

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**  
**General Certificate of Secondary Education**  
**BUSINESS AND COMMUNICATION SYSTEMS**  
 Foundation Tier

**1950/1**

Monday **23 MAY 2005** Afternoon 1 hour 45 minutes

Candidates answer on the question paper.  
 No additional materials are required.

Candidate Name	Centre Number	Candidate Number												
	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 15px; height: 15px;"></td><td style="width: 15px; height: 15px;"></td><td style="width: 15px; height: 15px;"></td><td style="width: 15px; height: 15px;"></td><td style="width: 15px; height: 15px;"></td><td style="width: 15px; height: 15px;"></td></tr> </table>							<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 15px; height: 15px;"></td><td style="width: 15px; height: 15px;"></td><td style="width: 15px; height: 15px;"></td><td style="width: 15px; height: 15px;"></td><td style="width: 15px; height: 15px;"></td><td style="width: 15px; height: 15px;"></td></tr> </table>						

**TIME** 1 hour 45 minutes

**INSTRUCTIONS TO CANDIDATES**

- Write your name in the space above.
- Write your Centre number and candidate number in the boxes above.
- Answer **all** the questions.
- Do **all** calculations and rough work in this booklet. Cross out any work you do not wish the Examiner to mark.
- Ask the invigilator if you need additional sheets of paper. Complete the information at the top of the additional sheets and tie these sheets into the back of this booklet with string before handing it in at the end of the examination.
- Your Quality of Written Communication will be assessed across the whole paper. There are a maximum of 3 marks available.

FOR EXAMINER'S USE	
1	
2	
3	
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6	
7	
8	
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10	
QWC	
<b>TOTAL</b>	

**INFORMATION FOR CANDIDATES**

- The number of marks is given in brackets [ ] at the end of each question or part question.
- The marks allocated and the spaces provided for your answers are a good indication of the length of answers required.
- You may use diagrams wherever they will help to answer a question.
- You may use a calculator.
- You may **not** use a dictionary.

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**This question paper consists of 20 printed pages and 4 blank pages.**

**Scenario**

You are employed by Springfield Hotels plc, a company with hotels throughout Europe. The Head Office is in London. You work as the assistant to Helen Garside who is the Manager of the Springfield Hotel, Leeds.

- 1 Helen Garside wishes to attend a three-day Hotel Managers' conference in Birmingham next month. She will be travelling from Leeds to Birmingham by train. Helen has asked you to arrange this visit.

- (a) State **two** items of information you need to obtain from the conference organisers before booking this train ticket.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_ [2]

- (b) State **two** methods you could use to book a train ticket between Leeds and Birmingham.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_ [2]

- (c) As well as booking the train ticket, identify **two** other arrangements you would need to make for Helen Garside's visit.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_ [2]

[Total: 6]

2 Springfield Hotels plc and its employees have responsibilities under Health and Safety legislation.

(a) Identify **two** responsibilities of an **employer** under Health and Safety legislation.

1 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

[2]

(b) At the Springfield Hotel, Leeds, one of the Hotel staff has noticed that water has been spilt in the reception area.

What action should be taken, and why?

Action: \_\_\_\_\_

\_\_\_\_\_

Reason: \_\_\_\_\_

\_\_\_\_\_

[2]

(c) Write a memorandum from Helen Garside to all staff giving them the following information:

- the weekly fire practice will now be on Wednesday at 10.30 am;
- reception staff should tell guests on arrival about the weekly fire practice;
- notices in all rooms and public areas must be updated.

Use the template on the **next page** to write the memorandum.

You **may** use the space below to draft your memorandum.

**Memorandum**

**To:**

**From:**

**Date:**

**Subject:**

[8]

[Total: 12]



3 Elliot James, a former employee of the Springfield Hotel, Leeds, was dismissed for arriving late one morning last week. He believes he has been unfairly dismissed.

(a) Explain what is meant by unfair dismissal.

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[2]

(b) Elliot is a member of a trade union.

State **one** way in which a trade union can help Elliot in this situation.

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[1]

(c) There are situations in which an employee can be **instantly** dismissed.

State **two** examples of when this can happen.

1 \_\_\_\_\_

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2 \_\_\_\_\_

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[2]

(d) Some members of staff dislike wearing a hotel uniform.

State and explain **two** reasons why having a dress code is particularly important to the Springfield Hotel, Leeds.

1 \_\_\_\_\_

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2 \_\_\_\_\_

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[4]

[Total: 9]

4 Springfield Hotels plc has its own website. Customers are able to obtain information and make bookings on-line.

(a) Name **two** items of hardware or software that customers would need in order to access the website.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_ [2]

(b) A customer wishes to make an on-line booking at the Springfield Hotel, Leeds, but does not know the Hotel's website address.

Give **two** steps that could be followed to find the website.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_ [2]

(c) Is it better for a **customer** to make a hotel booking using a website, rather than by telephone? Give reasons for your answer.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [4]



(d) When telephoning the Hotel, customers may be directed to a voicemail system.

(i) State **one** advantage to the **Hotel** of using a voicemail system.

\_\_\_\_\_  
\_\_\_\_\_  
[1]

(ii) State **one** disadvantage to **customers** of using a voicemail system.

\_\_\_\_\_  
\_\_\_\_\_  
[1]

[Total: 10]

5 The Springfield Hotel, Leeds, has a network of computers that is used by members of staff. Staff are given a username and password.

(a) (i) State why staff cannot change their username.

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[1]

(ii) Why should staff change their password regularly?

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[1]

(iii) Other than usernames and passwords, state **one** other method the Hotel could use to restrict access to its network.

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[1]

(b) The Hotel restricts access to protect its computer network.

Explain why the network is protected.

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[4]

- (c) The Hotel Manager, Helen Garside, is considering the purchase of flat screen (TFT) monitors to replace the existing cathode ray tube (CRT) monitors.

**An image has been removed due to third party copyright restrictions**

Details: An image of a computer monitor and a flat screen computer monitor

Discuss the advantages and disadvantages of using flat-screen monitors.

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[6]

[Total: 13]

- 6 (a) You have been asked to check the following draft of a leaflet before it is sent to the printers. You are not happy with the content. One error has already been circled. Circle three further errors in the content of the leaflet.

Winter Specials 2005

The Springfield Hotel, Leeds

Why not visit the Springfield Hotle, Leeds this this winter?

We have everything you need for a great stay.

We have rooms from ££59 per person.

All our rooms have on-sweet facilities.

Our restarant has a grate selection of food.

**An image has been removed due to third party copyright restrictions**

Details: A cartoon image of a man working behind a hotel reception

[3]

(b) (i) Which type of computer **software** would be most suited to producing this leaflet?

\_\_\_\_\_

\_\_\_\_\_ [1]

(ii) State **two** features of this software that makes it suitable for this task.

1 \_\_\_\_\_

2 \_\_\_\_\_ [2]

- (c) The monthly meeting of employees of the Springfield Hotel, Leeds, will be held on Friday 27 May 2005 at 11 am in the Jordan Conference Room. Helen Garside will chair the meeting.

Prepare the Notice of Meeting and Agenda. In addition to the standard meeting agenda items, you should include the following:

- briefing by the new Managing Director of Springfield Hotels plc;
- changes to the company website;
- sales promotions for winter 2005.

Use the space on the **next page** to write the Notice of Meeting and Agenda.

You **may** use the space below to draft the Notice of Meeting and Agenda.



[8]

- (d) During the meeting there will be a briefing given by Nigel Dale, the new Managing Director of Springfield Hotels plc. Nigel **cannot** be present at the meeting in person.

Identify **two** methods that could be used by Nigel to give his briefing.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

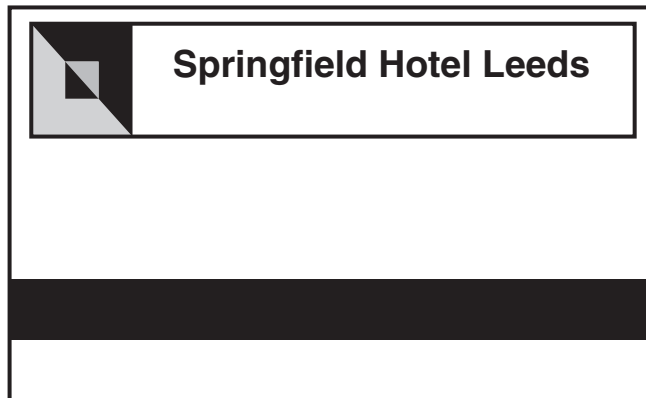
\_\_\_\_\_ [2]

[Total: 16]



7 The Springfield Hotel, Leeds, has a health club that can be used by Hotel guests.

Guests are given a key-card that includes a magnetic strip. This will give them entry to their bedroom and to the health club. The front of the key-card is shown below.



(a) Describe how this key-card can be used to control access to the health club.

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[3]

(b) Safwaz, a new health instructor, is employed in the health club. Safwaz is to receive on-the-job training.

(i) Give **one** advantage to the **health club** of on-the-job training.

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[1]

(ii) Give **one** disadvantage to **Safwaz** of on-the-job training.

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[1]

(c) All Hotel employees receive free membership of the health club.

What is the term for this type of reward?

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[1]

[Total: 6]



8 Springfield Hotels plc stores personal information about its customers and so it has to comply with the Data Protection Act.

(a) State **two** principles of the Data Protection Act.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

[2]

(b) State **two** rights that this Act gives **customers** of the Hotel.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

[2]

[Total: 4]

9 The Hotel Manager, Helen Garside, wishes to contact job applicants to offer them an interview for a position at the Hotel. It is important to contact the applicants quickly and obtain their immediate reply.

(a) Identify and explain which communication method she should use.

Method: \_\_\_\_\_

Explanation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [3]

(b) After the interviews, she wishes to **formally** confirm a job offer to one of the applicants.

Identify and explain which communication method she should use.

Method: \_\_\_\_\_

Explanation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [3]

(c) New employees are issued with a contract of employment.

List **four** items which must be included in a contract of employment.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

3 \_\_\_\_\_

\_\_\_\_\_

4 \_\_\_\_\_

\_\_\_\_\_ [4]

- (d) The wage paid to a receptionist at the Hotel is calculated using an hourly rate of £6 an hour. She has worked 20 hours in total this week.

Calculate her total gross pay for this week. Please show your calculations.

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[2]

- (e) Other than using an hourly rate, state **two** other ways of calculating wages.

1 \_\_\_\_\_

2 \_\_\_\_\_ [2]

[Total: 14]

10 You have been asked to make a back-up copy of **all** the data on the hard drive of Helen Garside's computer.

(a) Identify a suitable back-up storage device and explain why it is suitable.

Storage device: \_\_\_\_\_

Explanation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [3]

(b) Explain why it is important to back-up data.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [2]

(c) The Hotel uses a filing cabinet to store all letters received.

In what order would you file the letters and why?

Order: \_\_\_\_\_

Reason: \_\_\_\_\_

\_\_\_\_\_ [2]

[Total: 7]



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