2011 Administration

Intermediate 1

Finalised Marking Instructions

TASK 1a

All data must be *accurate* and *visible* to be awarded marks.

2A   1C

Accommodation	Town	Telephone Number	Star Rating	Price
Bosville Guest House	Portree	01478611030	4	£42.00
Dualchas B&B	Broadford	01471820204	5	£40.00
Dunvegan Loch B&B	Dunvegan	01470521466	3	£25.00
Glenconon B&B	Uig	01470542432	3	£28.00
Goldendale Guest House	Dunvegan	01470521154	4	£38.00
Herepost Guest House	Dunvegan	01470521733	5	£35.00
Kilt Rock House	Staffin	01470562445	4	£32.00
Kiltara House	Portree	01478612545	3	£30.00
Penifiler House	Portree	01478612459	5	£45.00
Stonefield Hotel	Portree	01478612723	3	£58.00

1S   **1F**   **1P**

AWARD:

Create 5 fields as required	**C**	1
Accurate field names – one mark per error	**A**	2
Format fields appropriately	**F**	1
Enter records accurately - one mark per record		10
Sort by Accommodation	**S**	1
Print complete table on one page	**P**	1
Total	**16 marks**	

NOTES:

- If telephone number has a space do not award accuracy mark in the first instance
- When marking accuracy of records - if capitalisation is inconsistent do not award accuracy mark in first 2 instances only
- Accept any alignment for any of the fields
- Price field must show 2 decimal places
- If telephone numbers do not show 0 at the beginning do not award **1F**
- Accept Bed and Breakfast, B and B, B&B – do not accept B & B

Task 1a - Unsorted

Accommodation	Town	Telephone Number	Star Rating	Price
Stonefield Hotel	Portree	01478612723	3	£58.00
Bosville Guest House	Portree	01478611030	4	£42.00
Dualchas B&B	Broadford	01471820204	5	£40.00
Dunvegan Loch B&B	Dunvegan	01470521466	3	£25.00
Glenconan B&B	Uig	01470542432	3	£28.00
Goldendale Guest House	Dunvegan	01470521154	4	£38.00
Herepost Guest House	Dunvegan	01470521733	5	£35.00
Kiltara House	Portree	01478612545	3	£30.00
Penifiler House	Portree	01478612459	5	£45.00
Kilt Rock House	Staffin	01470562445	4	£32.00

If no Task 1a printout 12 marks as follows:

Create 5 fields as required	**C**	1
Accurate field names – one mark per record	**A**	2
Format fields appropriately	**F**	1
Enter records accurately - one mark per record		8
Total		**12 marks**

TASK 1b

All data must be *accurate* and *visible* to be awarded marks.

1N

Accommodation	Town	Telephone Number	Star Rating	Price	Miles from the Skye Bridge
Penifiler House	Portree	01478612459	5	£45.00	36
Bosville Guest House	Portree	01478611030	4	£42.00	38
Dualchas B&B	Broadford	01471820204	5	£40.00	11
Goldendale Guest House	Dunvegan	01470521154	4	£38.00	53
Herepost Guest House	Dunvegan	01470521733	5	£35.00	48
Kilt Rock House	Staffin	01470562445	4	£32.00	55
Kiltara House	Portree	01478612545	3	£30.00	38
Glenconon B&B	Uig	01470542432	3	£28.00	50
Dunvegan Loch B&B	Dunvegan	01470521466	3	£27.00	50

1D   **1E**   **1F**   **3A**   **1P**

AWARD: **1S**

Delete record (Stonefield Hotel)	**D**	1
Amend record (Dunvegan Loch B&B - £27.00)	**E**	1
Additional field (Miles from the Skye Bridge):		
• Accurate field name	**N**	1
• Formatted as number	**F**	1
• Correct entries (-1 per error)	**A**	3
Sort by Price (descending)	**S**	1
Print complete table using landscape orientation	**P**	1
Total	**9 marks**	

Task 1b – Unsorted

Accommodation	Town	Telephone Number	Star Rating	Price	Miles from the Skye Bridge
Bosville Guest House	Portree	01478611030	4	£42.00	38
Dualchas B&B	Broadford	01471820204	5	£40.00	11
Dunvegan Loch B&B	Dunvegan	01470521466	3	£27.00	50
Glenconan B&B	Uig	01470542432	3	£28.00	50
Goldendale Guest House	Dunvegan	01470521154	4	£38.00	53
Herepost Guest House	Dunvegan	01470521733	5	£35.00	48
Kiltara House	Portree	01478612545	3	£30.00	38
Penifiler House	Portree	01478612459	5	£45.00	36
Kilt Rock House	Staffin	01470562445	4	£32.00	55

TASK 1c

All data must be *accurate* and *visible* to be awarded marks.

Accommodation	Town	Star Rating
Penifiler House	Portree	5
Bosville Guest House	Portree	4
Kiltara House	Portree	3

1F

1R

AWARD:

Print correct fields	**F**	1
Search Portree (3 records)	**R**	1
Total	**2 marks**	

TASK 1d

All data must be *accurate* and *visible* to be awarded marks.

2P   **1F**

Accommodation	Telephone Number	Town
Dualchas B&B	01471820204	Broadford
Dunvegan Loch B&B	01470521466	Dunvegan
Glenconan B&B	01470542432	Uig
Goldendale Guest House	01470521154	Dunvegan
Herepost Guest House	01470521733	Dunvegan
Kiltara House	01478612545	Portree
Kilt Rock House	01470562445	Staffin

1R

AWARD:

Print correct fields - (all or nothing)	**P**	2
Fields in correct order	**F**	1
Search Price £40 or less (7 records)	**R**	1
Total	**4 marks**	

NOTES

- Even if fields are wrong, if these 3 fields are shown a mark can be awarded if they are in correct order **1F**

TASK 2a – Printout 1

All data must be *accurate* and *visible* to be awarded marks.

1D

	A	B	C	D	E
1	**Commission for the Month of April** **1H**				
2	**Bed and Breakfast Accommodation**			**1C**	**1C**
3	**1B** Star Rating Category	Accommodation	Number of People	Commission per Person	Total Commission
4	*5 Star Rating*	Dualchas B&B	15	2 **1F**	=C4*D4
5		Herepost Guest House	16	1.75	=C5*D5
6		Penifiler House	20	2.25	=C6*D6
7	Totals		=SUM(C4:C6)	**1A**	**=SUM(E4:E6)** **1F**
8	*4 Star Rating*	Bosville Guest House	30	2.1	=C8*D8
9		Kilt Rock House	45	1.6	=C9*D9
10	Totals		=SUM(C8:C9)	**1A**	**=SUM(E8:E9)** **1F**
11	*3 Star Rating*	Dunvegan Loch B&B	43	1.25	=C11*D11
12		Glenconon B&B	55	1.4	=C12*D12
13		Kiltara House	28	1.5	=C13*D13
14	Totals		=SUM(C11:C13) **1A** **1R**		**=SUM(E11:E13)** **1F**

1B

1P

AWARD:

Main heading: formatted to size 14 and bold	**H**	**1**
Sub heading: embolden	**B**	**1**
Delete the column headed Price per Person	**D**	**1**
Add column headed Commission per Person: • in correct place and accurately • data correctly entered in each category 1 mark per category – all to be correct to award mark	**C** **A**	**1** **3**
Add column headed Total Commission in correct place and accurately	**C**	**1**
Accurate formulae used in Total Commission Replicated to other accommodation	**F** **R**	**1** **1**
Accurate formulae used in C7/E7 – must be specified cells	**F**	**1**
Accurate formulae used in C10/E10 – must be correct cells	**F**	**1**
Accurate formulae used in C14/E14 – must be correct cells	**F**	**1**
Total Commission figures in each star rating category: Increased font size and embolden (both in cells E7, E10, E14 only)	**B**	**1**
Printing instruction carried out correctly: • formula view • on one page • row and column headings and gridlines • landscape	**P**	**1**
Total		**15 marks**

Marked in Task 2b:
• Column headings right aligned/wrapped
• All cells formatted appropriately

NOTES:
• If a formula for Commission per Person is entered do not award formula mark in the first instance only
• If all Total Commission figures are embolden do not award embolden mark

If no Task 2a printout 9 marks as follows:

Main heading: formatted to size 14 and bold	**H**	**1**
Sub heading - embolden	**B**	**1**
Delete the column headed Price per Person	**D**	**1**
Add column headed Commission per Person: • in correct place and accurately • data correctly entered in each category 1 mark per category – all to be correct to award mark	**C** **A**	**1** **3**
Add column headed Total Commission in correct place and accurately	**C**	**1**
Total Commission figures in each star rating category: Increased font size and embolden (both in cells E7, E10, E14 only)	**B**	**1**
Total		**9 marks**

TASK 2b

All data must be *accurate* and *visible* to be awarded marks.

Commission for the Month of April			
Bed and Breakfast Accommodation			**1F**
Star Rating Category	Accommodation	Number of People	Commission per Person	Total Commission
5 Star Rating	Dualchas B&B	15	£2.00	£30.00
	Herepost Guest House	16	£1.75	£28.00
	Penifiler House	20	£2.25	£45.00
Totals		51		**£103.00**
4 Star Rating	Bosville Guest House	30	£2.10	£63.00
	Goldendale Guest House	42	£1.90	£79.80	**2A**
	Kilt Rock House	45	£1.60	£72.00
Totals		117		**£214.80**	**1I** **1U**
3 Star Rating	Dunvegan Loch B&B	43	£1.25	£53.75
	Glenconon B&B	55	£1.40	£77.00
	Kiltara House	38 **1E**	£1.50	£57.00
Totals		136		**£187.75**

1F

1P

AWARD:

Amendment to number of people at Kiltara House: data correctly entered - 38	**E**	**1**
New property - Goldendale:		
• accurate (max one error per cell)	**A**	**2**
• in correct place	**I**	**1**
• update Totals £79.80 and £214.80	**U**	**1**
Column headings:		
• right aligned/wrapped	**F**	**1**
All cells formatted appropriately	**F**	**1**
Printing instruction carried out correctly:		
• value view		
• on one page		
• show gridlines only	**P**	**1**
Total		**8 marks**

TASK 2c – Printout 1

All data must be *accurate* and *visible* to be awarded marks.

1H

Commission for the Month of April		
Bed and Breakfast Accommodation		
Star Rating Category	Accommodation	Total Commission
5 Star Rating	Dualchas B&B	£30.00
	Herepost Guest House	£28.00
	Penifiler House	£45.00
Totals		**£103.00**
4 Star Rating	Bosville Guest House	£63.00
	Goldendale Guest House	£79.80
	Kilt Rock House	£72.00
Totals		**£214.80**
3 Star Rating	Dunvegan Loch B&B	£53.75
	Glenconon B&B	£77.00
	Kiltara House	£57.00
Totals		**£187.75**

1CH

5 Star Accommodation - Commission Received in April **1H**

£45.00, 44%
£30.00, 29%
£28.00, 27%

1D

- Dualchas B&B
- Herepost Guest House
- Penifiler House

1L

1P

AWARD:

Hide columns C-D	**H**	1
Chart: • type - pie • chart title - accurate • correct source data • meaningful labels (accept % or values or both) accommodation names or legend must be shown	**CH** **H** **D** **L**	1 1 1 1
Printing instruction carried out correctly: • chart and data on same sheet • all information visible	**P**	1
Total	**6 marks**	

TASK 3 – Printout 1

ITINERARY OF CECILIA AND KURT BERGER   **1N**   **1B**
Trip to Skye
23 July to 24 July 2011 **1D**

1M

Although Skye is the largest of the[1] Hebridean islands, it is relatively small. You can visit almost anywhere[2] and use Portree as your base for exploring the entire island. [3]

Saturday 23 July 2011

1000 hours	Talisker Distillery
1130 hours[4]	The Cuillins, Glen Brittle and Loch Brittle Beach
1430 hours[5]	Dunvegan Castle and Gardens **1M**

Sunday 24 July 2011

1000 hours	Skye Serpentarium, [6] Broadford
1200 hours	Knock Castle (also known as Castle Camus) **1M**
1330 hours[7]	Armadale Castle Gardens and Museum of the Isles

Suggested Accommodation

1I   **1S**   **1P**

Accommodation	Town	Star Rating
Penifiler House	Portree	5
Bosville Guest House	Portree	4
Kiltara House	Portree	3

Please mention Blue Skye Travel[8] when you book. We wish you a safe trip and a happy holiday! [9]

1L

1P

TASK 3

AWARD:

Itinerary heading completely accurately		
• names must include surname – accept initial capitals	**N**	**1**
• dates (must include year)	**D**	**1**
• bold – all 3 lines	**B**	**1**
Manuscript corrections:		
• uc	**M**	**1**
• trs	**M**	**1**
• stet	**M**	**1**
Keying in: One mark for accurate text in each flagged section (9 sections) Excludes manuscript corrections		**9**
Database search:		
• inserted	**I**	**1**
• correct DB search used	**S**	**1**
• appropriate and in correct place	**P**	**1**
Presentation, layout and consistency	**L**	**1**
Print on one page	**P**	**1**
Total	**20 marks**	

NOTES:

- accept any of the following date formats
  - 23 July 2011 to 24 July 2011
  - 23 July to 24 July 2011
  - Saturday 23 July to Sunday 24 July 2011
  - Saturday 23 July 2011 to Sunday 24 July 2011
  - 23/7/2011 to 24/7/2011 or 23/07/2011 to 24/07/2011 or 23.7.11 etc
  - 23/7/11 to 24/7/11
  - 23/7 to 24/7/2011
  - 23/7 to 24/7/11
  - Any of the above with dash in place of to (if a dash is used do not award mark for first flagged section as they have omitted the word **to**)
- If search title is included it must be meaningful or blank or do not award **1P** for place

Presentation/layout/consistency
- Incorrect or inconsistent spacing
  - after Itinerary heading
  - between paragraphs
  - between times and details
  - inconsistent borders if table format used ie one with borders and other without
  - before and after the DB insert
  - Do not award if memo headings, complimentary close or yours truly are used

TASK 4

Question 1

a   Identify one area of training that Alistair's line manager should arrange.   **1**

  • *[Awareness of] security [measures]*
  • *[Procedures and methods of] filing*

   Either area - one mark

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

   Study the following Out Card and update it using the above details.   **3**

OUT CARD			
Name of file:	*Staff Induction*		
Borrowed by	**Department**	**Date borrowed**	**Date returned**
M Beaton	*Administration*	*23/04/2011*	*29/04/2011*
S Carmichael	*Human Resources*	*12/05/2011*	

   **One mark for 'Borrowed by'; one mark for 'Department'; one mark for both
'Date borrowed' completed AND 'Date returned' left blank**

c   During busy periods, Alistair is required to cover Reception.

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

- *Ask visitor who they want to see*
- *Try to find someone who is available*
- *If someone available -*
    - o   *Enter the visitor's details in the Reception Register*
    - o   *Ask the visitor to take a seat in the waiting area*
    - o   *Ensure that the visitor is comfortable (offer tea/coffee/etc)*
    - o   *Issue the visitor with a security pass*
    - o   *Escort them / give directions to destination*
- *If no one available -*
    - o   *Try to arrange an appointment for a later date*
    - o   *Take the caller's details and arrange for someone to contact them later*
- *Explain that it is not normal procedure*

NOTES:

- Any three, one mark per step – 3 marks
- Steps should be logical/related if not **2 marks max**
- If there is no reference to someone being available or not **2 marks max**

TASK 4 (continued)

Question 2

a   State the name of one of the above items of equipment used in the mailroom of
   Blue Skye Travel.   **1**

   - *Franking Machine*
   - *Scales*

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

   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**

   i   Photocopier
           - *Make copies of booking forms*
           - *Make copies of brochures*
           - *Make copies of itineraries*

   ii   Laminator
           - *Put a protective cover on the organisation chart at Reception*
           - *Put a protective cover on health and safety posters*

   iii   Scanner
           - *Make an electronic copy of accommodation pictures for use in a
             brochure*
           - *Make an electronic copy of staff pictures for use in the organisation
             chart*

   One mark per use – 2 marks max
   NOTES:
   The suggested use must indicate that the candidate understands why the item of
   equipment is used and which machine they are referring to.

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

   - *Careful handling and issue of keys*
   - *Strict procedures for the movement of staff and visitors*
   - *Intercom/security doors/locked doors/combination locks*
   - *CCTV to monitor building*
   - *Identity marking*
   - *Record serial numbers*
   - *Use of specialist security firm*
   - *Secure equipment to desk*

   One mark each – 2 marks

TASK 4 (continued)

Question 3

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

- *Part-time where less than full week is worked*
- *Flexi-time where start and finish times can vary*
- *Job-share more than one person does one job*
- *Teleworking – away from the office using ICT*

One mark each outline – 2 marks

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

- *Time to focus on life outside work*
- *More satisfied and motivated at work*
- *Happier, healthier, they have improved concentration at work*
- *Reduction in stress from improved skills and experience*

One mark each different benefit for the employee – 2 marks

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

- *Mobile telephone – phone or text colleague for help*
- *Laptop with Internet access – send/receive e-mails/attachments*
- *PDA –send/receive information*
- *Pager – contact colleagues*

In order for description to make sense, mobile technology must be identified.
One mark each – 2 marks

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

- *Tone difficult to manage*
- *Lack of personal interaction*
- *Open to personal misuse*
- *Not always answered (immediately)*
- *May not be secure*
- *SPAM or junk mail can clog inbox*
- *Viruses can damage computer/software/files*
- *Technical difficulties can be time consuming/waste time*

One mark each – 2 marks

(20 marks)

[END OF MARKING INSTRUCTIONS]