

FOR OFFICIAL USE

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**F**

KU PS

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**0020/401**

NATIONAL  
QUALIFICATIONS  
2009

TUESDAY, 5 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

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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.



**[BLANK PAGE]**



Marks

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3. Thorn plc produces its own sales catalogue using a word processor, printer and binder.

Some customers have complained that the catalogue does not show **pictures of products**.

How could this problem be solved?

Tick (✓) 2 appropriate boxes.

	TICK (✓)
Use a stapler	
Use a scanner	
Use a digital camera	
Use a laminator	

2

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4. The following problems have arisen at Moffat Enterprises. How could these problems be avoided in the future? Use a **different** solution for each.

(a) The Administrative Assistants often make spelling mistakes when word processing documents.

The Administrative Assistants should \_\_\_\_\_  
\_\_\_\_\_

1

(b) Staff are having difficulty finding files that they had saved on the computer system.

Staff should \_\_\_\_\_  
\_\_\_\_\_

1

(c) Computer files have been damaged by a virus.

Moffat Enterprises should \_\_\_\_\_  
\_\_\_\_\_

1

(d) The **only** copy of important computer data was accidentally deleted.

Moffat Enterprises should \_\_\_\_\_  
\_\_\_\_\_

1

5. Kamran Ali is travelling to Aberdeen for a business meeting.

Name **2** sources of information which he could use when planning his journey from Glasgow to Aberdeen.

1 \_\_\_\_\_

2 \_\_\_\_\_

2

[Turn over





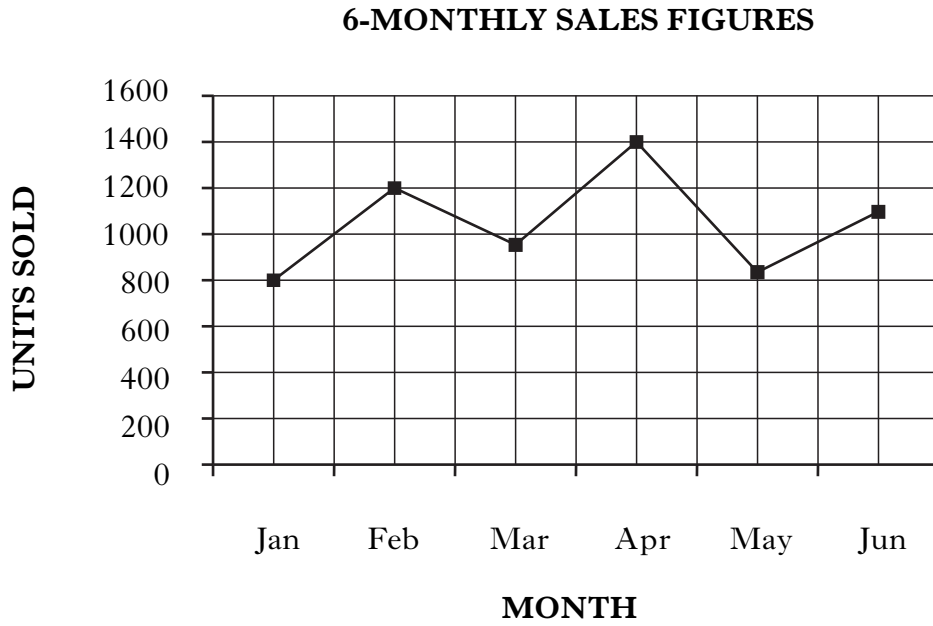




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9. Study the line graph below.



(a) Give **one** advantage of presenting information in the form of a chart/graph.

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1

(b) Name **one** other type of chart/graph which could be used to present information.

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1

[Turn over

Marks

10. (a) The following problems have arisen at Keenan Enterprises. How could these be solved? Use a **different** solution for each problem.

(i) Staff have complained that they are having difficulty identifying visitors to the organisation.

Keenan Enterprises should \_\_\_\_\_

\_\_\_\_\_

1

(ii) A visitor was locked in the building at the end of the day.

Keenan Enterprises should \_\_\_\_\_

\_\_\_\_\_

1

(b) Keenan Enterprises has decided to replace the receptionist. Study the job advert below.

<p><b>RECEPTIONIST REQUIRED</b></p> <p>Full-time receptionist required for a busy city-centre office. Various duties, including operating the switchboard.</p> <p>Tel: 01325 348970</p>
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(i) Name **2 other duties** of a receptionist.

1 \_\_\_\_\_

2 \_\_\_\_\_

2

(ii) A receptionist must be well-organised. Name **one other quality** of a receptionist.

\_\_\_\_\_

1

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1		
1		
2		
1		

**[Turn over for Question 11 on *Page twelve***

11. (a) Mike Smith is the Area Sales Manager of UK Communications plc. Mike recently travelled from Dundee to Birmingham to attend a Sales Meeting. He paid all of the costs himself and must now claim what he is owed.

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

SPEEDWAY AIRLINES – PASSENGER NAME – MIKE SMITH		
24/04/09 Dundee-Birmingham	0700 hours	Business Class
24/04/09 Birmingham-Dundee	1930 hours	Business Class
<b>TOTAL COST OF FLIGHTS</b>		<b>£320·00</b>

TONI'S TAXI CO
Trip: Airport to City Centre
24/04/09
£4·25

ABC CAB CO
Trip: City Centre to Airport
24/04/09
£4·00

Royal Hotel	
28 London Road, Birmingham, BH2 6JY	
RECEIPT – 24/04/09	
3-course Lunch	£15·00
Drinks	£3·50
Total	£18·50

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**11. (a) (continued)**

<b>EXPENSES CLAIM FORM</b>		
Name: .....		
Department: .....		
Date(s): 24/04/09	<b>EXPENDITURE</b>	
TRAVEL (please detail) ..... .....	£	p
MEALS (please detail) ..... .....		
<b>TOTAL EXPENSES DUE</b>	<b>£346</b>	<b>75</b>
Employee's Signature ..... Date .....		

5

(b) Identify a method of payment for the following expenses.

State a **different** method for each one.

(i) Taxi fares \_\_\_\_\_

(ii) Flight tickets \_\_\_\_\_

2

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12. The picture below shows the flexible office of Performance Computers Ltd.

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(a) Which staff are most likely to use a “hot desk”?

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1

12. (continued)

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1	
1	
1	
1	

(b) Four problems have been identified.

Give a **different** solution for each.

**PROBLEM 1** – Staff have asked for some choice over when they start and finish work in the office.

**SOLUTION 1** – Performance Computers Ltd should introduce

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1

**PROBLEM 2** – Staff have nowhere to store personal belongings.

**SOLUTION 2** – Performance Computers Ltd should provide

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1

**PROBLEM 3** – Some staff find it difficult to concentrate on their work due to background noise.

**SOLUTION 3** – Performance Computers Ltd should provide

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1

**PROBLEM 4** – The General Manager could not be contacted when out of the office during the day.

**SOLUTION 4** – Performance Computers Ltd should provide

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1

[Turn over

Marks

13. Study the picture of Amy Chalmers at her workstation.



(a) Identify 2 health problems which could affect Amy as a result of working at this desk each day.

**PROBLEM 1** \_\_\_\_\_

\_\_\_\_\_

1

**PROBLEM 2** \_\_\_\_\_

\_\_\_\_\_

1

(b) What should be done to prevent these problems in the future?

**ACTION 1 must match PROBLEM 1 and so on.**

**ACTION 1**

Amy's employer should \_\_\_\_\_

\_\_\_\_\_

1

**ACTION 2**

Amy's employer should \_\_\_\_\_

\_\_\_\_\_

1

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14. Erin Sinclair is the Mail Room Assistant at Sunny Bright Holidays.

The following problems have arisen. What action should Sunny Bright Holidays take to solve these problems?

Give a **different** answer for each problem.

(a) Erin is still delivering the morning mail to departments at 11.30 am.

Sunny Bright Holidays should \_\_\_\_\_  
\_\_\_\_\_

1

(b) No record is kept of the amount of postage used by the Mail Room.

Sunny Bright Holidays should \_\_\_\_\_  
\_\_\_\_\_

1

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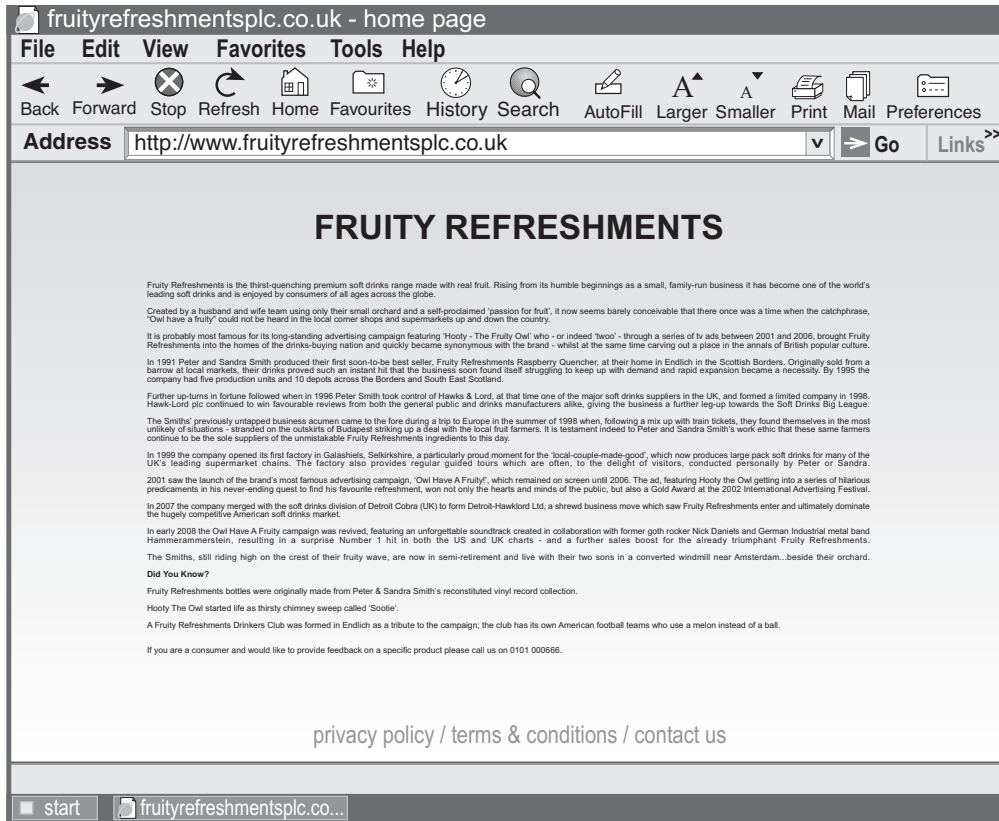
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15.



Fruity Refreshments plc has a website.

The following problems have arisen.

**PROBLEM 1** – Customers have complained that it is difficult to find the information they need as the website has many pages.

Tick (✓) **one** solution to **PROBLEM 1**.

SOLUTION TO PROBLEM 1	TICK (✓)
Use a search engine	
Use bookmarks/favourites	
Use hyperlinks	
Use an electronic diary	

1

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**15. (continued)**

**PROBLEM 2** – Employees waste time because they do not know how to find frequently used websites.

Tick (✓) **one** solution to **PROBLEM 2**.

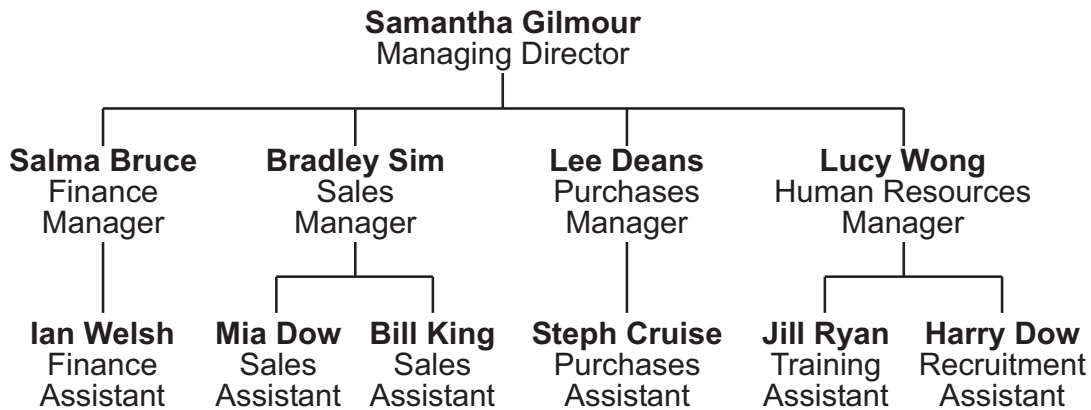
SOLUTION TO PROBLEM 2	TICK (✓)
Use a search engine	
Use bookmarks/favourites	
Use hyperlinks	
Use an electronic diary	

1

[Turn over for Question 16 on *Page twenty*]

Marks

16. The Organisation Chart for Linburn Motor Group is shown below.



(a) How many employees report **directly** to the Managing Director?

\_\_\_\_\_

1

(b) Mia Dow needs urgent help with a problem but Bradley Sim is attending a conference. Who should Mia go to for advice?

Mia should \_\_\_\_\_

\_\_\_\_\_

1

(c) Which department would update the staff database within Linburn Motor Group?

\_\_\_\_\_

1

(d) Where would an organisation chart usually be displayed?

\_\_\_\_\_

1

[END OF QUESTION PAPER]

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