

FOR OFFICIAL USE

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KU PS

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0020/401

NATIONAL
QUALIFICATIONS
2010

TUESDAY, 4 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.



Marks

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1. From the following list, identify which department would carry out each task. Use a **different** department for each.

Sales

Finance

Purchases

Human Resources

Task		Department
(a)	Calculating wages and preparing pay slips	
(b)	Arranging and carrying out interviews	
(c)	Dealing with customer enquiries	
(d)	Ordering goods	

4

Marks

KU	PS

2. The Receptionist at Spice Ltd is unable to check whether the Sales Manager is available for a meeting with a customer at 2 pm tomorrow.



Two ways of solving this problem are shown in the table below.

Tick (✓) 2 appropriate boxes.

	TICK (✓)
Use an Appointments Book	
Use an Accident Report Book	
Use a Staff In/Out Book	
Use an Electronic Diary	

2

3. Michelle Edwards owns a small business in Tobermory. **She does not have access to the Internet.**

She will be attending a 3-day conference in Carlisle next month.

How can the following problems be solved? Use a **different** solution for each problem.

- (a) Michelle is not sure whether Carlisle is in Scotland or England.

Michelle should _____

1

- (b) Michelle does not know of any hotels in Carlisle.

Michelle should _____

1

Marks

6. George Ritchie, Human Resources Manager, has produced a Staff Training Guide to be issued to all Managers at the monthly meeting on 4 June 2010. George needs 5 copies of the guide which contains 20 pages. He wants the pages to be collated and stapled. He needs the guides 2 days before the meeting. Using the information above, complete the Photocopying Request Form.

PHOTOCOPYING REQUEST FORM					
NAME					
DEPARTMENT	Human Resources	DATE REQUIRED			
NO OF PAGES		NO OF COPIES			
SPECIAL INSTRUCTIONS	Collated	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
	Stapled	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

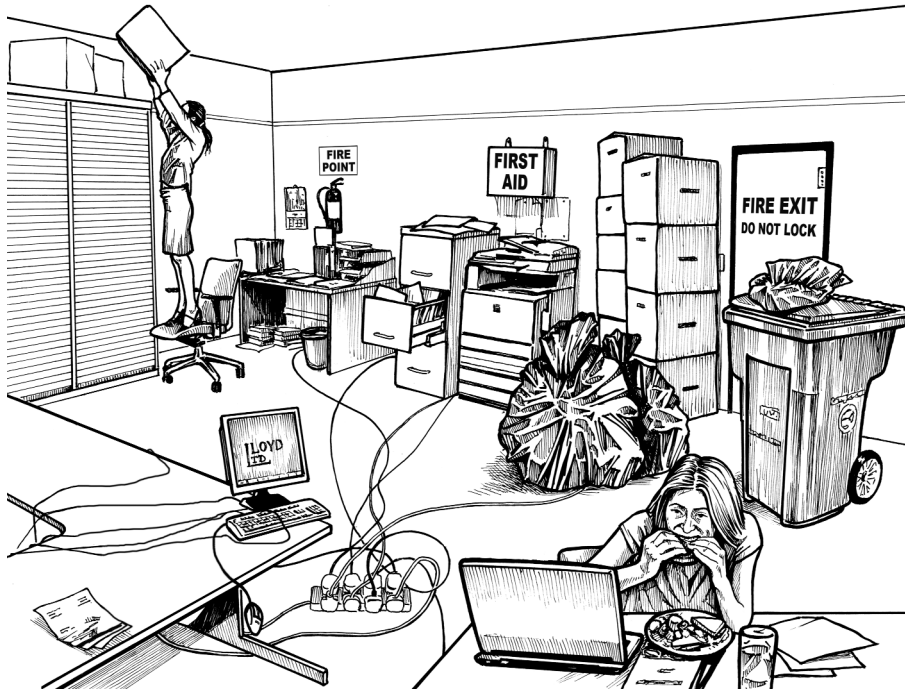
6

KU	PS
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Marks

KU	PS
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7.



Study the picture above showing the office of Lloyd Ltd.

Identify **2 different** hazards shown in the picture and state what action should be taken to reduce the risk of accidents. Give a **different** action for each hazard.

FIRST HAZARD

1

ACTION TO BE TAKEN

Lloyd Ltd should _____

1

SECOND HAZARD

1

ACTION TO BE TAKEN

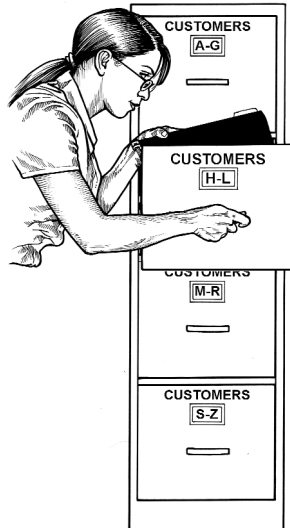
Lloyd Ltd should _____

1

Marks

KU	PS
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8.



Study the picture above.

(a) Name the method of manual filing shown.

1

(b) From the following list select the software application which would be used to store customer details electronically.

Tick (✓) the appropriate box.

	TICK (✓)
Graphics	
Desktop publishing (DTP)	
Database	
Electronic Diary	

1

Marks

KU	PS

9. The following problems have arisen at Richmond plc.

How could these problems be solved? Use a **different** solution for each problem.

(a) Some of the Administration Assistants are unsure how to operate the new photocopier.

Richmond plc should _____

1

(b) There are often no workstations available for Sales Representatives to use during their weekly visits to the office.

Richmond plc should provide _____

1

(c) Mark Sandford, Finance Assistant, went for lunch. He left confidential information on his computer screen.

Mark Sandford should _____

1

(d) Fiona McTavish, Administration Assistant, has been suffering from backache when working at her computer.

Richmond plc should provide _____

1

[Turn over

10. (a) From the following examples, indicate with a tick (✓) which items of mail are internal and which are external. Marks

	EXAMPLE	INTERNAL	EXTERNAL
(i)	A memo from the Finance Manager to the Sales Manager		
(ii)	A newsletter to a customer		
(iii)	A legal document from a local solicitor		

1
1
1

KU	PS

(b) Walker & Co usually sends its monthly newsletter to 2,000 customers by second class post.

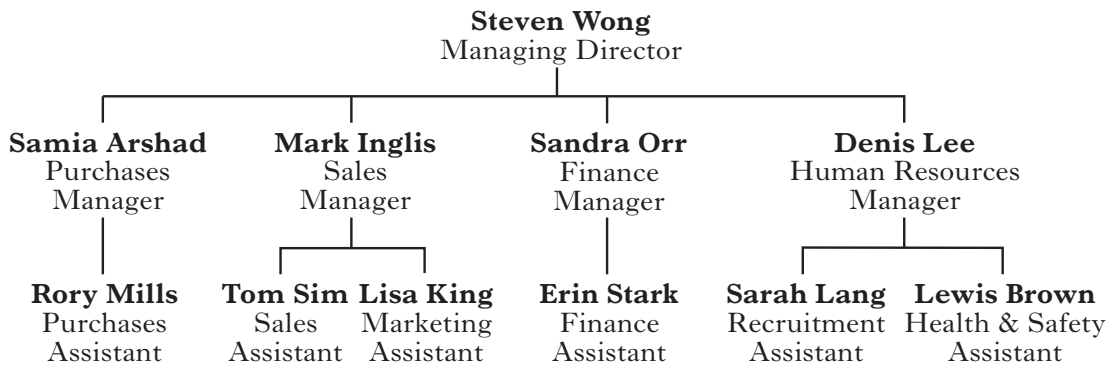
Postage costs are too high. How could this problem be solved?

Walker & Co could _____

1

11. The organisation chart for Tully's Teacake Company is shown below.

Marks



(a) State the **name** of the employee who is directly responsible for the Recruitment Assistant.

1

(b) Tom Sim needs help with an urgent problem but Mark Inglis is on holiday. Who should Tom go to for help?

Tom should _____

1

(c) State **one** advantage **to visitors** of displaying an organisation chart in the reception area.

1

(d) Name **one other** piece of information which could be shown on an organisation chart.

1

[Turn over

12. Natalie Wilson is the Human Resources Manager of Xtreme Ltd. Natalie recently gave induction training to a group of new employees. Some employees complained that they could not see the information clearly and that they were bored.

Two ways of solving these problems are provided in the table below.

Tick (✓) 2 appropriate boxes.

	TICK (✓)
Use CCTV	
Use videoconferencing	
Use a data projector	
Use presentation software	

Marks

KU	PS

2

13. Otis Hume is the new receptionist at B-Fit Health and Fitness Club. Part of the reception area is shown below.

Marks



- (a) State **one** reason why visitors will receive a poor impression of the club.

1

- (b) What action should be taken to solve this problem?

B-Fit Health and Fitness Club should _____

1

- (c) Members of the club are regularly found in "Staff Only" areas. How can this problem be prevented in the future?

B-Fit Health and Fitness Club should install _____

1

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1		
1		
1		

Marks

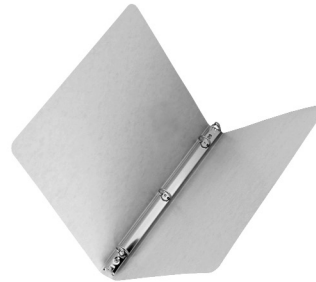
KU	PS
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14.

A laminator



B binder



C digital camera



D photocopier

Which item of equipment, shown above, would be used to carry out the following tasks? Choose a **different** item for each.

		EQUIPMENT
(i)	To hold pages of a booklet together	
(ii)	To transfer photographs to computer	
(iii)	To make an exact copy of a document	
(iv)	To coat staff ID badges with a clear plastic seal	

4

Marks

KU	PS
3	

16. The following statements are either **TRUE** or **FALSE**.

Tick (✓) the appropriate box for each.

		TRUE	FALSE
(a)	An open plan layout is where many employees work together in a large area.		
(b)	A spreadsheet application could be used to produce a graph/chart.		
(c)	Invoices are sent out by the Human Resources Department.		

[END OF QUESTION PAPER]