

X214/301

NATIONAL
QUALIFICATIONS
2008

THURSDAY, 5 JUNE
9.00 AM – 10.20 AM

ADMINISTRATION
HIGHER
Paper 1

SECTION 1

This section should take you approximately 30 minutes.

Read the passage then answer the questions that follow.

ALL questions should be attempted.

SECTION 2

This section should take you approximately 50 minutes.

Answer any **two** questions.



SECTION 1

ALL questions should be attempted.

A succession of stories have emerged concerning the weird and wonderful methods some companies employ to get the best out of their staff. In one national superstore bosses decided that staff should impersonate the Simpsons. The reasoning behind this is that if you are having a laugh then you will greet customers with a smile on your face and are therefore more likely to do a better job.

The reality is that getting the best out of your staff, or out of yourself, is not rocket science—it's about being in a positive frame of mind and being confident that you are going to be able to give of your best. Approaching a job interview in a positive frame of mind will increase your chances of being successful. Positive thinking doesn't always work, but negative thinking never does.

There is no doubt that, in a team, the qualities of the leader are a key feature. David Brent of "The Office" offers a perfect example of a boss who thinks he can get the best out of his staff by being funny, when in actual fact everyone is laughing at him behind his back. In successful workplaces, the leader has good people skills, can have a laugh with their staff but also has the ability to pick them up and push them to achieve greater things.

There isn't one single motivational technique that works for everyone—the skill is in finding the best way to help individuals improve their performance and be successful.

Adapted from an article in *The Scotsman*

QUESTIONS

Marks

Answer ALL the questions, 1–4.

1. In addition to "good people skills", outline **4** leadership skills you would expect to see in an effective leader. **4**
 2. Describe **3** ways in which a team may be affected by poor leadership. **6**
 3. Discuss the advantages and disadvantages of recruiting internally and externally. **6**
 4. The job description and person specification are used in the recruitment and selection process. Compare these **2** documents. **4**
- (20)**

SECTION 2

Marks

Answer any TWO questions.

- | | | | |
|----|-----|---|-------------|
| 1. | (a) | Outline 4 flexible working practices which may exist in an organisation. | 4 |
| | (b) | Discuss the impact of flexible working practices on the modern working environment. | 8 |
| | (c) | Describe ways in which an organisation can prevent computer viruses. | 6 |
| | (d) | Justify the expense of installing electronic safeguards in a computer system. | 2 |
| | | | (20) |
| 2. | (a) | Describe 3 consequences and their implications to an organisation of inadequate preparation for meetings. | 6 |
| | (b) | An Administrative Assistant will use a variety of software when planning a meeting.
Discuss the use of at least 3 software packages for this purpose. | 8 |
| | (c) | Justify why some teams use Action Minutes. | 2 |
| | (d) | Outline the benefits of dealing with customers face to face. | 4 |
| | | | (20) |
| 3. | (a) | Outline the factors which will determine whether an organisation will train customer service employees in-house or externally. | 4 |
| | (b) | Justify the provision of a staff counselling service within an organisation. | 2 |
| | (c) | Discuss good practice an organisation would adopt to ensure complaints are handled effectively. | 8 |
| | (d) | Describe ways in which a Senior Administrative Assistant would ensure that time is managed effectively. | 6 |
| | | | (20) |

[Turn over for Questions 4 and 5 on Page four

4. (a) Describe **2** long-term implications to the organisation of using poor quality information. **4**
- (b) Describe **3** types of information used by an organisation when making decisions. **6**
- (c) Establishing good practice in electronic file management is important to all organisations.
Discuss the benefits of this and the consequences of poor file management. **8**
- (d) Outline **2** offences under the Computer Misuse Act 1990. **2**
- (20)**
5. (a) (i) Outline **2** features of a Personal Development Plan. **2**
- (ii) Describe **2** methods of monitoring the progress of an employee's Personal Development Plan. **4**
- (b) Suggest a way in which each of the following spreadsheet features may be used.
- Comments
 - Conditional formatting
 - Dynamic linkage
 - Named range
- 4**
- (c) Discuss how office layout can affect productivity. **6**
- (d) Justify the expense to an organisation of introducing an intranet. **4**
- (20)**

[END OF QUESTION PAPER]

ACKNOWLEDGEMENTS

Section 1 Text—Article adapted from *The Scotsman*, October 2004. Reproduced by kind permission of Jack Black of Mindstore.

X214/302

NATIONAL
QUALIFICATIONS
2008

THURSDAY, 5 JUNE
10.40 AM – 12.00 NOON

ADMINISTRATION
HIGHER
Paper 2

You have 1 hour 20 minutes to complete this paper. No alterations can be made to tasks after this time. However, if you do not have the opportunity to print out all/any of the material during this time you will be given time at the end to do so.

- 1 60 marks are allocated to this paper.
- 2 Your name should be displayed on all work submitted. **Key in** your name on each printout.
- 3 At the end of the examination, place your printouts inside the envelope provided. Hand the envelope to the invigilator.



INFORMATION FOR CANDIDATES

You work as an Administrative Assistant for Tayforth Caravans Ltd. The company is a small, family-owned caravan dealership.

The business sells new and pre-owned touring caravans. They have a workshop which carries out servicing and repairs to the caravans and a shop which sells accessories.

You report directly to Heather Wright who is the Manager in charge of Finance and Sales.

Heather has requested that you complete the following tasks on her behalf.

These tasks are detailed in the following memo and should be completed today. The e-files required for the tasks can be found in the folder Tayforth.

Familiarise yourself with these files before starting the tasks.

MEMORANDUM	
TO	Administrative Assistant
FROM	Heather Wright, Finance and Sales Manager
DATE	5 June 2008
SUBJECT	Today's Job List

- 1 a Jack and Anna McLeod phoned yesterday to enquire about a new caravan. As they have a small car, the weight of the caravan cannot exceed 1500 kg and their budget is between £10,000 and £12,000. The caravan should have at least 4 beds; one of which must be permanent.

Find all caravans that match their demands and print this information showing the manufacturer, range, model, the year of manufacture, price and weight. Print the search results in the above order.

- b In advance of the managers' weekly meeting, calculate and print the number of caravans held in stock from each manufacturer and their values.
- c We are considering discounting all 2007 caravans by 10% in order to try and sell them before new deliveries arrive. Create a database report showing the manufacturer, range, model, number of beds, price, discount amount and reduced price of all 2007 caravans. Group the information by manufacturer and range.

Insert the company logo at the top of the report. Insert your name at the bottom left of each page and insert a report footer—MAY DISCOUNTS.

- 2 Create and print a letter to Jack and Anna McLeod in response to their enquiry.

Mr and Mrs McLeod's address is:

52 Muiryhall Street, Perth, PH3 8TE

Create a first paragraph that thanks them for their enquiry and say that we have a number of caravans that meet their requirements, then insert the results of your search.

Now insert standard paragraphs 1, 14, 3, 8 and 9 and key in the following information at the appropriate point.

Wheel clamp	£67.90
Water barrel	£32.00
Waste water container	£36.00
Battery	£56.00
Water pump	£23.90
Total	

[Turn over

3 Now for some work on the sales figures.

- a
 - i In the summary sheet, show the sales for each of the sections for April. We also need to find out our projected yearly income for each section—use the monthly average to work out this figure. Insert headings as appropriate.
 - ii April is our busiest month and we would like to know the percentage change in sales from March. Show this as a chart.

Print the summary sheet in value and formulae view omitting columns C–E (on one page).

Print one copy of the chart.

- b Find out the number and value of cheques received by the business in April.

Calculate the total bank charges for April. There is a monthly bank charge of £25 which includes the processing of 12 cheques. There is an extra charge of £0.50 for each additional cheque presented.

Print the complete summary sheet showing values.

Print only the bank charges section of this sheet in formulae view.

[END OF QUESTION PAPER]

X214/303

NATIONAL
QUALIFICATIONS
2008

THURSDAY, 5 JUNE
10.40 AM – 12.00 NOON

ADMINISTRATION
HIGHER

Paper 2

Instructions to Teachers/
Lecturers



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Instructions to Teachers/Lecturers

PRIOR TO THE EXAMINATION

The following files are to be created and saved using the file names indicated. This will enable the candidate to access the required information necessary to complete the tasks. All files may be adapted to suit your centre's housestyle provided no additional information is given to candidates. Margins should be in accordance with your centre's housestyle. The files should be saved into a folder named Tayforth.

Note: Filenames need not be shown on master printouts.

Teachers/Lecturers should ensure that candidates CANNOT access files prior to the examination.

CARAVAN — this is a relational database file with 3 tables: NEW CARAVANS, DETAILS and KEY.

NEW CARAVANS – 53 records

DETAILS – 53 records

KEY – 13 records

Primary Keys and relationships should be set as indicated.

STANDARD PARAGRAPHS — this is a word processing file and should be presented as shown using the font Comic Sans MS 11 point.

Margins should be set at 25 mm (1").

Paragraphs should be keyed in to a table in the order as given.

HEADING — this is a word processing file and should be presented as shown using the font Bradley Hand ITC 14 (or similar font). Insert a suitable graphic.

SALES — this is a spreadsheet file with 2 separate sheets. Name these sheets: SALES and SUMMARY.

In the SALES sheet, format the Value column for currency.

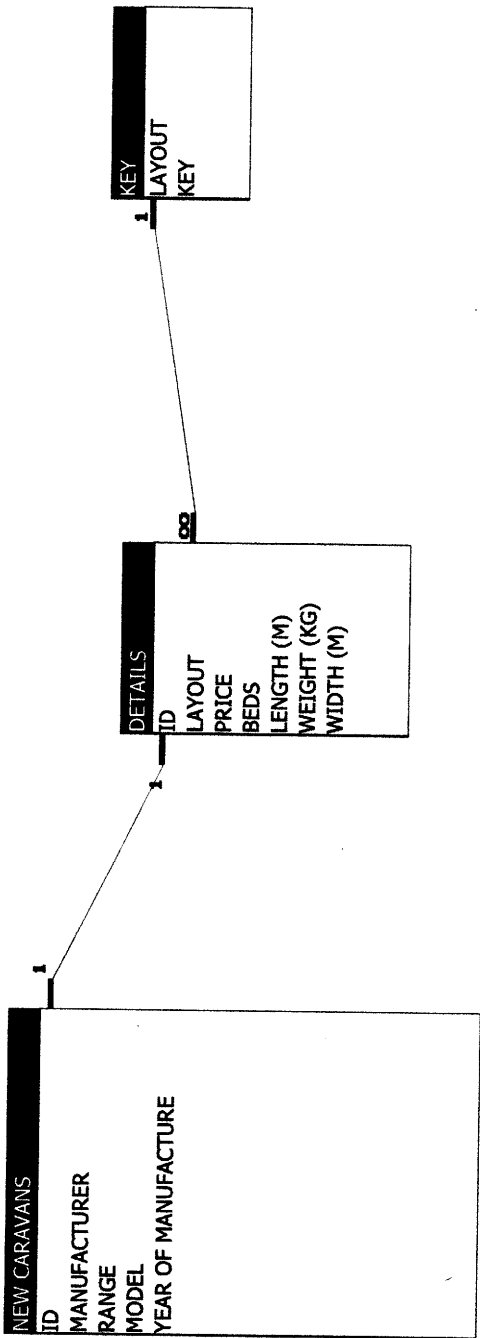
In the SUMMARY sheet, format the January, February and March columns for currency.

Key in data as given.

Note: You are required to send printouts of the prepared files (including downloaded files) to the SQA. These should be submitted, by the invigilator, along with the candidates' printouts in **each** return envelope.

[Turn over

Filename: **RELATIONSHIPS FOR CARAVAN**



PRIMARY KEYS:

New caravans: ID

Details: ID

Key: LAYOUT

Note:

The integrity of relationships must be checked after downloading the files. It is essential that relationships appear exactly as shown.

Filename: **NEW CARAVANS**

ID	MANUFACTURER	RANGE	MODEL	YEAR OF MANUFACTURE
NA18	Ariada	Adiva	642	2008
NA27	Ariada	Action	341ph	2007
NA38	Ariada	Action	341ph+	2008
NA48	Ariada	Adiva	532lt	2008
NA57	Ariada	Adora	532lx	2007
NA68	Ariada	Adiva	532up	2008
NA78	Ariada	Adiva	532uk	2008
NB108	Barclay	Pageant	Vendee	2008
NB18	Barclay	Ranger	460/4	2008
NB28	Barclay	Ranger	470/2	2008
NB38	Barclay	Ranger	500/5	2008
NB47	Barclay	Pageant	Provence	2007
NB57	Barclay	Pageant	Champagne	2007
NB67	Barclay	Pageant	Moselle	2007
NB78	Barclay	Pageant	Auvergne	2008
NB88	Barclay	Ranger	460/2	2008
NB98	Barclay	Pagaent	Burgundy	2008
NC107	Church	GTS	416	2007
NC118	Church	GTS	418	2008
NC18	Church	Vogue	460	2008
NC28	Church	GTS	419	2008
NC38	Church	GTS	517	2008
NC48	Church	Vogue	470	2008
NC58	Church	Vogue	495	2008
NC67	Church	Vogue	520	2007
NC78	Church	Vogue	540	2008
NC88	Church	Vogue	600	2008
NC98	Church	GTS	215	2008
NK18	Kirkwood	Sonata	Rhapsody	2008
NK28	Kirkwood	Heritage	380-2	2008
NK37	Kirkwood	Sonata	Prelude	2007
NK48	Kirkwood	Sonata	Nocturne	2008
NK58	Kirkwood	Sonata	Melody	2008
NK68	Kirkwood	Heritage	480-2eb	2008
NK77	Kirkwood	Heritage	520-eb	2007
NM17	Meridian	Crusader	Super Sirocco	2007
NM28	Meridian	Crusader	Sirocco	2008
NM38	Meridian	Odyssey	450	2008
NM48	Meridian	Odyssey	505	2008
NM58	Meridian	Odyssey	482	2008
NM67	Meridian	Crusader	Typhoon	2007
NM78	Meridian	Crusader	Hurricane	2008
NS107	Stellar	Living	Eb	2007
NS117	Stellar	Quasar	Topaz	2007

[Turn over

Filename: **NEW CARAVANS (continued)**

ID	MANUFACTURER	RANGE	MODEL	YEAR OF MANUFACTURE
NS17	Stellar	Quasar	Diamond	2007
NS28	Stellar	Quasar	Opal	2008
NS38	Stellar	Nova	Xlusiv565	2008
NS48	Stellar	Living	462	2008
NS58	Stellar	Nova	Xlusiv555	2008
NS68	Stellar	Quasar	Moonstone	2008
NS78	Stellar	Nova	Xlusiv505	2008
NS87	Stellar	Nova	Xlusiv485	2007
NS98	Stellar	Living	524	2008

ID	LAYOUT	PRICE	BEDS	LENGTH (M)	WEIGHT (KG)	WIDTH (M)
NA18	FLFB	£11,980	4	6.80	1645	2.72
NA27	EWSD/L	£11,980	4	6.30	1612	2.72
NA38	PB	£11,700	4	6.10	1265	2.72
NA48	TD	£12,500	5	7.20	1245	2.72
NA57	PB	£10,900	2	8.05	1192	2.72
NA68	EK	£15,000	2	6.20	1900	2.72
NA78	PB/L	£11,897	4	7.20	1780	2.72
NB108	PB/L	£13,459	4	7.20	1740	2.15
NB18	EWSD	£11,587	4	7.20	1315	2.15
NB28	TD/L	£11,690	5	7.60	1265	2.15
NB38	TDCW	£11,890	2	7.20	1320	2.15
NB47	FLFB	£12,100	6	7.20	1630	2.15
NB57	TD	£12,200	4	7.20	1470	2.15
NB67	EW	£12,500	4	6.20	1354	2.15
NB78	EWSD	£12,400	4	7.20	1356	2.15
NB88	PB	£12,962	4	7.20	1624	2.15
NB98	PBEW	£12,365	2	7.20	1456	2.15
NC107	PB/L	£15,289	2	7.20	1720	2.72
NC118	EWSD	£15,000	4	8.00	1850	2.72
NC18	TD/L	£16,200	4	8.00	1800	2.72
NC28	FLFB	£16,450	6	7.20	1900	2.72
NC38	EK	£16,500	4	7.20	1580	2.72
NC48	EWSD	£16,700	4	7.20	1600	2.72
NC58	TDCW	£16,500	3	8.00	1580	2.72
NC67	TDCW	£16,459	4	8.00	1560	2.72
NC78	PBEW	£16,900	2	7.20	1701	2.72
NC88	PB	£16,600	2	6.20	1625	2.72
NC98	EW	£15,900	2	6.20	1750	2.72
NK18	EWSD	£10,200	4	7.10	1243	2.21
NK28	FLFB	£10,365	4	5.18	1320	2.21
NK37	TD/L	£10,478	5	6.23	1320	2.21
NK48	PB/L	£10,980	4	7.25	1267	2.21
NK58	TDCW	£10,654	4	6.45	1152	2.21
NK68	EK	£10,400	2	6.32	1320	2.21
NK77	PB	£10,100	4	6.45	1213	2.29
NM17	EWSD	£9,200	4	5.48	840	2.29
NM28	FLFB	£9,520	4	6.30	1010	2.29
NM38	PB/L	£9,600	4	6.20	930	2.29
NM48	TDCW	£9,800	3	6.30	1153	2.29
NM58	EK	£10,000	2	6.20	1193	2.29

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Filename: DETAILS (continued)

ID	LAYOUT	PRICE	BEDS	LENGTH (M)	WEIGHT (KG)	WIDTH (M)
NM67	TDCW	£10,200	4	7.26	1213	2.29
NM78	PB	£10,250	5	5.18	1196	2.29
NS107	FLFB	£11,200	4	7.25	1262	2.21
NS117	EWSD	£11,256	4	5.95	1237	2.21
NS17	TD	£11,450	5	7.12	1325	2.21
NS28	PB	£11,698	4	6.56	1236	2.21
NS38	EWSD	£11,900	4	6.21	1616	2.21
NS48	TDCW	£12,450	4	6.32	1369	2.21
NS58	EK	£15,300	4	6.21	1720	2.21
NS68	PBEW/L	£13,200	2	6.32	1520	2.21
NS78	EK/L	£13,400	2	7.20	1654	2.21
NS87	PB	£13,800	4	7.20	1745	2.21
NS98	EW	£12,300	2	7.20	1458	2.21

Filename: **KEY**

LAYOUT	KEY
EK	End kitchen with bathroom offside rear
EK/L	End kitchen with bathroom offside and L-shaped lounge
EW	End bathroom across full width of caravan
EWSD	End bathroom across full width of caravan and side dining area
EWSD/L	End bathroom across full width of caravan and side dining area with L-shaped lounge
FLFB	Front lounge with fixed bunks in rear of caravan often area can be separated to create a bedroom
PB	Permanent bed in rear, normally a double but some with twin singles
PB/L	Permanent bed in rear, normally a double but some with twin singles. L-shaped lounge
PBEW	Permanent bed with end washroom behind the double bed at very rear of caravan
PBEW/L	Permanent bed with end washroom behind the double bed at very rear of caravan. L-shaped lounge
TD	Twin dinette has 2 separate eating/lounge areas - one at front for adults and one at rear for children
TD/L	L-shaped lounge. Twin dinette has 2 separate eating areas - one at front for adults and one at rear for children
TDCW	Double dinette has a corner washroom as well as 2 separate dining areas

[Turn over

1	The additional items you require are not included in the above prices and are detailed below:
2	Other items you may need are available from our accessory shop. You also requested information on * and we enclose some additional information on these.
3	Servicing a caravan is just as important as servicing a car and we would recommend that you return your caravan to us on an annual basis. Servicing involves a full check of gas, electricity, brakes, bearings and lights. A caravan which has been serviced and maintained by a registered dealer will retain its value and will give you peace of mind.
4	We have had confirmation from the manufacturer that the repair is covered by the warranty you have and if you phone us we can arrange a date to carry out the work.
5	According to our records your caravan is due its annual service soon. Due to high demand we would recommend that you contact us to book a date in order that the work can be completed before the season starts.
6	Tayforth Caravans is a family-owned and managed company. We pride ourselves on providing a quality service to our customers.
7	We would like to take this opportunity to thank you for your custom and hope that your caravan brings you pleasure and enjoyment.
8	We would like to thank you for your interest and hope that we have provided you with the information you require.
9	As Scotland's leading suppliers of caravans and accessories we believe in providing our many customers with the biggest choice, the best service and simply unbeatable prices.
10	We have new 2008 caravans in stock from Meridian, Stellar and Barclay and have discounted our new 2007 touring caravans. We also have an excellent selection of used touring caravans.
11	At any given time around 100 new and used caravans are in stock, putting Tayforth Caravans at the forefront of the Scottish caravan industry.

12	<p>Once you buy your caravan you will no doubt, at some stage wish to add accessories to enhance your enjoyment. Look no further than our Accessories Store and you'll discover everything you could ever need.</p> <p>From the smallest nut or bolt to batteries, bicycle racks, televisions, videos, plates, saucers, pans, cutlery, generators, awnings, steps, sleeping bags, top boxes, security devices including alarms, clamps, and a whole lot more. We are very rarely beaten on price or quality.</p>
13	<p>Since our inception way back in 1978, we have consistently expanded our products and services to keep up to date with market changes. We have now launched a website which makes our products and services available to you 24 hours a day, 365 days a year.</p>
14	<p>We have a special offer on all of last year's caravans - prices have been reduced by 10%. A revised price list is included in this mailing.</p>
15	<p>Once the initial purchase has been made the cost of maintaining a caravan is minimal.</p>

[Turn over

Filename: **HEADING**

TAYFORTH CARAVANS LTD

Scone

Perthshire

01738 896123

www.tayforth.com



Filename: SALES

SHEET: SALES

DATE	CODE	RECEIPT NO	METHOD OF PAYMENT	VALUE	SALES PERSON ID
01/04/2008	1	1-236	CHEQUE	£12,126.00	KL
01/04/2008	1	1-237	CREDIT CARD	£13,698.00	KL
01/04/2008	2	2-361	CASH	£2.99	AM
01/04/2008	4	4-789	DEBIT CARD	£9,700.00	PL
01/04/2008	4	4-790	DEBIT CARD	£5,600.00	WJ
02/04/2008	2	2-362	CREDIT CARD	£300.00	AM
02/04/2008	2	2-363	CREDIT CARD	£369.45	AM
02/04/2008	3	3-562	CASH	£123.69	
02/04/2008	3	3-561	DEBIT CARD	£80.98	
03/04/2008	3	3-563	CREDIT CARD	£147.98	
04/04/2008	3	3-564	DEBIT CARD	£369.23	
05/04/2008	1	1-239	CREDIT CARD	£16,789.00	KL
05/04/2008	1	1-240	CREDIT CARD	£14,500.00	IG
05/04/2008	1	1-238	FINANCE	£15,987.00	IG
05/04/2008	2	2-365	CASH	£32.69	AM
05/04/2008	2	2-366	CASH	£236.00	HMcd
05/04/2008	2	2-369	CASH	£14.78	HMcd
05/04/2008	2	2-364	DEBIT CARD	£65.36	AM
05/04/2008	2	2-367	DEBIT CARD	£36.98	HMcd
05/04/2008	2	2-368	DEBIT CARD	£78.45	HMcd
05/04/2008	4	4-791	CREDIT CARD	£9,800.00	CR
05/04/2008	4	4-793	CREDIT CARD	£9,870.00	WJ
05/04/2008	4	4-792	DEBIT CARD	£14,500.00	PL
06/04/2008	1	1-241	CHEQUE	£12,987.00	IG
06/04/2008	1	1-243	FINANCE	£13,654.00	JU
06/04/2008	1	1-242	FINANCE	£19,620.00	IG
06/04/2008	1	1-244	FINANCE	£12,456.00	IG
06/04/2008	2	2-370	CASH	£58.98	HMcd
06/04/2008	2	2-372	CASH	£12.69	SA
06/04/2008	2	2-375	CASH	£45.98	HMcd
06/04/2008	2	2-376	CASH	£36.21	HMcd
06/04/2008	2	2-378	CASH	£25.98	SA
06/04/2008	2	2-373	CREDIT CARD	£56.32	SA
06/04/2008	2	2-371	DEBIT CARD	£15.78	SA
06/04/2008	2	2-374	DEBIT CARD	£12.99	SA
06/04/2008	2	2-377	DEBIT CARD	£13.66	SA
06/04/2008	4	4-794	CHEQUE	£6,500.00	CR
06/04/2008	4	4-797	CHEQUE	£4,900.00	CR
06/04/2008	4	4-796	CREDIT CARD	£4,580.00	WJ
06/04/2008	4	4-795	DEBIT CARD	£7,800.00	PL
07/04/2008	2	2-379	DEBIT CARD	£17.99	AM
07/04/2008	3	3-566	CASH	£459.36	
07/04/2008	3	3-565	DEBIT CARD	£129.36	
08/04/2008	1	1-245	DEBIT CARD	£14,740.00	JU
08/04/2008	4	4-798	CHEQUE	£6,580.00	PL
09/04/2008	2	2-380	CASH	£23.78	AM
09/04/2008	3	3-570	CASH	£136.90	
09/04/2008	3	3-567	DEBIT CARD	£45.99	
09/04/2008	3	3-568	DEBIT CARD	£19.89	
09/04/2008	3	3-569	DEBIT CARD	£178.36	
10/04/2008	2	2-381	CREDIT CARD	£12.69	HMcd
10/04/2008	3	3-571	CREDIT CARD	£89.36	
11/04/2008	3	3-573	CASH	£147.99	

SHEET: SALES

11/04/2008	3	3-572	DEBIT CARD	£128.33	
12/04/2008	1	1-247	CREDIT CARD	£13,699.00	JU
12/04/2008	1	1-248	DEBIT CARD	£17,900.00	IG
12/04/2008	1	1-246	FINANCE	£9,500.00	KL
12/04/2008	1	1-249	FINANCE	£12,500.00	KL
12/04/2008	2	2-383	CASH	£102.36	SA
12/04/2008	2	2-385	CASH	£98.36	AM
12/04/2008	2	2-387	CASH	£23.69	HMcd
12/04/2008	2	2-382	DEBIT CARD	£45.89	HMcd
12/04/2008	2	2-384	DEBIT CARD	£78.99	SA
12/04/2008	2	2-386	DEBIT CARD	£369.21	AM
12/04/2008	2	2-388	DEBIT CARD	£801.78	HMcd
12/04/2008	4	4-801	CHEQUE	£6,300.00	PL
12/04/2008	4	4-799	CREDIT CARD	£7,890.00	WJ
12/04/2008	4	4-800	DEBIT CARD	£4,780.00	CR
12/04/2008	4	4-802	DEBIT CARD	£5,800.00	WJ
13/04/2008	1	1-250	CREDIT CARD	£14,630.00	IG
13/04/2008	1	1-253	FINANCE	£17,999.00	IG
13/04/2008	1	1-252	FINANCE	£13,500.00	JU
13/04/2008	1	1-251	FINANCE	£15,900.00	JU
13/04/2008	2	2-389	CASH	£12.89	SA
13/04/2008	2	2-391	CASH	£14.98	AM
13/04/2008	2	2-392	CASH	£13.11	AM
13/04/2008	2	2-393	CASH	£12.36	HMcd
13/04/2008	2	2-394	CASH	£13.65	HMcd
13/04/2008	2	2-399	CASH	£14.56	HMcd
13/04/2008	2	2-401	CASH	£15.98	SA
13/04/2008	2	2-402	CASH	£16.97	SA
13/04/2008	2	2-403	CASH	£23.65	AM
13/04/2008	2	2-404	CASH	£24.98	AM
13/04/2008	2	2-396	CHEQUE	£125.69	SA
13/04/2008	2	2-390	CREDIT CARD	£10.99	SA
13/04/2008	2	2-395	CREDIT CARD	£129.30	SA
13/04/2008	2	2-398	CREDIT CARD	£200.00	AM
13/04/2008	2	2-400	CREDIT CARD	£123.00	HMcd
13/04/2008	2	2-405	CREDIT CARD	£98.69	HMcd
13/04/2008	2	2-397	DEBIT CARD	£3.99	AM
13/04/2008	4	4-803	CREDIT CARD	£7,400.00	CR
13/04/2008	4	4-806	CREDIT CARD	£5,600.00	CR
13/04/2008	4	4-804	DEBIT CARD	£5,400.00	PL
13/04/2008	4	4-805	DEBIT CARD	£6,900.00	WJ
14/04/2008	3	3-575	CASH	£789.00	
14/04/2008	3	3-574	CHEQUE	£1,789.00	
15/04/2008	2	2-406	CREDIT CARD	£326.90	HMcd
15/04/2008	3	3-577	CASH	£77.60	
15/04/2008	3	3-576	CREDIT CARD	£69.00	
16/04/2008	2	2-408	CREDIT CARD	£300.60	SA
16/04/2008	2	2-407	DEBIT CARD	£48.78	SA
16/04/2008	3	3-578	CHEQUE	£89.22	
17/04/2008	1	1-254	CREDIT CARD	£13,699.00	IG
17/04/2008	2	2-409	CASH	£25.78	AM
17/04/2008	4	4-807	CHEQUE	£6,500.00	PL
18/04/2008	3	3-580	CASH	£363.44	
18/04/2008	3	3-579	CREDIT CARD	£456.99	
19/04/2008	1	1-258	CREDIT CARD	£21,000.00	KL
19/04/2008	1	1-255	DEBIT CARD	£14,778.00	IG

SHEET: SALES

19/04/2008	1	1-257	DEBIT CARD	£18,999.00	IG
19/04/2008	1	1-256	FINANCE	£13,666.00	IG
19/04/2008	2	2-414	CASH	£29.87	SA
19/04/2008	2	2-418	CASH	£33.60	HMCD
19/04/2008	2	2-420	CHEQUE	£14.77	SA
19/04/2008	2	2-410	CREDIT CARD	£458.00	AM
19/04/2008	2	2-415	CREDIT CARD	£129.99	AM
19/04/2008	2	2-417	CREDIT CARD	£45.99	HMCD
19/04/2008	2	2-419	CREDIT CARD	£478.00	SA
19/04/2008	2	2-411	DEBIT CARD	£12.36	HMCD
19/04/2008	2	2-412	DEBIT CARD	£47.98	HMCD
19/04/2008	2	2-413	DEBIT CARD	£45.98	SA
19/04/2008	2	2-416	DEBIT CARD	£48.69	AM
19/04/2008	2	2-421	DEBIT CARD	£1.45	AM
19/04/2008	4	4-811	CREDIT CARD	£4,300.00	WJ
19/04/2008	4	4-808	DEBIT CARD	£7,400.00	WJ
19/04/2008	4	4-809	DEBIT CARD	£6,400.00	CR
19/04/2008	4	4-810	DEBIT CARD	£6,200.00	PL
20/04/2008	1	1-261	CREDIT CARD	£12,300.00	JU
20/04/2008	1	1-264	CREDIT CARD	£15,000.00	JU
20/04/2008	1	1-262	DEBIT CARD	£10,800.00	JU
20/04/2008	1	1-260	FINANCE	£13,600.00	IG
20/04/2008	1	1-259	FINANCE	£19,000.00	JU
20/04/2008	1	1-263	FINANCE	£11,200.00	IG
20/04/2008	2	2-422	CASH	£36.94	AM
20/04/2008	2	2-423	CASH	£120.69	HMCD
20/04/2008	2	2-426	CASH	£54.80	SA
20/04/2008	2	2-427	CASH	£82.32	AM
20/04/2008	2	2-429	CASH	£95.36	JH
20/04/2008	2	2-432	CASH	£42.60	HMCD
20/04/2008	2	2-433	CASH	£1.36	SA
20/04/2008	2	2-435	CASH	£9.45	AM
20/04/2008	2	2-430	CHEQUE	£13.98	JH
20/04/2008	2	2-424	DEBIT CARD	£19.99	HMCD
20/04/2008	2	2-425	DEBIT CARD	£25.99	SA
20/04/2008	2	2-428	DEBIT CARD	£300.00	AM
20/04/2008	2	2-431	DEBIT CARD	£129.30	HMCD
20/04/2008	2	2-434	DEBIT CARD	£200.00	SA
20/04/2008	4	4-813	CASH	£6,500.00	PL
20/04/2008	4	4-816	CASH	£9,800.00	PL
20/04/2008	4	4-817	CHEQUE	£11,200.00	WJ
20/04/2008	4	4-814	CREDIT CARD	£4,890.00	WJ
20/04/2008	4	4-812	DEBIT CARD	£4,500.00	CR
20/04/2008	4	4-815	DEBIT CARD	£7,800.00	CR
21/04/2008	2	2-436	DEBIT CARD	£25.98	AM
21/04/2008	3	3-582	CASH	£411.44	
21/04/2008	3	3-581	CHEQUE	£77.33	
22/04/2008	1	1-265	DEBIT CARD	£14,500.00	IG
22/04/2008	2	2-437	CASH	£6.99	JH
22/04/2008	2	2-438	CHEQUE	£45.98	JH
22/04/2008	3	3-583	CREDIT CARD	£362.99	
23/04/2008	2	2-439	DEBIT CARD	£23.78	HMCD
23/04/2008	3	3-586	CREDIT CARD	£187.36	
23/04/2008	3	3-584	DEBIT CARD	£147.30	
23/04/2008	3	3-585	DEBIT CARD	£136.90	
24/04/2008	1	1-266	FINANCE	£13,600.00	KL

SHEET: SALES

24/04/2008	3	3-587	CHEQUE	£158.36	
24/04/2008	3	3-588	DEBIT CARD	£147.36	
25/04/2008	2	2-441	CASH	£3.78	SA
25/04/2008	2	2-440	DEBIT CARD	£102.36	HMCD
25/04/2008	3	3-589	CASH	£169.00	
25/04/2008	3	3-590	DEBIT CARD	£69.88	
26/04/2008	1	1-267	DEBIT CARD	£14,566.00	JU
26/04/2008	1	1-268	DEBIT CARD	£15,000.00	IG
26/04/2008	1	1-269	FINANCE	£17,899.00	JU
26/04/2008	1	1-270	FINANCE	£13,699.00	JU
26/04/2008	2	2-442	CASH	£1.45	SA
26/04/2008	2	2-445	CASH	£19.99	JH
26/04/2008	2	2-446	CASH	£25.99	JH
26/04/2008	2	2-449	CREDIT CARD	£390.00	SA
26/04/2008	2	2-443	DEBIT CARD	£98.36	AM
26/04/2008	2	2-444	DEBIT CARD	£23.69	AM
26/04/2008	2	2-447	DEBIT CARD	£479.36	HMCD
26/04/2008	2	2-448	DEBIT CARD	£59.88	HMCD
27/04/2008	1	1-272	CREDIT CARD	£12,500.00	JU
27/04/2008	1	1-273	CREDIT CARD	£14,630.00	KL
27/04/2008	1	1-271	DEBIT CARD	£17,900.00	JU
27/04/2008	1	1-274	DEBIT CARD	£14,778.00	KL
27/04/2008	2	2-458	CASH	£147.00	SA
27/04/2008	2	2-460	CASH	£36.98	AM
27/04/2008	2	2-451	CREDIT CARD	£369.00	AM
27/04/2008	2	2-453	CREDIT CARD	£123.00	JH
27/04/2008	2	2-455	CREDIT CARD	£487.00	JH
27/04/2008	2	2-450	DEBIT CARD	£69.48	SA
27/04/2008	2	2-452	DEBIT CARD	£98.74	AM
27/04/2008	2	2-454	DEBIT CARD	£66.88	JH
27/04/2008	2	2-456	DEBIT CARD	£77.88	HMCD
27/04/2008	2	2-457	DEBIT CARD	£12.69	HMCD
27/04/2008	2	2-459	DEBIT CARD	£139.00	SA
28/04/2008	2	2-461	CHEQUE	£56.99	AM
28/04/2008	2	2-462	DEBIT CARD	£47.10	JH
28/04/2008	3	3-591	CASH	£458.90	
28/04/2008	3	3-593	CASH	£123.00	
28/04/2008	3	3-594	CASH	£45.69	
28/04/2008	3	3-592	CHEQUE	£1,298.00	
29/04/2008	2	2-463	DEBIT CARD	£1.99	JH
29/04/2008	3	3-595	CASH	£78.66	
30/04/2008	2	2-464	CREDIT CARD	£390.99	JH
30/04/2008	3	3-597	CASH	£89.99	
30/04/2008	3	3-596	DEBIT CARD	£128.36	

Filename: **SALES (continued)**

SHEET: SUMMARY

	A	B	C	D	E
1	ANALYSIS OF SALES FIGURES				
2	CODE	SECTION	JANUARY	FEBRUARY	MARCH
3	1	New Sales	£289,369.00	£321,874.00	£399,478.00
4	4	Pre-owned	£69,236.00	£88,369.00	£140,984.00
5	2	Shop	£5,365.87	£8,921.66	£9,800.10
6	3	Workshop	£7,456.34	£7,120.50	£7,896.55
7					
8	BANK CHARGES				
9	Number	Value	Total Bank Charges		
10					

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

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