

X214/201

NATIONAL
QUALIFICATIONS
2011

THURSDAY, 12 MAY
9.00 AM – 10.00 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 1

Instructions to candidates

This paper comprises **2** sections.

Section A consists of stimulus material followed by a series of questions. Candidates are required to answer **all** questions—**20 marks** are allocated to this section.

Section B requires candidates to answer **2** from **3** structured questions—**20 marks** are allocated to this section.

Candidates should write their answers in the **booklet** provided.



SECTION A

Read the following case study and answer the questions which follow.

Attempt **all** 5 questions.

Answers are to be written in the answer booklet provided.

Customer service is provided to customers before, during and after purchasing and using goods and services. Good customer service provides an experience that meets customer expectations and means “putting the customer first”.

Good customer service creates advantages not only for customers but for the business too. It has become a key factor in helping organisations keep customers in a competitive market. It is often good customer service that wins customers in the first place. However, it is not always easy to achieve good standards of customer service. It takes time to establish and requires investment to deliver consistent standards.

Adapted from *www.thetimes100.co.uk*, Edition 14. First Direct Case Study

- | | | |
|----|--|---|
| 1. | (a) Outline one method of providing good customer service. | 1 |
| | (b) Suggest 3 effects of poor customer service on an organisation. | 3 |
| 2. | (a) Justify the use of fixed term contracts by an organisation. | 2 |
| | (b) Identify 2 responsibilities of an employee under the Health and Safety at Work Act 1974. | 2 |
| 3. | (a) Describe the purpose of an itinerary. | 2 |
| | (b) Justify an organisation’s use of a Travel and Accommodation Request Form. | 2 |
| 4. | (a) Identify 2 storage devices an Administrative Assistant may use to back up electronic files. | 2 |
| | (b) Suggest 2 benefits to the organisation of communicating by e-mail. | 2 |

	<i>Marks</i>
5. (a) Describe the use of one document used by the Human Resources Department in the recruitment process.	2
(b) Outline 2 activities an Administrative Assistant may be asked to carry out in the Finance Department.	2
	(20)

[Turn over for SECTION B on *Page four*

SECTION B

Candidates must attempt **2** from the following **3** questions.

Read **all** 3 questions carefully.

Answers are to be written in the answer booklet provided.

- | | | |
|-----------|--|-------------|
| 1. | (a) Outline 2 factors an Administrative Assistant should consider when choosing a method of travel for a business trip. | 2 |
| | (b) Compare a Skills Scan and a Training Request Form. | 2 |
| | (c) Describe 2 methods of communication which are not electronic. | 4 |
| | (d) Suggest one advantage and one disadvantage of using the Internet to source business information. | 2 |
| | | (10) |
| 2. | (a) “To be of value, the communication of information must be timely.”
Outline 2 other features of good communication. | 2 |
| | (b) Justify the use of the Internet by the Sales department. | 2 |
| | (c) Describe 2 ways in which an organisation can ensure the security of its staff. | 4 |
| | (d) Compare 2 methods of payment used when travelling abroad on business. | 2 |
| | | (10) |
| 3. | (a) Outline 4 principles of the Data Protection Act 1998. | 4 |
| | (b) Outline 2 steps an Administrative Assistant would take on receiving a completed Expenses Claim Form. | 2 |
| | (c) Compare the benefits of homeworking and flexitime to an employee. | 2 |
| | (d) Justify the replacement by an organisation of its paper diaries with an electronic version. | 2 |
| | | (10) |

[END OF QUESTION PAPER]

ACKNOWLEDGEMENT

Paper 1 Section A—Extract has been adapted from the “First Direct Case Study”, taken from *The Times 100, Edition 14*. Reproduced by permission of The Times 100, MBA Publishing Ltd.

X214/202

NATIONAL
QUALIFICATIONS
2011

THURSDAY, 12 MAY
10.20 AM – 11.40 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 2

- 1 Attempt all 3 tasks.
- 2 Marks are allocated to tasks as follows:
 - Task 1—33 marks
 - Task 2—12 marks
 - Task 3—15 marks
- 3 At the end of the examination, place your printouts and answer book inside the clear envelope provided. Hand the envelope to the Invigilator.



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Instructions/Information for Candidates

You are the Administrative Assistant working for the Dean Hotel and Spa. You are required to carry out a number of tasks given to you by Rory McGregor, Senior Administrative Assistant.

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

You are allowed **1 hour 20 minutes** to complete all tasks. **Alterations to tasks must not be made after this time.** However if, for any reason, you have not printed during the 1 hour 20 minutes you will be given time to do so at the end of the examination.

TASK NUMBER	TASK	PRINTOUTS REQUIRED	MARKS
1a	You are required to complete a spreadsheet.	2	23 marks
1b	You are required to complete a spreadsheet.	2	10 marks
2	You are required to update a database.	3	12 marks
3	You are required to complete an itinerary.	1	15 marks
Total			60 marks

The following files are provided electronically for you to access during the examination.

DHSSS — a spreadsheet file containing **2** worksheets—**APRIL** for use in TASK 1a and **ANALYSIS** for use in TASK 1b

DHSDB — a database file for use in TASK 2

DHSITIN — a word processing file for use in TASK 3

Your name **must** be displayed on all work submitted.

[Turn over

TASK 1a

*The hotel offers a range of packages for groups of customers. I have started to record information relating to the income received from group bookings in April. Complete the sheet **APRIL** using the following information. This sheet is contained in the spreadsheet file **DHSSS**.*

Rory

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

- Open the spreadsheet file **DHSSS** and use the sheet **APRIL**.
- Increase the font size of the main and sub headings in Rows 1 and 2.
- Embolden the column headings in Row 3.
- Left align the Booking Ref numbers in Rows 4–33.
- Sort the sheet in alphabetical order of Type of Package.
- Use the following information to complete the Price per Person column.

PACKAGE	PRICE
A	£450.00
B	£475.00
C	£525.00
D	£610.00

- The Hotel offers a discount of 15% for groups of over 10 people.

Use formulae to:

- show the Discount percentage in column E
- calculate the amount of Discount per Person
- calculate the Total Income per Booking.

- Add a final column **TOTAL INCOME PER PACKAGE**—ensure consistency of formatting.
 - Use formulae to calculate the Total Income from each type of package. Insert the Total Income for Package A in cell H11, Package B in cell H18, Package C in cell H26 and Package D in cell H33.
- Use formulae to calculate the Total Income received in April in cell G34. Border this cell. Name this cell “**INC**”. This will be used in the sheet **ANALYSIS**.

TASK 1a (continued)

- Use formulae to show the:
 - Number of packages sold—in cell G35
 - The largest group—in cell G36
 - The smallest group—in cell G37.
- Print** one copy of the sheet **APRIL** on one page showing **values**. Include gridlines only.
- Print** one landscape copy of the sheet **APRIL** on one page showing **formulae**. Include row and column headings and gridlines.

23

[Turn over

TASK 1b

Complete the sheet **ANALYSIS** as instructed below. This sheet is contained in the spreadsheet file **DHSSS**.

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

- Key in the following data for 2011.

MONTH	AMOUNT
November	£115,250.70
December	£90,675.00
January	£130,900.50
February	£142,290.70
March	£145,370.00

- Insert the figure for April 2011 by linking to the cell named in the sheet **APRIL**.
- Insert a new column % **CHANGE**.
- Use formulae to calculate the percentage change in income from 2010 to 2011 (2 decimal places).
- Insert a final column **ON TARGET?**
- Our target was to increase income by 10% or more in 2011. Use formulae to calculate if we are on target or not. Indicate “Yes” if the % change is on target, otherwise “No”.
- Print** one copy of the sheet **ANALYSIS** on one page showing **values**. Include gridlines only.
- Print** one copy of the sheet **ANALYSIS** on one page showing **formulae**. Include row and column headings and gridlines.

10

TASK 2

The database detailing our sport and leisure staff is out of date. Use the information below to update the database file DHSDB.

Rory

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

- Only Supervisors are fully trained in first aid. Supervisors can be identified by a “1” in their Employee Number.

Add a field **FIRST AIDER**. Format the field appropriately. Complete the field accordingly.

- Add Mary Lesenger (employee number CR005) to the database. She has been recruited to start today to cover Susan Fenton’s maternity leave until December.

- Print** the record for Mary Lesenger only, so that she can check her personal details.

- Sort the database in alphabetical order of Work Area and descending order Employee No.

- Print** a copy of the up-dated database.

- Search the database for all employees who are Supervisors showing only First Name, Surname, Extension Number and Work Area fields. This information will be required for Task 3.

- Create a report from the results of this search. Insert a heading Sport and Leisure Contact Details. Insert a report footer—“Version 1”.

- Print** a copy of the report on one page.

12

[Turn over

TASK 3

Using the information below, complete and print an itinerary for guests arriving for our midweek spa package. The itinerary has been started and saved using the filename **DHSITIN**.

Rory

At 12.30pm on the first day guests should meet in the entrance foyer for a tour of the facilities and grounds. Between 2.30pm and 4.30pm guests will receive a massage, a facial and a manicure or pedicure in the Spa.

On both days lunch is served in the Brasserie between 1pm and 2.30pm, and coffee/tea is available in the Lounge between 4.30pm and 5.30pm. Dinner is served in the Dining Room from 7pm.

Breakfast is served in the Dining Room between 8 and 9am.

On the second day, guests may use the swimming pool, sauna, steam room and jacuzzi between 9am and 11am. An optional aqua aerobics class has been arranged for 9.30am. Coffee and scones are then available in the Conservatory at 11.15am. Between 2.30pm and 4.30pm guests may choose an afternoon activity. Guests will check out and depart after their afternoon coffee/tea.

Page the document here and insert the following details on the second page. Number both pages.

Our team at the Dean Hotel and Spa hope you enjoy your stay with us. We would like to offer you the following options for your final afternoon.

run
on

Please advise Reception of your choice of package and note the additional costs of some options.

bold

TASK 3 (continued)

Package Type*	Details	Price	Please tick and return to Reception
Package A	Detox wrap and facial		
Package B	Hot stone full body massage and facial		
Package C	Ropes course and mountain biking		
Package D	Off-road driving		

Extract and insert the package price information from the sheet
APRIL

In full stet

* Each package includes 2 nights' dinner, bed & breakfast and your choice from the above options for your second afternoon between 1430 hours and 1630 hours. If you have any questions, a list of staff and their extension numbers is provided below.

Insert the results of the search showing staff contacts created in Task 2.

[END OF QUESTION PAPER]

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X214/203

NATIONAL
QUALIFICATIONS
2011

THURSDAY, 12 MAY
10.20 AM – 11.40 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 2
Instructions to Teachers/
Lecturers



Instructions to Teachers/Lecturers

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

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

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

House style is acceptable for all documents—ensure all data is **accurate**.

DHSSS — This is a spreadsheet file containing 2 worksheets for use in Task 1.

DHSDB — This is a database file for use in Task 2.

DHSITIN — This is a word processing file for use in Task 3.

House style is acceptable for all documents – ensure all data is **accurate**.

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 files to the Scottish Qualifications Authority. These should be submitted, by the Invigilator, along with the candidates' printouts in **each** return envelope.

Worksheet for use in Task 1a—APRIL

	A	B	C	D	E	F	G
1	DEAN HOTEL AND SPA						
2	Income from Group Packages for April 2011						
3	BOOKING REF	TYPE OF PACKAGE	PRICE PER PERSON	GROUP SIZE	DISCOUNT %	DISCOUNT AMOUNT PER PERSON	TOTAL INCOME PER BOOKING
4	6001	A		7			
5	6002	B		11			
6	6003	A		9			
7	6004	C		12			
8	6005	B		5			
9	6006	D		14			
10	6007	C		4			
11	6008	D		8			
12	6009	A		12			
13	6010	B		6			
14	6011	D		14			
15	6012	C		9			
16	6013	B		11			
17	6014	C		15			
18	6015	A		4			
19	6016	D		12			
20	6017	C		6			
21	6018	C		6			
22	6019	A		9			
23	6020	B		11			
24	6021	A		10			
25	6022	C		12			
26	6023	B		6			
27	6024	D		8			
28	6025	D		10			
29	6026	A		15			
30	6027	A		18			
31	6028	C		20			
32	6029	D		6			
33	6030	B		5			
34	TOTAL INCOME						
35	NO OF PACKAGES SOLD						
36	LARGEST GROUP						
37	SMALLEST GROUP						

Instructions to Teachers/Lecturers

- Key in the above sheet.
- Name this sheet **APRIL**.
- **Do not** enter any formulae.
- Wrap headings as shown.
- Embolden rows **1** and **2**.
- Right align cells **A4:A33**.
- Embolden cells **A34:A37**.
- Save this file as **DHSSS**.

NB Do **not** show row and column headings **or** gridlines.

Worksheet for use in Task 1b—ANALYSIS

	A	B	C
1	DEAN HOTEL AND SPA		
2	HALF YEAR ANALYSIS		
3			
4	MONTH	2010	2011
5	November	£98,678.75	
6	December	£99,456.90	
7	January	£125,900.80	
8	February	£127,560.00	
9	March	£132,321.90	
10	April	£119,450.50	

Instructions to Teachers/Lecturers

- Key in the above sheet.
- Name this sheet **ANALYSIS**.
- **Do not** enter any formulae.
- Embolden rows **1, 2** and **4**.
- Save this file as **DHSSS**.

NB Do **not** show row and column headings **or** gridlines.

Task 2

FIRST NAME	SURNAME	EMPLOYEE NO	EXT NO	EMPLOYMENT STATUS	START DATE	WORK AREA	ID
Dennis	Armstrong	G001	4325	Permanent	12/12/1998	Golf/outdoor	1
Kate	Taylor	S001	4756	Permanent	06/05/1996	Spa	2
Jenna	Matthewson	S002	4756	Temporary	01/05/2010	Spa	3
Helen	Davies	HR001	4269	Permanent	30/08/2001	Horse riding	4
Otto	Anderson	S003	4756	Permanent	01/03/2010	Spa	5
Fiona	Riley	FS001	3655	Permanent	28/03/2007	Fitness suite	6
Calum	Black	FS002	3655	Temporary	14/06/2009	Fitness suite	7
Russel	Turnbull	G002	4325	Temporary	01/05/2006	Golf/outdoor	8
Alex	Seiker	CR001	4365	Permanent	10/10/2008	Creche	9
Harris	Williamson	RS001	3364	Permanent	10/10/2008	Racquet sports	10
Susan	Fenton	CR002	4365	Permanent	01/05/2010	Creche	11
Jola	Sliwa	S004	4756	Temporary	01/07/2010	Spa	12
Wlodek	Nowinski	G003	4325	Temporary	13/05/2011	Golf/outdoor	13
Janka	Kret	SP004	4222	Temporary	10/05/2011	Swimming pool	14
Slawek	Kowalski	SP003	4222	Temporary	14/02/2011	Swimming pool	15
Alan	Doolan	RS002	3364	Permanent	01/02/2010	Racquet sports	16
Gavin	Collins	CR003	4356	Temporary	28/04/2011	Creche	17
Robert	Crawford	SP002	4222	Permanent	07/10/2007	Swimming pool	18
George	Provan	CR004	4365	Temporary	10/05/2011	Creche	19
Tom	McGuire	SP001	4222	Permanent	04/06/2003	Swimming pool	20
Dorothy	Muir	HR002	4269	Permanent	16/03/2008	Horse riding	21
Molly	McGuire	HR003	4269	Temporary	20/06/2010	Horse riding	22

Instructions to Teachers/Lecturers

- Create the above database.
- Headings need not be wrapped as above.
- Note—depending on the version of the software used, an ID field may be created. Although it is shown here it is **not** mandatory.
- Save this file as **DHSDB**.

[Turn over

Task 3

DEAN HOTEL AND SPA	
ITINERARY	
MIDWEEK SPA PACKAGE	
DAY 1	
1200 hours	Arrive at hotel and check in
1230 hours	
DAY 2	

Instructions to Teachers/Lecturers

- Create the above as a table in a word processing document.
- Ensure borders/gridlines are shown.
- Save this file as **DHSITIN**.

[*END OF INSTRUCTIONS TO TEACHERS/LECTURERS*]

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