

FOR OFFICIAL USE

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F

KU PS

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**0020/401**

NATIONAL  
QUALIFICATIONS  
2008

WEDNESDAY, 7 MAY  
9.00 AM – 10.00 AM

ADMINISTRATION  
STANDARD GRADE  
Foundation Level

Fill in these boxes and read what is printed below.

Full name of centre

Town

Forename(s)

Surname

Date of birth

Day Month Year

--	--	--	--	--	--	--	--

Scottish candidate number

--	--	--	--	--	--	--	--	--	--

Number of seat

Answer **all** the questions you can, in the spaces provided.

Read each question carefully before you answer it.

Write your answers clearly.

Before leaving the examination room you must give this booklet to the invigilator. If you do not, you may lose all the marks for this paper.



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Marks

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1. Study the 5 pictures below showing equipment/software used in different departments.

A



B



C



D



E



Match the equipment/software to the departments below.

DEPARTMENT	PICTURE
Personnel/Human Resources	
Reception	
Finance	
Mail Room	
Reprographics	

5

[Turn over







5.

Marks



Study the picture above.

Identify **2** hazards shown in the picture and state what **action** should be taken to prevent **each** of them happening again.

<p>FIRST HAZARD</p> <p>_____</p> <p>_____</p> <p>ACTION TO BE TAKEN</p> <p>Pearce plc should _____</p> <p>_____</p> <p>_____</p>	1
<p>SECOND HAZARD</p> <p>_____</p> <p>_____</p> <p>ACTION TO BE TAKEN</p> <p>Pearce plc should _____</p> <p>_____</p> <p>_____</p>	1

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1		
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1		
1		





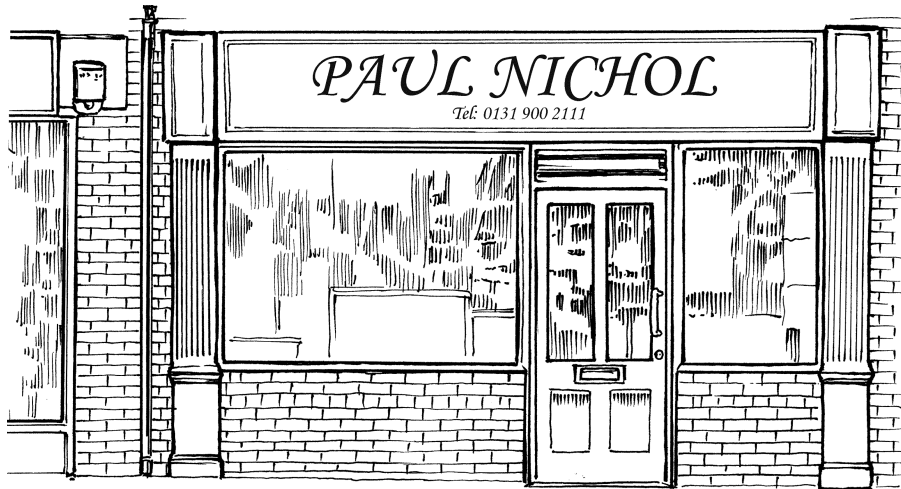




Marks

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9. Paul Nichol owns a small business. He does not have access to the Internet.



Using paper-based sources of information, how could the following problems be solved? Use a **different** solution for each.

(a) A client will be arriving from London this afternoon. Paul needs the telephone number of a local taxi firm to pick him up from the airport.

Paul should \_\_\_\_\_

\_\_\_\_\_

1

(b) Paul wishes to travel from his home in Edinburgh to Perth, but he is unsure of the train times.

Paul should \_\_\_\_\_

\_\_\_\_\_

1

(c) Paul is unsure how to spell “communication”.

Paul should \_\_\_\_\_

\_\_\_\_\_

1

[Turn over





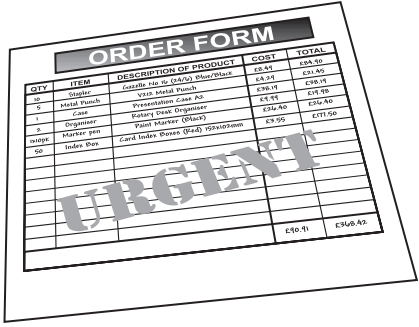





Marks

14. State how the following mail would normally be **sent** by an organisation.  
Use a **different** method for each.

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Document	Sent by
	<hr/> <hr/>
	<hr/> <hr/>

2



**[Turn over for Question 15 on *Page eighteen***

Marks

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15. Keira King, Sales Manager at Neon Signs Ltd, will be attending a Sales Conference in Manchester.

She wishes to stay in a 3 star hotel in Manchester for one night on 25 June 2008. She has requested a double room with en-suite facilities.

The following hotels are available.

- Royal Bridge Hotel \*\*
- Manchester Motel \*
- The Lexington Hotel \*\*\*\*
- The Grand \*\*\*

(a) Using the information above, complete the Accommodation Order Form below.

NEON SIGNS LTD	<i>neon signs ltd</i>
ACCOMMODATION ORDER FORM	
Name <i>Keira King</i>	
Department	_____
Accommodation	_____
Date(s)	_____
Special Request(s)	_____
_____	
Authorised	

5

Marks

**15. (continued)**

(b) Keira must pay for the following. State **one** method of payment for each. A **different** method must be used each time.

(i) Train ticket to Manchester \_\_\_\_\_

(ii) Taxi to hotel \_\_\_\_\_

(c) Keira uses her own money to pay for items when on her business trip. What is the name of the document she must complete on her return?

Tick (✓) the appropriate box.

	Tick (✓)
Itinerary	<input type="checkbox"/>
Accident Report Form	<input type="checkbox"/>
Expenses Claim Form	<input type="checkbox"/>
Travel Booking Form	<input type="checkbox"/>

2

1

KU	PS

[END OF QUESTION PAPER]

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