – do not accept Dept - accept No or number	1 mark
	3. 5 fieldnames correct	1 mark
	4. Accurate data entry (0 errors = 2; 1 error = 1; 2 errors = 0) (Do not penalise repeat errors eg capitalisation) (Accept Engineering with 3 'e's in Area column) Accept screen dump as no mark awarded for printout	2 marks

STAFF NO	SURNAME	INITIAL	AREA	DEPARTMENT
L2034	Jines	P	Front Office	Reservations
L2016	Christie	J	Housekeeping	Florist
L2024	Karim	S	Engineering	Maintenance
L2021	Maltz	R	Food	Room Service
L2012	Sutcliffe	S	Front Office	Reception
L2029	James	M	Security	Security Guard

Question Number	Answer	Mark
(ii)	S Sutcliffe has moved to another of CGH Ltd's hotels. Delete this record. *(AO2 – Apply = 1)*	
	Record deleted	1 mark
(iii)	J Christie works in the Public Areas Department. Amend this record. *(AO2 – Apply = 1)*	
	Record amended	1 mark
(b)(i)	Another member of staff has been employed. Create a new record for him. *(A01 – Demonstrate = 1; AO2 – Apply = 2)*	
	Correct fields and accurate data (5 = 3; 3-4 = 2; 1-2 = 1)	3 marks

L2036	Patel	R	Food	Restaurant

| 1b(ii) | Carry out an ascending sort on the SURNAME field.
   (AO2 – Apply = 2)

 Sorted on the SURNAME field
 All fields in printout | 1 mark
1 mark |

STAFF NO	SURNAME	INITIAL	AREA	DEPARTMENT
L2016	Christie	J	Housekeeping	Public Areas
L2029	James	M	Security	Security Guard
L2034	Jines	P	Front Office	Reservations
L2024	Karim	S	Engineering	Maintenance
L2021	Maltz	R	Food	Room Service
L2036	Patel	R	Food	Restaurant

| (c)(i) | Search the database for members of staff who work in the Food Area.
(AO1 – Demonstrate = 1)

Searched on FOOD field | 1 mark |

| (ii) | Sort this search on the DEPARTMENT field. Print out a copy showing the STAFF NO, SURNAME AND DEPARTMENT fields only.
 (AO3 – Select = 2)

 Sorted on DEPARTMENT field (accept descending)
 Printout of 3 specified fields (STAFF NO/SURNAME/ DEPARTMENT) | 1 mark

1 mark |

STAFF NO	SURNAME	DEPARTMENT
L2036	Patel	Restaurant
L2021	Maltz	Room Service

Total for Q1. (15)

Question Number	Answer	Mark
2(a)(i)	**Using appropriate software, create this spreadsheet using the details given above.**	
	(AO1 – Demonstrate = 3; AO2 – Apply = 4; AO3 – Select =2)	
	1. Correct spreadsheet title (HOTEL BILLING) Accept all capitals or initial capitals	1 mark
	2. All column headings in capitals and bold	1 mark
	3. All column headings accurate	1 mark
	4. All currency columns right justified and 2 decimal places – excluding heading	1 mark
	5. £ sign in first row OR below headings with no £ sign against each entry	1 mark
	6. All other columns left justified (GUEST NAME/ROOM/ NO/NO OF NIGHTS)- excluding headings	1 mark
	7. Printout on one sheet of A4	1 mark
(ii)	8. 2 correct totals (314.95/166.30)	2 marks

HOTEL BILLING							
GUEST NAME	ROOM NO	NO OF NIGHTS	PRICE PER NIGHT	EVENING MEAL	BAR	ROOM SERVICE MEALS	TOTAL
			£	£	£	£	£
Mrs E Lowry	115	3	95.00			29.95	314.95
Mr P Reiner	326	1	137.00	22.50	6.80		166.30

2(b)(i)	Load the spreadsheet file CGHINVOICE. (no marks)	
(ii)	Complete an invoice for Mr P Reiner........... *(AO1 - Demonstrate = 1; AO2 - Apply = 3; AO3 - Select = 2)*	
	1. Correct Invoice No, Room, Guest (672, 326, Mr P Reiner)	1 mark
	2. Correct details of arrival and departure (30/04/2008 and 01/05/2008) Accept any style DMY	1 mark
	3. Correct total for Supplement (£29.30)	1 mark
	4. Correct Total (£166.30)	1 mark
	5. Correct VAT amount (£29.10)	1 mark
	6. Correct Total Due (£195.40)	1 mark
	USE OFR	

CAYGILL GROUP HOTEL LTD				INVOICE
SOMERTON STREET				
LONDON				
W11 2QW				
			Invoice No	672
			Date of arrival	30/04/2008
			Date of departure	01/05/2008
			Room	326
			Guest	Mr P Reiner
Dates of stay	No of nights	Price per night	Supplement	Total
		£	£	£
30/04/2008	1	137.00	29.30	166.30
			Vat @ 17.5%	29.10
			Total Due	195.40

Total for Q2. (15)

Question Number	Answer	Mark
3(a)	**Load the file CGHLhead and prepare the letter using the information above.** *(AO1 – Demonstrate = 3; AO2 – Apply = 4; AO3 – Select = 2)*	
	1. Fully blocked and open punctuation	1 mark
	2. Letter date 2 May 2008 (day, month, year – any style, any order)	1 mark
	3. Miss K Pattinson 19 Winchcombe Road Cheltenham GL79 6QR	1 mark
	4. Dear Miss Pattinson/Dear Madam and matching complimentary close	1 mark
	5. 4 paragraphs in correct sequence (Thanks/clubs open/member/any further)	1 mark
	6. Clubs open to non-residents/leaflet enclosed/get in touch with hotel - mentioned	1 mark
	7. John Curtis and Promotions Manager present and in correct position with no signature	1 mark
	8. Accuracy (0 errors = 2; 1 error = 1; 2 errors = 0)	2 marks
(b)	**Using appropriate software and the details above, create an advertisement.** *(AO1 – Demonstrate = 2; AO2 – Apply = 2; AO3 – Select = 2)*	
	1. All 7 points included (7 = 3; 4 – 6 = 2; 1 – 3 = 1) • Caygill Group Hotels Ltd Cheltenham • come and experience our Gym/Pool/Spa/Sauna and Steam Rooms • Open Day • hotel address/telephone number/email address • ring us and book yourself in • 20 May 2008 8 am - 8 pm • Health and Fitness Club	3 marks
	2. Space for graphic	1 mark
	3. Full A4 page used	1 mark
	4. Use of feature eg fonts/bold/italic/capitals/ colour	1 mark
		Total for Q3. (15)