

FOR OFFICIAL USE

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0020/402

NATIONAL
QUALIFICATIONS
2007

MONDAY, 30 APRIL
10.20 AM – 11.35 AM

ADMINISTRATION
STANDARD GRADE
General 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

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Scottish candidate number

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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.



[Turn over for Question 3 on *Page six*

3. Tariq Ali is the Marketing Manager of Andersson Electronics, based in Aberdeen. He has recently attended a 3-day conference in Birmingham.

Study the information below and complete the Expense Claim Form on the next page.

|  <p>Merchant Hotel 57 Manchester Road BIRMINGHAM BH4 9OR</p>  | | <p>Account No: 2589 Room No: 317</p> |
|---|-----------------|--|
| Tariq Ali | | |
| Date | Details | Cost |
| 27/04/07 | Bed & Breakfast | £ 80.00 |
| | Dinner | £ 15.00 |
| | Bar Bill | £ 6.00 |
| 28/04/07 | Bed & Breakfast | £ 80.00 |
| | Dinner | £ 15.00 |
| | Bar Bill | £ 4.00 |
| TOTAL BILL VAT @ 17.5% included | | <u>£200.00</u> |

ZOOMAIR
Flight Ticket

Aberdeen to Birmingham
Return

27/4-29/4

Received with thanks
£270.00

CITY TAXIS RECEIPT
27/4

£4.50



CITY TAXIS RECEIPT
29/4

£4.75



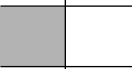
Marks

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| KU | PS |
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3. (continued)

| ANDERSSON ELECTRONICS EXPENSE CLAIM FORM | | |
|---|----------------------------------|----|
| Name | | |
| Department | | |
| Date(s) <i>27/04/07-29/04/07</i> | Total Expenditure | |
| TRAVEL (please detail) | £ | p |
| ACCOMMODATION (please detail) | | |
| MEALS (please detail) | | |
| OTHER EXPENSES (please detail) | | |
| TOTAL EXPENSES DUE | 479 | 25 |
| Employee's Signature <i>Tariq Ali</i> | Date <i>01/05/07</i> | |

5



[Turn over

4. (a) Describe one **advantage** of a tall organisational structure.

| <i>Marks</i> | KU | PS |
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(b) Describe one **disadvantage** of a tall organisational structure.

(c) Explain what is meant by the term **lateral relationship**.

(d) Describe one **disadvantage** of using an organisation chart.

7. The Human Resources Department of Gibson Electronics has a cellular office layout. The following issues have been raised by staff.

- 1 Equipment costs are very high.
- 2 Staff feel isolated from other employees.

Suggest a **different** solution to each of these problems.

Solution 1 _____

Solution 2 _____

Marks

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2

[Turn over

11. (b) (continued)

(iv) The Chief Buyer was on her way to a conference which had just been cancelled.

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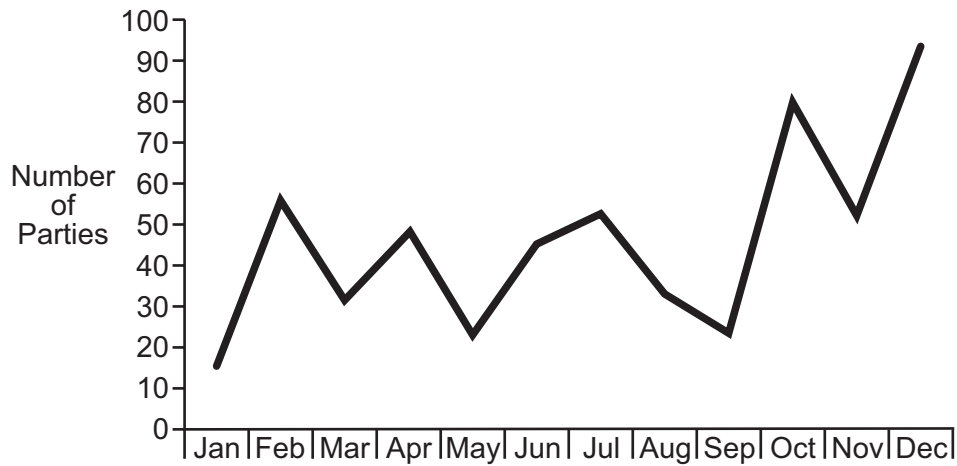
[Turn over

12. Fantabulous Ltd organises parties nationwide.

Marks

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(a) The Marketing Manager prepared the following graph.



(i) Suggest **one** reason why a line graph was used to show this information.

1

(ii) Suggest **one** other way this information could have been displayed effectively.

1

(b) Customers have raised the following concerns.

- 1 They are unable to find exactly what they are looking for on the website.
- 2 They are unable to have queries answered.
- 3 They are unable to purchase party products which are shown on the website.

Suggest a **different** solution to each of the problems identified above.

13. (continued)

Marks

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(e) Spreadsheets are widely used in all departments. Suggest **2** uses of a spreadsheet **specific to a Purchases Department**.

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2 _____

2

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[END OF QUESTION PAPER]

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