

X214/101

NATIONAL
QUALIFICATIONS
2011

THURSDAY, 12 MAY
9.00 AM – 10.45 AM

ADMINISTRATION
INTERMEDIATE 1

- 1 Attempt all 4 tasks.
- 2 Marks are allocated to tasks as follows:
 - Task 1—31 marks
 - Task 2—29 marks
 - Task 3—20 marks
 - Task 4—20 marks
- 3 At the end of the examination, place your printouts and Worksheet for Task 4 inside the envelope provided. Hand the envelope to the Invigilator.



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Instructions/Information for Candidates

You are a Junior Administrative Assistant working for Blue Skye Travel. This is a travel agency which offers accommodation and tours on the Scottish Isle of Skye.

The following tasks have been set by Mhairi Beaton, Administration Manager. You are required to read the instructions and carry out the tasks.

All tasks are **closed book tasks**. No reference may be made to notes, books, manuals or any other source of information while carrying out these tasks.

You are allowed **1 hour 45 minutes** to complete all tasks. **Alterations must not be made to tasks after this time**. However if, for any reason, you have not printed during the 1 hour 45 minutes you will be given time to do so at the end of the examination.

TASK NUMBER	TASK	PRINTOUTS REQUIRED	MARKS
1a	This task requires you to create a database.	1	16 marks
1b	This task requires you to amend the database.	1	9 marks
1c	This task requires you to search the database.	1	2 marks
1d	This task requires you to search the database.	1	4 marks
2a	This task requires you to update a spreadsheet.	1	17 marks
2b	This task requires you to amend the spreadsheet.	1	6 marks
2c	This task requires you to create and print a pie chart.	1	6 marks
3	This task requires you to key in an itinerary.	1	20 marks
4	This task requires you to provide a written response to questions. A worksheet is provided for this. If you prefer you may key in your answers—these must be numbered correctly. You must produce a printout of this work.		20 marks

The following file is provided electronically for you to access during the examination.

BSTSS — a spreadsheet file

Key in your name on each printout.

[Turn over

TASK 1a

Read the following memorandum and carry out the tasks.

MEMORANDUM

To: Junior Administrative Assistant
From: Mhairi Beaton, Administration Manager
Date: 12 May 2011
Subject: B&B Accommodation – Database

Please create a database to hold details of Bed and Breakfast (B&B) accommodation. The information you need is given below.

You may tick (✓) each box as you complete the instruction.

Create 5 fields only; use the following field names:

Accommodation

Town

Telephone Number

Star Rating

Price

Format the fields appropriately.

Extract the information you need for the database from the records below and on *Pages five and six*.

Accommodation:

Stonefield Hotel

Town:

Portree

Telephone Number:

01478612723

Star Rating:

3

Price:

£58.00

Dinner Available:

Yes

Accommodation:

Bosville Guest House

Town:

Portree

Telephone Number:

01478611030

Star Rating:

4

Price:

£42.00

Dinner Available:

Yes

TASK 1a (continued)

Accommodation:
Dualchas B&B
Town:
Broadford
Telephone Number:
01471820204
Star Rating:
5
Price:
£40.00
Dinner Available:
Yes

Accommodation:
Dunvegan Loch B&B
Town:
Dunvegan
Telephone Number:
01470521466
Star Rating:
3
Price:
£25.00
Dinner Available:
Yes

Accommodation:
Glencanon B&B
Town:
Uig
Telephone Number:
01470542432
Star Rating:
3
Price:
£28.00
Dinner Available:
No

Accommodation:
Goldendale Guest House
Town:
Dunvegan
Telephone Number:
01470521154
Star Rating:
4
Price:
£38.00
Dinner Available:
No

Accommodation:
Herepost Guest House
Town:
Dunvegan
Telephone Number:
01470521733
Star Rating:
5
Price:
£35.00
Dinner Available:
No

Accommodation:
Kiltara House
Town:
Portree
Telephone Number:
01478612545
Star Rating:
3
Price:
£30.00
Dinner Available:
No

TASK 1a (continued)

Marks

Accommodation:
Penifiler House
Town:
Portree
Telephone Number:
01478612459
Star Rating:
5
Price:
£45.00
Dinner Available:
No

Accommodation:
Kilt Rock House
Town:
Staffin
Telephone Number:
01470562445
Star Rating:
4
Price:
£32.00
Dinner Available:
No

- Sort the database in order of accommodation.
- Print** the complete database table on one page.

16

TASK 1b

- Delete the record for Stonefield Hotel.
- Dunvegan Loch B&B has increased its price to £27.00 – amend this record.
- Add a field to the database, use the following field name:
Miles from the Skye Bridge
- This field should be formatted as a number field.
- Complete this field using the following information.

The distance from the Skye Bridge is 5 miles less than the distance from the Ferry Terminal. This applies to all accommodation. I have done the first one for you.

Accommodation	Miles from Ferry Terminal	Miles from Skye Bridge
Bosville Guest House	43	38
Dualchas B&B	16	
Dunvegan Loch B&B	55	
Glenconon B&B	55	
Goldendale Guest House	58	
Herepost Guest House	53	
Kilt Rock House	60	
Kiltara House	43	
Penifiler House	41	

- Sort the database in order of price, with the highest first.
- Print** the complete database table using landscape orientation.

[Turn over

TASK 1c

- Search the database for all accommodation in Portree. Show only Accommodation, Town and Star Rating.
- Save the result of this search.
- Print** the result of this search.

2

TASK 1d

- Search the database for all accommodation priced £40.00 or less. Show only the Accommodation, Telephone Number and Town fields (in that order).
- Save the result of this search.
- Print** the result of this search.

4

Total (31)

TASK 2a

Read the following memorandum and carry out the tasks.

MEMORANDUM

To: Junior Administrative Assistant
From: Mhairi Beaton, Administration Manager
Date: 12 May 2011
Subject: Monthly Commission Received

Please update the spreadsheet BSTSS using the instructions provided below.

The spreadsheet is used to compare the total commission received from each star rating category of Bed and Breakfast (B&B) accommodation.

You may tick (✓) each box as you complete the instruction.

- The main heading is in cell A1. Increase the font of the main heading to size 14 and embolden.
- The sub heading is in cell A2. Embolden the sub heading.
- Delete the column headed Price per Person.
- Add a column after Number of People headed **Commission per Person**.
- Complete this column using the following information:

5 Star Accommodation	
Dualchas B&B	£2·00
Herepost Guest House	£1·75
Penifiler House	£2·25
4 Star Accommodation	
Bosville Guest House	£2·10
Kilt Rock House	£1·60
3 Star Accommodation	
Dunvegan Loch B&B	£1·25
Glenconon B&B	£1·40
Kiltara House	£1·50

TASK 2a (continued)

- Add a column after Commission per Person headed **Total Commission**.
- The last 3 column headings should be right aligned and wrapped.
- In the column headed **Total Commission** enter a formula to calculate the total commission from each accommodation.
- Enter formulae in cells C7 and E7 to calculate total Number of People and Total Commission received from 5 star accommodation.
- Complete the Totals for 4 star and 3 star accommodation. A total for Commission per Person is **not** required.
- Ensure all figures are formatted appropriately.
- Increase font size and embolden the Total Commission figure in each star rating category.
- Print** one copy of the spreadsheet on one page in formula view using landscape orientation. Include gridlines and row and column headings.

17

TASK 2b

You may tick (✓) each box as you complete the instruction.

- The number of people staying at Kiltara House was 38 – amend the appropriate cell.
- Insert the following guest house which was missed from the original spreadsheet. Ensure that the accommodation follows the order of the original spreadsheet (ie alphabetical order).

Star Rating Category	Accommodation	Price per Person	Number of People	Commission per Person
4 Star Rating	Goldendale Guest House	£38.00	42	£1.90

- Update the Totals for 4 Star Rating, if necessary.
- Print** one copy of the completed spreadsheet on one page in value view. Include gridlines but exclude row and column headings.

6

TASK 2c

Thanks for your work on the spreadsheet so far. It's now clear that the 5 star accommodation is making the least commission. I'd therefore like more work done on this section.

Thanks, Mhairi

You may tick (✓) each box as you complete the instruction.

- Hide columns C and D, so that only the Star Rating Category, Accommodation, and Total Commission columns are shown.
- Create a pie chart showing the Total Commission received for each 5 star accommodation only.
 - Use the title **5 Star Accommodation – Commission Received in April**.
 - Include suitable data labels.
- Print** a copy of the chart and data on the same sheet.

6

Total (29)

[Turn over

TASK 3

Please prepare the following itinerary in response to an e-mail enquiry received from Cecilia and Kurt Berger (shown on the next page). The itinerary should be printed on one page.

Thanks, Mhairi

Use the email on the next page to complete the missing information (shown by an asterisk - *). Remember to remove the instructions.

bold { ITINERARY OF * (Name)
Trip to Skye
*(Arrival Date) to * (Departure Date) }

uc Although Skye is the largest of the hebridean islands, it is relatively small. You can visit almost anywhere and use Portree as your base for exploring the entire island.

Saturday 23 July 2011

1000 hours Talisker Distillery
1130 hours The Cuillins, Glen Brittle and Loch Brittle Beach
trs 1430 hours Dunvegan Gardens and Castle

Sunday 24 July 2011

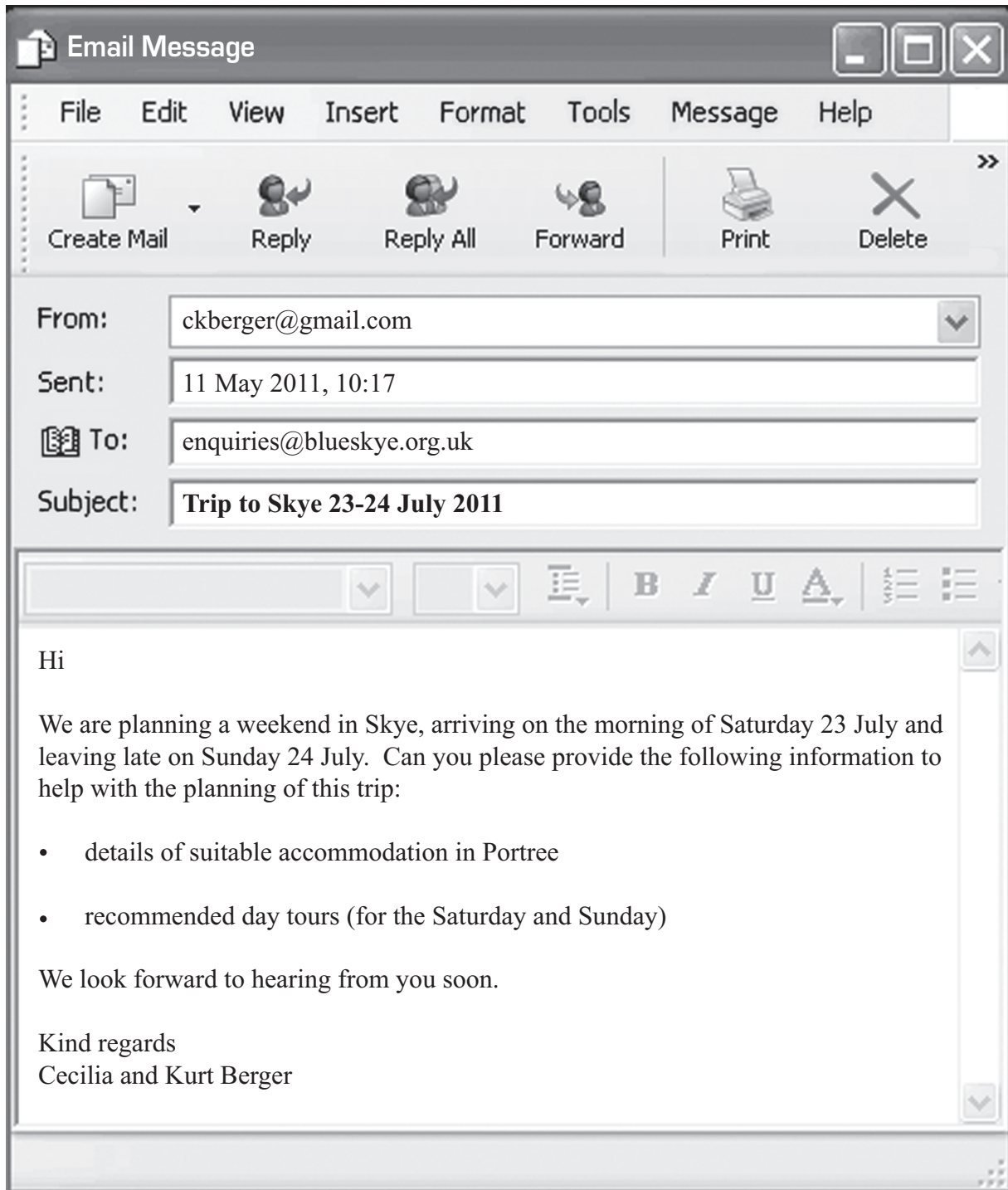
1000 hours Skye Serpentarium, Broadford
stet 1200 hours Knock Castle (~~also known as~~ Castle Camus)
1330 hours Armadale Castle Gardens and Museum of the Isles

Suggested Accommodation

Insert details of suitable accommodation in Portree (previously saved in the database task)

Please mention Blue Skye Travel when you book. We wish you a safe trip and a happy holiday!

TASK 3 (continued)



Total (20)

[Turn over


TASK 4

Read the following and answer the questions **ON THE WORKSHEET PROVIDED.**

Question 1

Alistair McKenzie also works for Blue Skye Travel as a Junior Administrative Assistant. A copy of his recent Skills Scan is shown below.

SKILLS SCAN



Name: *Alistair McKenzie*

Position: *Junior Administrative Assistant*

	<i>Very Good</i>	<i>Good</i>	<i>Poor</i>	<i>Don't Know</i>
	1	2	3	4
a Awareness of health and safety issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Awareness of security measures	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c Dealing with mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d Procedures and methods of filing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e Using reprographics equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f Dealing with visitors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g Completing petty cash documents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h Using e-mail and Internet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i Word processing documents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j Using spreadsheets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k Using databases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(a) Identify **one** area of training that Alistair's line manager should arrange.

1

TASK 4 (continued)

Question 1 (continued)

Alistair is required to find documents using a manual filing system. Today Sandy Carmichael from the Human Resources Department asks for the Staff Induction file.

(b) Study the following Out Card and update it using the above details.

3

OUT CARD			
Name of file: <i>Staff Induction</i>			
Borrowed by	Department	Date borrowed	Date returned
<i>M Beaton</i>	<i>Administration</i>	<i>25/04/2011</i>	<i>29/04/2011</i>

During busy periods, Alistair is required to cover Reception.

(c) List 3 steps that should be taken when dealing with visitors to the organisation who do not have an appointment.

3

[Turn over

TASK 4 (continued)

Question 2

Study the picture below and answer the questions which follow.



(a) State the name of **one** of the above items of equipment used in the mailroom of Blue Skye Travel.

1

The following items of equipment are also used by Blue Skye Travel.

- **Photocopier**
- **Laminator**
- **Scanner**

(b) Suggest **one** appropriate use for **2** of the above items of equipment. Your examples must relate to Blue Skye Travel. Use a different example for each item.

2

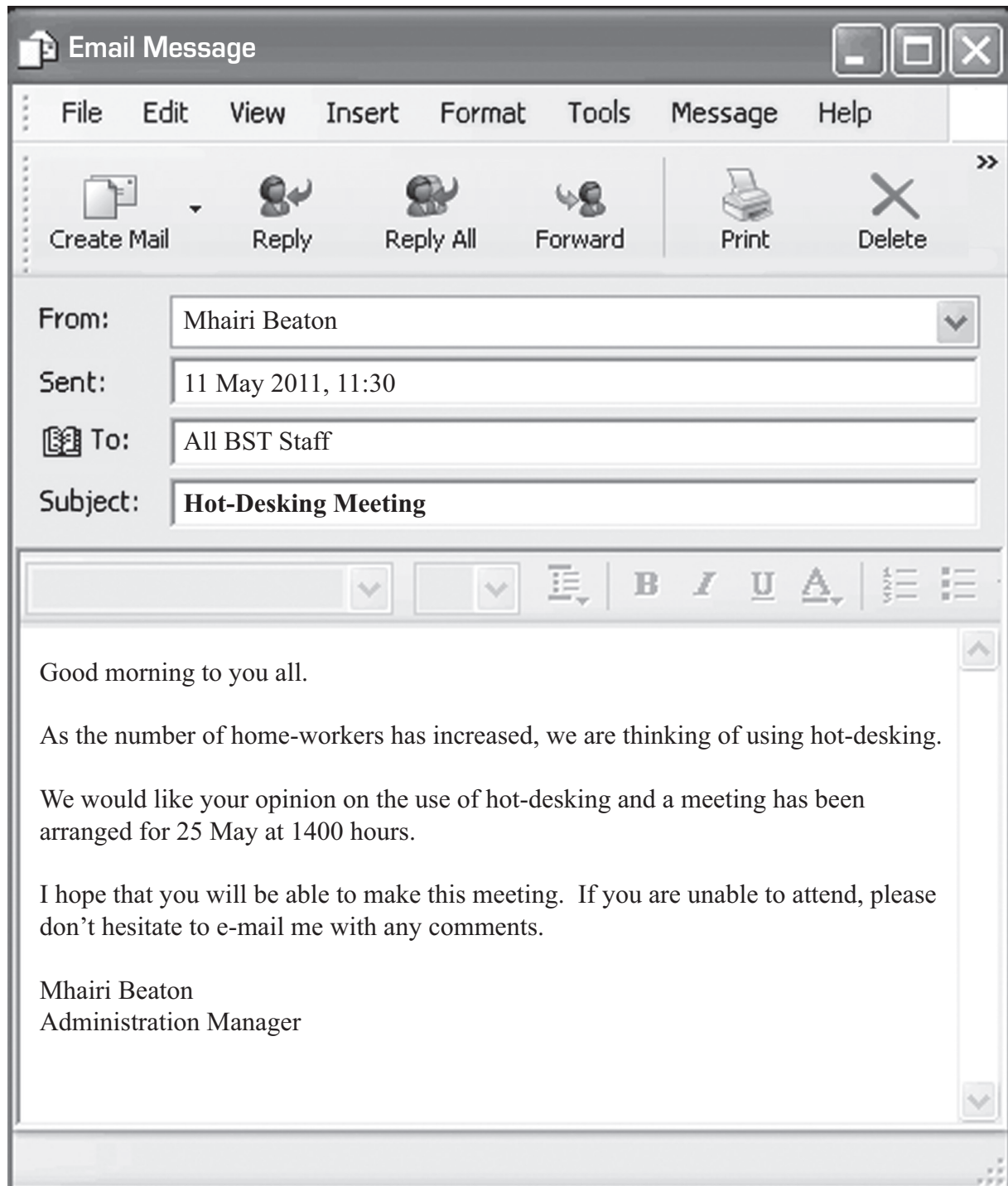
(c) Outline **2** security measures that can be taken to protect equipment.

2

TASK 4 (continued)

Question 3

Study the e-mail message below and answer the questions which follow on *Page eighteen*.



[Turn over

TASK 4 (continued)

Question 3 (continued)

- | | |
|---|---|
| (a) Outline 2 flexible working practices, other than home-working and hot-desking. | 2 |
| (b) Suggest 2 benefits to the employee of flexible working practices. | 2 |
| (c) Describe 2 ways mobile technologies can be used by home-workers to keep in touch with the office. | 2 |
| (d) Describe 2 disadvantages of using e-mail. | 2 |

Total (20)

[END OF QUESTION PAPER]

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FOR OFFICIAL USE

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X214/102

NATIONAL
QUALIFICATIONS
2011

THURSDAY, 12 MAY
9:00 AM — 10:45 AM

ADMINISTRATION
INTERMEDIATE 1
Worksheet for Task 4

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

To be inserted with candidate's printouts and returned with them.




WORKSHEET—TASK 4

Read the following and answer the questions which follow.

Question 1

Alistair McKenzie also works for Blue Skye Travel as a Junior Administrative Assistant. A copy of his recent Skills Scan is shown below.

SKILLS SCAN					
Name: <i>Alistair McKenzie</i>					
Position: <i>Junior Administrative Assistant</i>					
		<i>Very Good</i>	<i>Good</i>	<i>Poor</i>	<i>Don't Know</i>
		1	2	3	4
a	Awareness of health and safety issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	Awareness of security measures	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c	Dealing with mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d	Procedures and methods of filing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e	Using reprographics equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f	Dealing with visitors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g	Completing petty cash documents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h	Using e-mail and Internet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i	Word processing documents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j	Using spreadsheets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k	Using databases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(a) Identify **one** area of training that Alistair's line manager should arrange.

TASK 4 (continued)

Question 1 (continued)

Alistair is required to find documents using a manual filing system. Today Sandy Carmichael from the Human Resources Department asks for the Staff Induction file.

(b) Study the following Out Card and update it using the above details.

OUT CARD			
Name of file: <i>Staff Induction</i>			
Borrowed by	Department	Date borrowed	Date returned
<i>M Beaton</i>	<i>Administration</i>	<i>25/04/2011</i>	<i>29/04/2011</i>

3

During busy periods, Alistair is required to cover Reception.

(c) List 3 steps that should be taken when dealing with visitors to the organisation who do not have an appointment.

- 1 _____
- 2 _____
- 3 _____

3

[Turn over

TASK 4 (continued)

Question 2

Study the picture below and answer the questions which follow.



(a) State the name of **one** of the above items of equipment used in the mailroom of Blue Skye Travel.

1

The following items of equipment are also used by Blue Skye Travel.

- Photocopier
- Laminator
- Scanner

(b) Suggest **one** appropriate use for **2** of the above items of equipment. Your examples must relate to Blue Skye Travel. Use a different example for each item.

1 _____

2 _____

2

TASK 4 (continued)

Question 2 (continued)

(c) Outline 2 security measures that can be taken to protect equipment.

1 _____

2 _____

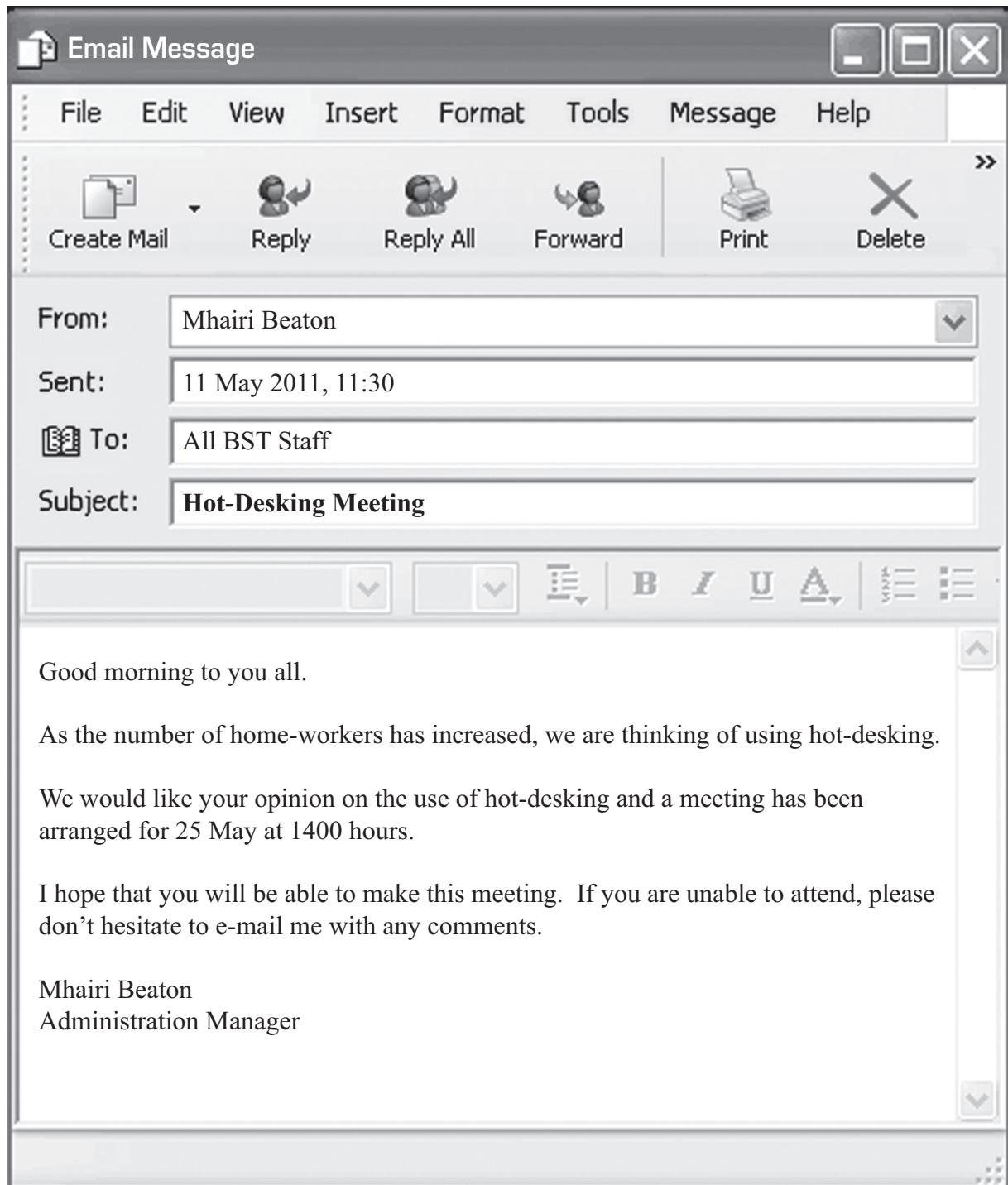
2

[Turn over

TASK 4 (continued)

Question 3

Study the e-mail message below and answer the questions which follow on *Page seven*.



TASK 4 (continued)

Question 3 (continued)

(a) Outline **2** flexible working practices, other than home-working and hot-desking.

1 _____

2 _____

2

(b) Suggest **2** benefits to the employee of flexible working practices.

1 _____

2 _____

2

(c) Describe **2** ways mobile technologies can be used by home-workers to keep in touch with the office.

1 _____

2 _____

2

(d) Describe **2** disadvantages of using e-mail.

1 _____

2 _____

2

Total (20)

[END OF WORKSHEET]

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X214/103

NATIONAL
QUALIFICATIONS
2011

THURSDAY, 12 MAY
9.00 AM – 10.45 AM

ADMINISTRATION
INTERMEDIATE 1
Instructions to Teachers/
Lecturers



Instructions to Teachers/Lecturers

Prior to the examination the following file requires to be created and saved using the file name indicated. This will enable the candidate to access the required information to complete the tasks.

Teachers and lecturers should ensure that candidates CANNOT access the file prior to the examination.

Housestyle is acceptable for all documents. Ensure all data is **accurate**.

Any suitable font may be used. Margins should be set as per housestyle unless otherwise indicated.

BSTSS — a spreadsheet file

Note 1: Candidates may use the calculator function on their PC if they are familiar with it, or a hand-held calculator. The hand-held calculator must conform to Scottish Qualifications Authority guidelines.

Note 2: If the question paper necessitates, candidates may have access to a calendar, either an electronic or paper copy.

Note 3: On the date of the examination you are required to send printouts of the prepared file to the Scottish Qualifications Authority. These should be submitted, by the Invigilator, along with the candidates' printouts in **each** return envelope.

FILENAME: BSTSS

Key in the following spreadsheet taking account of the instructions below.

- Adjust column widths as shown to ensure all data is visible.
- Wrap the text in the column headings C and D as shown and left align.
- Format column C for currency (2 decimal places).
- Italicise the labels in A4, A8 and A11.
- Exclude gridlines and row and column headings.
- Use portrait orientation.

	A	B	C	D
1	Commission for the Month of April			
2	Bed and Breakfast Accommodation			
3	Star Rating Category	Accommodation	Price per Person	Number of People
4	<i>5 Star Rating</i>	Dualchas B&B	£40.00	15
5		Herepost Guest House	£35.00	16
6		Penifiler House	£45.00	20
7	Totals			
8	<i>4 Star Rating</i>	Bosville Guest House	£42.00	30
9		Kilt Rock House	£32.00	45
10	Totals			
11	<i>3 Star Rating</i>	Dunvegan Loch B&B	£25.00	43
12		Glenconon B&B	£28.00	55
13		Kiltara House	£30.00	28
14	Totals			

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

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