

FOR OFFICIAL USE

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KU PS

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**0020/401**

NATIONAL TUESDAY, 5 MAY  
QUALIFICATIONS 9.00 AM – 10.00 AM  
2009

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

Scottish candidate number

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]**

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1. From the following list of job titles identify which member of staff would normally carry out each of the tasks shown below. Use a **different** job title for each task.

**Reprographics Assistant**

**IT Support Technician**

**Switchboard Operator**

**Finance Assistant**

- (a) Prepares cheques for signing

- (b) Connects incoming telephone calls

- (c) Photocopies blank application forms

- (d) Installs new software

4

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

Tick (✓) the appropriate box for each.

		TRUE	FALSE
(a)	Electronic weighing scales are used when dealing with incoming mail.	<input style="width: 50px; height: 30px; border: 1px solid red;" type="checkbox"/>	<input style="width: 50px; height: 30px; border: 1px solid red;" type="checkbox"/>
(b)	To obtain proof of delivery, mail should be sent by Recorded Delivery.	<input style="width: 50px; height: 30px; border: 1px solid red;" type="checkbox"/>	<input style="width: 50px; height: 30px; border: 1px solid red;" type="checkbox"/>
(c)	Confidential information should be sent by FAX.	<input style="width: 50px; height: 30px; border: 1px solid red;" type="checkbox"/>	<input style="width: 50px; height: 30px; border: 1px solid red;" type="checkbox"/>
(d)	A letter which is <b>guaranteed</b> to be delivered the next day should be sent by first class post.	<input style="width: 50px; height: 30px; border: 1px solid red;" type="checkbox"/>	<input style="width: 50px; height: 30px; border: 1px solid red;" type="checkbox"/>

4

[Turn over

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	<input type="checkbox"/>
Use a scanner	<input type="checkbox"/>
Use a digital camera	<input type="checkbox"/>
Use a laminator	<input type="checkbox"/>

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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1	
1	

6. Carla Tomasso works as an Administrative Assistant for Evilo Enterprises. Customer information is kept in a large database. An extract is shown below.

NAME	STREET	TOWN	POSTCODE	DATE OF LAST ORDER
Ambles Co Ltd	Borrans Park Drive	Aberdeen	AB5 2WS	22 February 2009
Walker Ltd	26 Glasgow Road	Dumfries	DG2 8LR	19 April 2009
Mann Manufacturing Co	29 Dorset Square	Edinburgh	EH11 7QR	18 January 2009
Gilmour Gifts	34 Mill Road	Glasgow	G42 6NB	24 March 2009
Tate & Sons	27 Doon Road	Paisley	PA2 4VW	31 March 2009

- (a) Name **one** other field which could be added to **this** database.

1

- (b) Carla wants to know the date of the last order placed by a customer — Walker Ltd. How can she find this information quickly?

Carla should

1

- (c) Mann Manufacturing Co is no longer a customer of Evilo Enterprises. What should Carla do to update the database?

Carla should

1



8. Below is a list of terms.
- A Internet Service Provider
  - B Web Browser
  - C E-commerce
  - D Hyperlink

Match **one** term above with the definition in the table below. The first one has been done for you.

<i>Marks</i>	KU	PS
<b>3</b>		

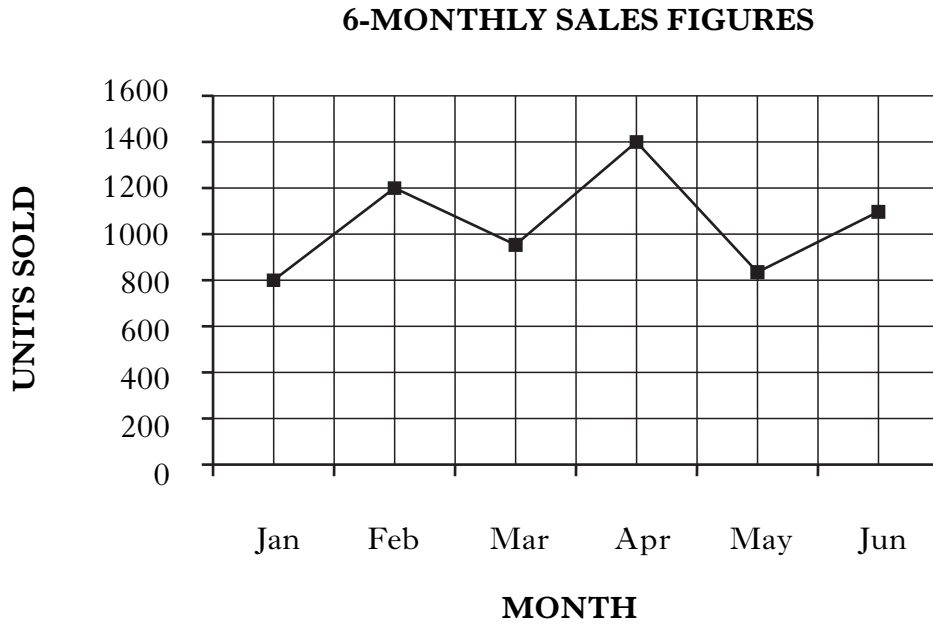
Definition	Term
A program that opens and displays pages on the World Wide Web	<b>B</b>
Provides you with access to the Internet	<input style="width: 50px; height: 30px; border: 1px solid red;" type="text"/>
A shortcut to web pages	<input style="width: 50px; height: 30px; border: 1px solid red;" type="text"/>
Buying and selling goods through the Internet	<input style="width: 50px; height: 30px; border: 1px solid red;" type="text"/>



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9. Study the line graph below.



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

1

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

1

[Turn over

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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.

**RECEPTIONIST REQUIRED**

Full-time receptionist required for a busy city-centre office. Various duties, including operating the switchboard.

Tel: 01325 348970

- (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

**[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: <input style="width: 90%; border: 1px solid red;" type="text"/>		
Department: <input style="width: 90%; border: 1px solid red;" type="text"/>		
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 <input style="width: 200px; border: 1px solid red;" type="text"/>	Date <input style="width: 100px; border: 1px solid red;" type="text"/>	

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



12. (continued)

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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

1

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

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

1

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

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

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

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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1			
1			
1			
1			

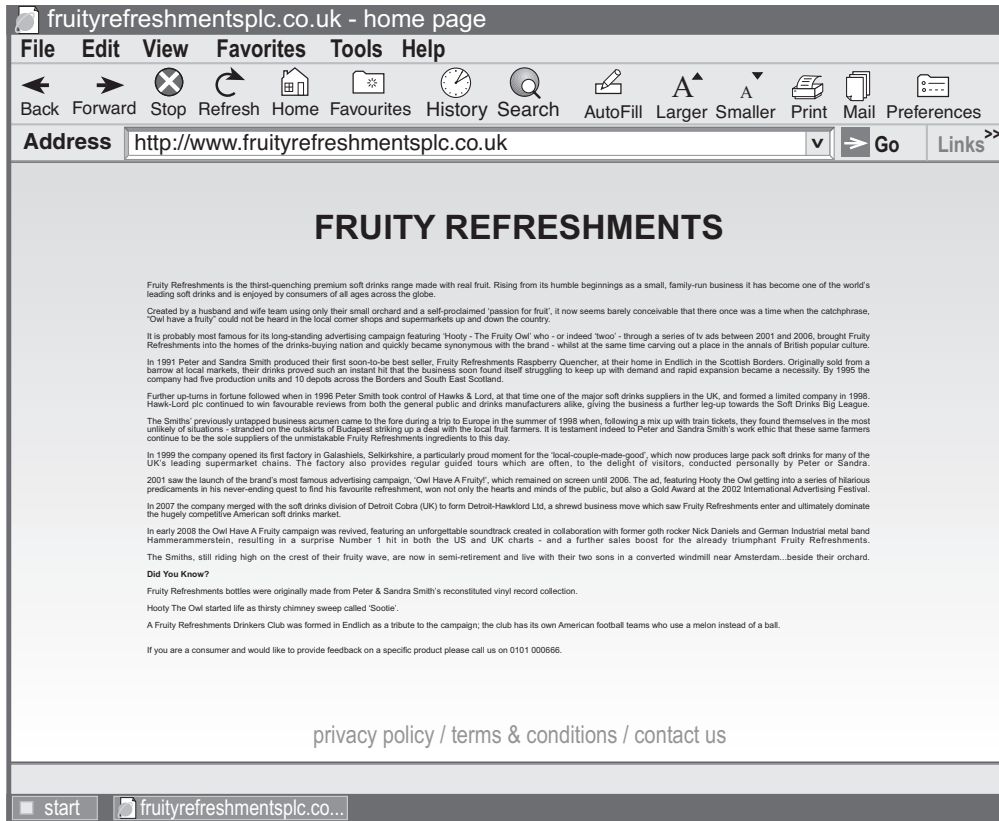




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15.



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	<input type="checkbox"/>
Use bookmarks/favourites	<input type="checkbox"/>
Use hyperlinks	<input type="checkbox"/>
Use an electronic diary	<input type="checkbox"/>

1

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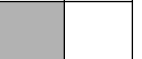
**15. (continued)**

**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	<input type="checkbox"/>
Use bookmarks/favourites	<input type="checkbox"/>
Use hyperlinks	<input type="checkbox"/>
Use an electronic diary	<input type="checkbox"/>

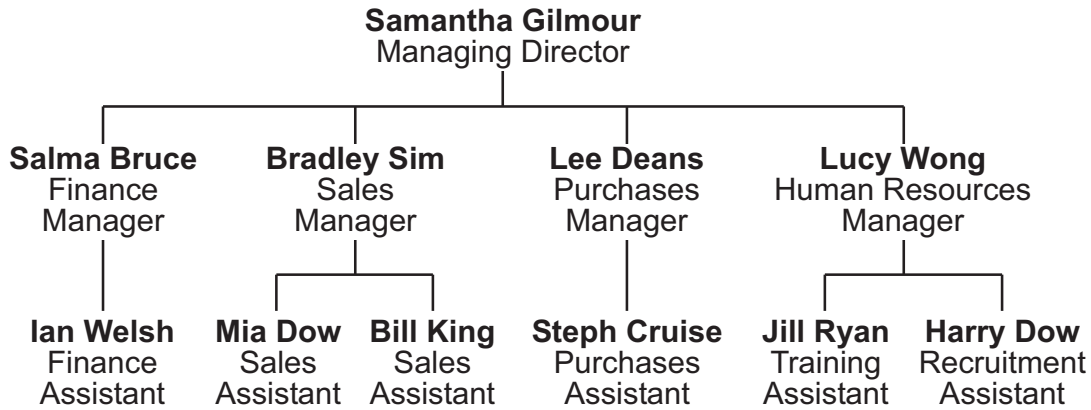
1



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

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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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