

KU	PS

0020/29/01

NATIONAL 2012

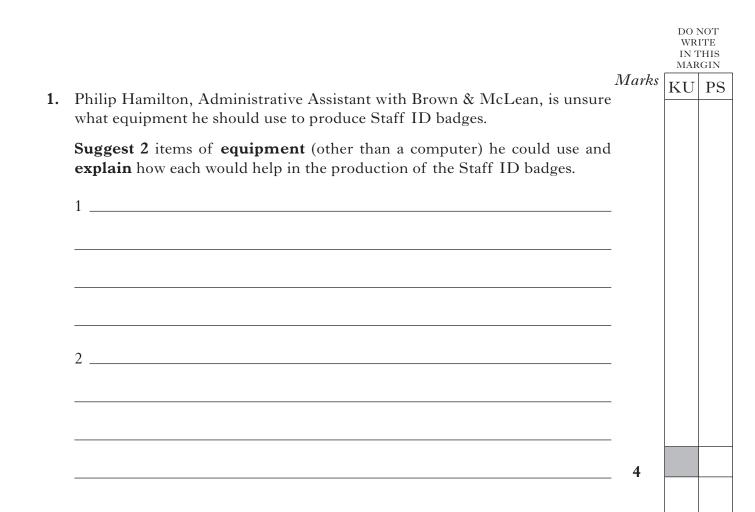
FRIDAY, 4 MAY QUALIFICATIONS 10.20 AM - 11.35 AM

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 Scottish candidate number	er Number of seat
Answer all the questions you can, in the spaces provid	ed
Read each question carefully before you answer it.	
Write your answers clearly.	
Before leaving the examination room you must give the you may lose all the marks for this paper.	is book to the Invigilator. If you do not,







				DO N WRI IN T MAR	TE HIS GIN
2.	(<i>a</i>)	Identify one advantage and one disadvantage of a tall management structure.	Marks	KU	PS
		Advantage			
		Disadvantage			
			2		
	(<i>b</i>)	Name the term which means "the number of staff reporting directly to a manager".			
			1		
	(<i>c</i>)	Describe one disadvantage of an organisation chart.			
			1		
		[Turn over			

		DO N WRI IN T MARO	TE HIS
	<i>Mark</i> The following problems have recently been experienced within Wisteria Vanderers Ltd.	KU	P
	Suggest one way in which each of these problems could be avoided in the uture. Give a different solution for each.		
(a) Some clients had difficulty contacting the company outwith business hours.		
(<i>b</i>) Managers from different branches were unable to meet regularly due to the high cost of travel.		
(<i>c</i>) A manager could not be contacted whilst travelling to a conference.		
(d) Some members of staff experienced difficulty locating electronic files previously saved. 		
(e) A virus corrupted the computer network.		
	5		

		7	1 1 1	DO N WRI IN T MAR	TE HIS
4.	<i>(a)</i>	Suggest and describe 2 paper-based sources of information which could be used by an Administrative Assistant when preparing a standard letter to be sent to all customers.	Marks	KU	PS
		1			
		2			
			4		
	(b)	Suggest 2 advantages of using the Internet as a source of information.	T		
		1			
		2			
			2		
		[Turn over			

					DO N WRI IN T MAR	ITE 'HIS
5.	(<i>a</i>)	Meg	an Fellows, a temporary Mailroom Assistant at Cropper & Co, is	Marks	KU	PS
		unsu take.	re how to deal with the following. Advise Megan on what action to			
		A di	fferent suggestion should be given for each.			
		(i)	A 1,000-page catalogue to be seen by all departmental managers.			
		(ii)	A legal contract to be sent to a customer.			
				2		
	(<i>b</i>)		cribe 2 advantages of using a fax machine for sending and ving mail.			
		1				
		2				
				2		

					DO N WR IN T MAR	ITE THIS
6.	(<i>a</i>)		ribe one task which would be carried out regularly by each of the wing employees working in the Purchases Department .	Marks	KU	PS
		(i)	Purchases Manager			
		(ii)	Buyer			
				2		
	(<i>b</i>)		following software applications are used by the Sales artment. Suggest one use for each.			
			answers must be different and specific to the Sales			
		Spre	adsheet			
		Data	base			
		Word	d Processing			
				3		
			[Turn over			

7. (*a*) Beth Gardner is the Sales Manager of Norton's Nosh, which is based in Greenock. She recently attended a one-day conference in Newcastle.

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

NORTHERN RAILWAYS Strathclyde Rail Services Glasgow - Newcastle RETURN From: Greenock To: Glasgow On: Date: 11 April 2012 Ticket type: Return 11 April 2012 Price: Price: £45.00 £5.60 * Se j New Mill Restaurant Newcastle Food Coffee Quick 2-Course Lunch f, 12.00Drinks Flat White £2.20 Mineral Water £2.00 11 April 2012 08:45:42 TOTAL £,14.00 11 April 2012

(u) (continueu)	7.	(<i>a</i>)	(continued)
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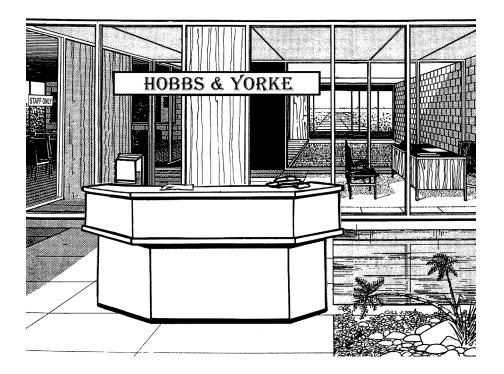
(a) (continued)				WR IN 7 Maf	NOT ITE FHIS RGIN
NORTON'S EXPENSES CLA			Marks	KU	PS
Name:					
Department:					
Date(s): 11 Apríl 2012	EXPENDITU	JRE			
TRAVEL (please detail)	£	р			
MEALS (please detail)					
OTHER EXPENSES (please detail)					
TOTAL EXPENSES DUE	£,66	80			
Employee's Signature	Date		5		

(b) Beth Gardner gives her completed Expenses Claim Form to Callum Sinclair, Trainee Finance Assistant. Callum is unsure what he should do.

Suggest how Callum should deal with this document.

1	
_	
2	

8. The reception area of Hobbs & Yorke is shown below.



(a) The following problems have arisen at Hobbs & Yorke. Suggest how these problems could be avoided in the future.

Give a **different** solution for each.

(i) The reception area is left unattended when the receptionist takes his lunch break.

(ii) A visitor was found in a "staff only" area of the building.

(iii) An employee was locked in the building at the end of the day.

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8.	(co	ntinued)	Marks	KU	PS
	(<i>b</i>)	Describe 2 duties which could be carried out by the receptionist at Hobbs & Yorke.			
		Do not repeat anything mentioned in Question $8(a)$.			
		1			
			-		
			-		
			-		
		2			
			2		

[Turn over

				DO I WR IN 7 Mar	ITE THIS
rece		emple, a Sales Representative at Corbett, Connolly & Borton, an electric shock from the photocopier when he was using it this		KU	PS
(<i>a</i>)	(i)	Suggest how this problem could have been avoided.			
			1		
	(ii)	Following this incident, name the document which Miles should complete.			
			1		
(<i>b</i>)		following concerns have been raised by staff in the Administration artment of Corbett, Connolly & Borton.			
		gest one action that could be taken to solve each of these problems. I of your suggestions must be different .			
	Con	cern 1 Some staff using computers have complained of eyestrain.			
	Acti	on 1			
			1		
		cern 2 There has been an increase in the number of staff suffering repetitive strain injury (RSI).			
	Acti	on 2			
			1		

		DO I WR IN T MAF	ITE THI
D.	Marks	KU	P
	lraj Johal, Human Resources Manager of Insurance-4-U, has sent the lowing e-mail to Becky Richards, Managing Director.		
🖻 Nev	r Message		
File	Edit View Insert Format Tools Message Help Help Help Help		
Sen			
From:	Balraj Johal		
🛐 To			
🛐 Co			
Subjec	Staff Issues		
	✓ 正, B Z U <u>A</u> , 旨 E		
Hi I	Becky		
The	following issues have been raised:		
1	Staff are unhappy about travelling during the rush hour to get to work for 9.00 am.		
2	Some staff feel isolated working in their individual offices.		
3	Amanda Peters, Finance Assistant, no longer wishes to work full-time.		
Any	suggestions?		
Balr	aj		
			1

Each of your suggestions must be **different**.

10.

				DO NOT WRITE IN THIS MARGIN		
10.	(co	ntinued)	Marks	KU	PS	
10.		Suggest one advantage and one disadvantage to an employer of introducing teleworking.				
		Advantage				
		Disadvantage				
			2			

[Turn over for Question 11 on Page sixteen

DO NOT WRITE IN THIS MARGIN Marks KU PS 11. The following diagram was prepared by John Preston, Sales Manager at Bradshaw Books Ltd, for use in his presentation to the Board of Directors. Sales 🚇 = 10,000 books Area North South A A A A East L West (a) Name this type of diagram. 1 *(b)* (i) Name **one** other type of diagram which could be used to display this information effectively. 1 (ii) Give one advantage of the type of diagram you have chosen in (*b*) (i). 1

				DO NOT WRITE IN THIS MARGIN		
11.	(co	ntinued)	Marks	KU	PS	
	(<i>c</i>)	John has received complaints that his presentation was:				
		1 boring;				
		2 not able to be seen clearly.				
		Suggest how each of these problems could be solved.				
		Give a different suggestion for each. Your answer should refer to equipment and/or software.				
		Do not repeat anything already mentioned in 11(a) or (b).				
		1				
		2				
			2			
		[Turn over				

		ationery. An extra	C]	
1	A STOCK REC		U	D		
2						
3	ITEM	QUANTITY	PRICE	TOTAL VALUE		
4	A4 Paper	150	£2.50	£375.00		
5	Envelopes	75	£1.25	£93.75		
6	Pens	25	£1.50	£37.50	4	
7	Stapler	6	£5.00	£30.00		
a)	(ii) How coul	formula which has d the formula be each formula separ	e entered in cel		1 ithout	
	(ii) How coul	d the formula be	e entered in cel			
	(ii) How coul re-keying	ld the formula be each formula separ	e entered in cel rately?		ithout	
b)]	(ii) How coul re-keying	d the formula be each formula separ	e entered in cel rately?	ls D5 to D7 w	ithout	
b)]]	(ii) How coul re-keying Describe 2 benc Do not repeat	ld the formula be each formula separ efits of using a spre anything already	e entered in cell rately? eadsheet.	ls D5 to D7 w	ithout	
b)]]	(ii) How coul re-keying Describe 2 benc Do not repeat	d the formula be each formula separ	e entered in cell rately? eadsheet.	ls D5 to D7 w	ithout	
b)]]	(ii) How coul re-keying Describe 2 benc Do not repeat	ld the formula be each formula separ efits of using a spre anything already	e entered in cell rately? eadsheet.	ls D5 to D7 w	ithout 1	
b)]] 	(ii) How coul re-keying	ld the formula be each formula separ efits of using a spre anything already	e entered in cell rately? eadsheet.	ls D5 to D7 w	ithout 1	

		Marks	DO I WR IN 7 MAR	ITE THIS GIN
13.	Explain the following terms.	wiurks	KU	PS
	E-commerce			
		-		
		-		
		_		
	Favourites/Bookmarks			
		_		
		-		
		_ 2		
	[END OF QUESTION PAPER]			

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