

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

1950/1

Monday **22 MAY 2006** Morning 2 hours

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

Candidate Name	Centre Number	Candidate Number												
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TIME 2 hours

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.

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.

FOR EXAMINER'S USE	
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
QWC	
TOTAL	

This question paper consists of 20 printed pages.

Scenario

You are an administrative assistant at Chocs Away Limited. The business owns a chain of 12 chocolate shops. You work at the head office in Manchester. There are two other administrative assistants. You are all responsible to the office manager, Rita Desai.

- 1 You have been asked to prepare a **written** report for all shop managers. The report will also include graphs.

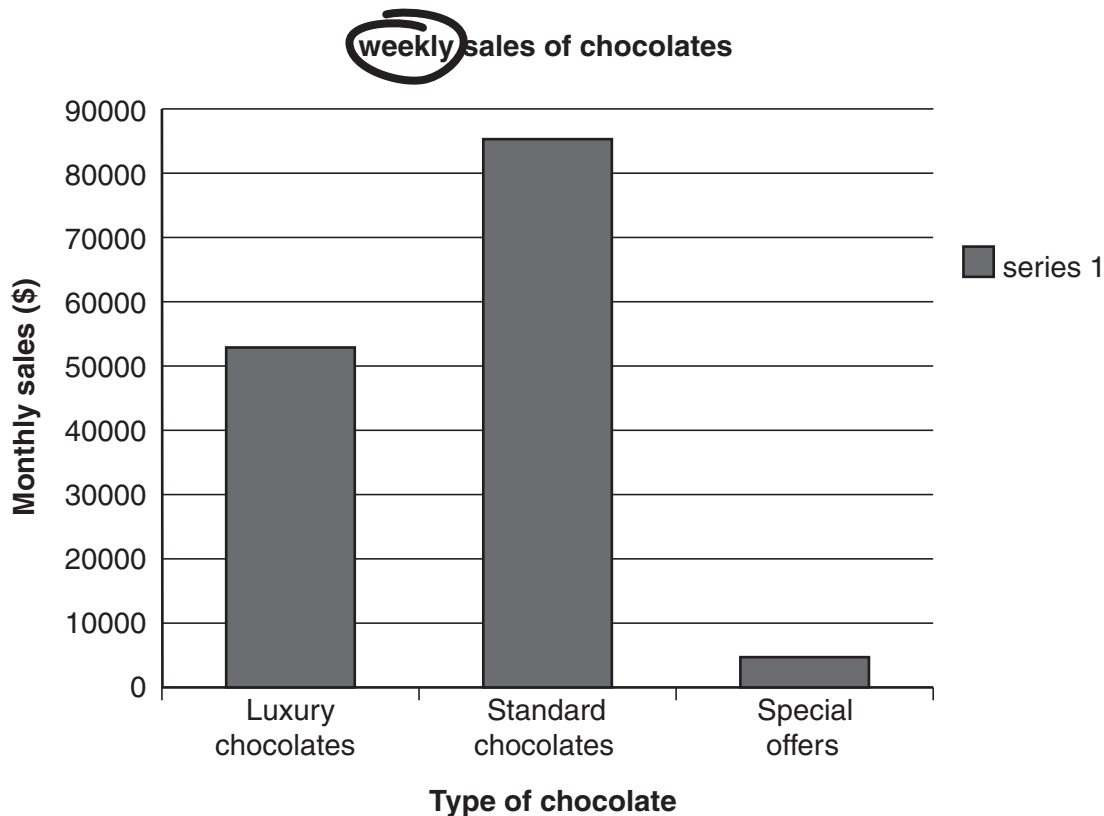
(a) Give **two** types of computer software most suited to producing this report.

1 _____

2 _____ [2]

- (b) You have been asked to check the following graph. You are happy with the data in the table but not with the graph. One error has already been circled. Circle **three** further errors in the **graph**.

Type of chocolate	Monthly sales (£s)
Luxury chocolates	52500
Standard chocolates	85500
Special offers	25000



[3]

- (c) You have been asked to send a completed copy of the report by e-mail to all shop managers.

State **three** actions you would take in order to send this report by e-mail.

1 _____

2 _____

3 _____

_____ [3]

- (d) Information about each shop is stored on a computer. An extract of this information is shown below.

Shop details						
ID	Address 1	Address 2	Address 3	Postcode	Telephone number	Shop Manager
1	20 Low Street		Oldham	OL45 2CV	0278 345 678	Janet Osmond
2	356 Short Lane	Clapham	London	CL2 4ZZ	0218 123 234	Shirley Heath
3	6 Valley Shopping Parade		Newcastle-upon-Tyne	NN3 3XX	0458 864 963	Fatima Hussein
4	25 New Road	Kensington	London	W11 1ZQ	0218 345 987	William Bird

Which type of computer software would be most suited to storing this information?

_____ [1]

[Total: 9]

- 2 (a) Chocs Away Limited uses e-procurement to order products from its suppliers. Products are ordered automatically using an electronic ordering system.

State **two** benefits to Chocs Away Limited of using e-procurement to order products.

1 _____

2 _____

_____ [2]

Chocs Away Limited has recently set up a website where customers can order chocolates on-line.

- (b) (i) State **two** benefits to **customers** of ordering products from a website.

1 _____

2 _____

_____ [2]

- (ii) Chocs Away Limited uses encryption as part of the security of its website.

Explain what is meant by 'encryption'.

_____ [2]

- (iii) State the **two** security features which a customer should look for when ordering products on-line.

1 _____

2 _____

_____ [2]

(c) Chocs Away Limited needs to comply with the Data Protection Act when operating the website.

State **two** principles of the Data Protection Act.

1 _____

2 _____

_____ [2]

[Total: 10]

- 3 (a) Rita Desai, the office manager, has asked you to write a reply to a letter. The letter is shown below together with Rita's instructions.

24 Cedar Trees Drive
BOURNEMOUTH
BO13 4CC

Tel/fax: 0196 234 1111
Mobile: 0856 944 2222
ls234@cheapserve.com

2 May 2006

Chocs Away Limited
Chocolate House
Wythenshawe Road
MANCHESTER
M60 1QQ

Dear Sir/Madam

As part of my GCSE in Design and Technology (Food Technology) I am researching chocolates.

Please could you give me the following information:

Do your chocolates contain sugar?

Are they organic?

Could you please send me a free box of chocolates so I can product test them?

Yours faithfully

Luke Sharp

Luke Sharp

The answer to the first question is yes.
The answer to the second and third questions is no.

Tell him to visit our website for more information about our products. The address is www.chocsawaylimited.co.uk.

Use the letter heading below to write your reply.



Chocs Away Limited

Chocolate House
Wythenshawe Road
MANCHESTER
M60 1QQ

Telephone: 0161 555 5611

E-mail: enquiries@chocsawaylimited.co.uk

[8]

(b) (i) State **two** other methods of communication you could use to reply to Luke's letter.

1 _____

2 _____ [2]

(ii) For **one** of your methods stated in part **3(b)(i)** above, give **one** advantage and **one** disadvantage of using this method.

Advantage _____

Disadvantage _____

_____ [2]

(c) It is company policy that the office manager, Rita Desai, reads all letters before they are sent to customers.

Is it a good idea to have this policy? Give reasons for your answer.

_____ [3]

(d) Chocs Away Limited stores a paper copy of all letters sent. Letters are stored in filing cabinets.

(i) State **three** drawbacks of keeping paper copies of letters.

1 _____

2 _____

3 _____

_____ [3]

(ii) One method of filing copies of these letters would be to use reference numbers (ie numerical order).

Suggest **one** other method of filing these letters. Give reasons for your suggestion.

Method _____

Reasons _____

_____ [3]

(e) There are moral and ethical issues when businesses keep paper copies of all letters sent.

State **two** such issues.

1 _____

2 _____

_____ [2]

[Total: 23]

- 4 (a) All Chocs Away Limited staff who use the computer network are given a username and a password.

State **one** benefit to Chocs Away Limited of giving staff a username and a password.

[1]

- (b) All usernames are based on the initials and last name of the person. For example Fred Smith has the username *fsmith*.

Is it a good idea to use this method to allocate usernames? Give reasons for your answer.

[2]

- (c) Fred Smith always writes his password at the back of his diary in case he forgets it.

Describe the problems this could cause.

[4]

[Total: 7]

- 5 Chocs Away Limited must comply with health and safety legislation when employing workers.

Look at the drawing below. One health and safety hazard has already been circled for you. Circle five further health and safety hazards.

A drawing has been removed due to third party copyright restrictions.

Details:

A drawing of an office. There are desks; an open filing cabinet; A man standing on a chair; a woman not looking where she is going, holding lots of paper; wires from a computer loosely dangling to the floor and a plant pot on top of the computer monitor. A loose tile on the floor has been circled.

[5]

[Total: 5]

6 Sales staff in Chocs Away Limited’s shops are paid a basic weekly wage. They also receive an annual bonus based on the level of sales made in their shop.

(a) Discuss the advantages and disadvantages to the **sales staff** of receiving such a bonus.

[6]

(b) Rather than a bonus, staff in the head office receive fringe benefits.
Suggest **two** fringe benefits they might receive.

1 _____

2 _____

[2]

[Total: 8]

- 7 (a) Each shop has a stand-alone computer for use by the shop manager. The shop manager can connect to the Internet and communicate with head office using e-mail.

(i) Which output device is used to view web pages?

_____ [1]

(ii) Which piece of software is needed to view web pages?

_____ [1]

- (b) The computers in the shops are used to store confidential information about the staff who work there.

Apart from usernames and passwords, state **two** methods that could be used to prevent shop staff from viewing this information.

1 _____

2 _____ [2]

- (c) The stand-alone computers in the shops do not contain anti-virus software or a firewall.

Explain **two** problems that this could cause Chocs Away Limited.

1 _____

2 _____

_____ [4]

[Total: 8]

8 (a) Chocs Away Limited is launching a new sales promotion. Write a memorandum from the office manager, Rita Desai, to all shop managers containing the following information.

- There will be a new sales promotion beginning on Monday 12 June
- End date: Friday 21 July
- 20% off all luxury chocolates
- Managers can contact Serena Humphries on 0161 555 5612 if they have any queries

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

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

Memorandum



[8]

(b) Chocs Away Limited uses the following logo as part of its corporate image.



How might this logo help with the marketing of the business?

[4]

[Total: 12]

9 (a) Roger Gilmour has recently started work at the head office as a new manager.

State **three** functions of a manager.

1 _____

2 _____

3 _____

_____ [3]

(b) Roger will be paid monthly, using the Banks Automated Clearing System (BACS).

Describe **two** benefits to **Roger** of being paid using BACS.

1 _____

2 _____

_____ [4]

- (c) When Roger needs to speak by phone to his bank's local branch he is connected to a call centre.

State **two** drawbacks to Roger of using a call centre to speak by telephone to his bank.

1 _____

2 _____

_____ [2]

- (d) Chocs Away Limited is required to implement the Working Time Regulations (1998) when employing staff.

State **two** rights that these Regulations give staff.

1 _____

2 _____

_____ [2]

[Total: 11]

10 All computers at head office are to be replaced with laptop computers.

(a) State **one** disadvantage to **staff** of using a laptop computer.

[1]

(b) State **one** possible security risk to **Chocs Away Limited** of staff using a laptop computer away from the office.

[1]

(c) You discover that one of the existing head office computers contains 'pirated' software.

Describe **one** disadvantage to **Chocs Away Limited** of having 'pirated' software on its computers.

[2]

[Total: 4]

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