Time allowed: 2 hours
(plus 5 minutes’ reading time).

Section A
Answer all 12 questions. Your answers should be written in the question booklet in the spaces provided.

Section B
Answer all questions. Information required to help answer these questions is given in the Scenario.

If additional separate sheets of paper are used, make sure each page is clearly labelled with your name.

Calculators and English and mother tongue dictionaries can be used.

For examiner’s use only

<table>
<thead>
<tr>
<th>Section A</th>
<th>Section B</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>40</td>
<td>100</td>
</tr>
</tbody>
</table>

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Section A

Answer all questions in this section – 60 marks.

1. Suggest one task which would only be carried out in each of the following departments only.

- Personnel/Human Resources

- Accounts

- Sales

- Production

- Transport

(5 marks)

2. What five duties and/or responsibilities would be expected of an employee in connection with health and safety?

(5 marks)

3. State with brief reasons a different appropriate method for sending each of the following documents:

a) A confidential legal document needed for a Court hearing.

b) A complex document which includes a diagram.

(4 marks)
4 List six instructions to be given to a junior on how to handle a customer who telephones and wishes to make a complaint.

……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………

(6 marks)

5 State five ways computer terminals can be protected from damage.

……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………

(5 marks)

6 Give three advantages and two disadvantages of using answering machines/voice mail.

Advantages
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………

Disadvantages
……………………………………………………………………………………
……………………………………………………………………………………

(5 marks)

7 List three advantages and two disadvantages of using a credit card for payment.

Advantages
……………………………………………………………………………………
……………………………………………………………………………………
……………………………………………………………………………………

Disadvantages
……………………………………………………………………………………
……………………………………………………………………………………

(5 marks)
8 State **five** rules for the issue of stationery stock.

(5 marks)

9 State **three** internal and **two** external sources of reference an administrator in the Personnel Department would find useful.

**Internal**

(5 marks)

**External**

(5 marks)

10 List **five** ways of maintaining the security of information stored on computers

(5 marks)

11 a) Define the following terms used in connection with meetings

**Resolution**

**Amendment**

**Ad hoc**

(3 marks)
b) Give **two** reasons for producing Minutes of a meeting.

.................................................................................................................................
.................................................................................................................................

(2 marks)

12 Give **one** reason why each of the following should be checked before making a business trip abroad.

**Passport**
.................................................................................................................................

**Visa**
.................................................................................................................................

**Insurance document**
.................................................................................................................................

**Health certificates**
.................................................................................................................................

**Tickets**
.................................................................................................................................

(5 marks)

(Total 60 marks)
Section B  Answer all questions in this section – 40 marks.

Scenario

You are employed as an Administrator at The Central School of Motoring, a large driving school. You are directly responsible to Miss Lucia Alam, the Managing Director. She is out of the office today and has left you the following four tasks:

- A quotation
- A letter
- A fire notice
- Petty Cash Account

1. Read the following e-mail and referring to the price list below, prepare an e-mail in reply using the box on the opposite page, setting out a quotation.

   **(Yesterday’s date)**

   My son, Tony, wishes to learn to drive. Please could you let me know how much it would cost if he had 10 lessons? He would also like to have 2 sessions on the simulator before the lessons. I believe you also have a computer-based training package (MAP) and he will need to have some theory training.

   Thank you,

   Mrs Emily Bush

---

<table>
<thead>
<tr>
<th>Mail</th>
<th>Send Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td><a href="mailto:thebushes@mycas.com">thebushes@mycas.com</a></td>
</tr>
<tr>
<td>To:</td>
<td>Central School of Motoring</td>
</tr>
<tr>
<td>Subject:</td>
<td>Driving Lessons</td>
</tr>
</tbody>
</table>

---

**CENTRAL SCHOOL OF MOTERING**

*Enjoy Learning to Drive*

12 Field Road
Reading
RD4 4PD

[www.central.co.uk](http://www.central.co.uk)

**PRICE LIST**

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>One hour tuition</td>
<td>£20.00</td>
</tr>
<tr>
<td>Block booking discount – 10 lessons</td>
<td>10%</td>
</tr>
<tr>
<td>Theory Test Training Pack</td>
<td>£18.00</td>
</tr>
<tr>
<td>Driving simulator for a better start – session</td>
<td>£15.00</td>
</tr>
<tr>
<td>MAP (Mind, Alertness Programme)</td>
<td></td>
</tr>
<tr>
<td>Computer based training package</td>
<td>£16.99</td>
</tr>
</tbody>
</table>

**AND**

- Advanced Courses
- Collection from home
- Underage courses on private roads
- Driving instructor training
- Own car tuition

Prices on request
On the telephone yesterday I arranged a meeting with Stewart Nkomo, the Sales Manager of PJM Motors Ltd at their factory in Long Lane, Bristol, BR1 6HP, at 9.30am one week today. We are going to discuss the purchase of a new fleet of cars for next year. He is arranging for me to test drive their new XJ72 car. Will you please write and confirm the arrangements. They are going to send a car to collect me at Bristol Parkway station. Please find a suitable train from the timetable and mention the time of the train's arrival in the letter.

Thank you L.A.
Complete the blank Fire Notice below with instructions for staff and visitors.

(8 marks)

**FIRE NOTICE**

**ANY PERSON DISCOVERING A FIRE SHOULD:**

**ON HEARING THE FIRE ALARM:**

**ASSEMBLY POINT IS:** On the Green beyond the Car Park
<table>
<thead>
<tr>
<th>Amount</th>
<th>Date</th>
<th>Details</th>
<th>Voucher No.</th>
<th>Total Paid</th>
<th>Postage</th>
<th>Stationery</th>
<th>Travel</th>
<th>Office Sundries</th>
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</thead>
<tbody>
<tr>
<td>£100.00</td>
<td>1&lt;sup&gt;st&lt;/sup&gt;</td>
<td>Imprest</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3&lt;sup&gt;rd&lt;/sup&gt;</td>
<td>Stamps</td>
<td>102</td>
<td>12.60</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Coffee and Milk</td>
<td>103</td>
<td>5.10</td>
<td></td>
<td></td>
<td></td>
<td>5.10</td>
</tr>
<tr>
<td></td>
<td>12&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Taxi and registered mail</td>
<td>104</td>
<td>7.50</td>
<td>3.00</td>
<td>4.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>18&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Flowers and plants</td>
<td>105</td>
<td>12.00</td>
<td></td>
<td></td>
<td></td>
<td>12.00</td>
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<tr>
<td></td>
<td>20&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Tea and milk</td>
<td>106</td>
<td>4.50</td>
<td></td>
<td></td>
<td></td>
<td>4.50</td>
</tr>
<tr>
<td></td>
<td>25&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Bus fare and stationery</td>
<td>107</td>
<td>20.60</td>
<td>18.00</td>
<td>2.60</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>27&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Supplies for First Aid</td>
<td>108</td>
<td>15.20</td>
<td></td>
<td></td>
<td>15.20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>28&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Copier paper</td>
<td>109</td>
<td>10.30</td>
<td></td>
<td></td>
<td></td>
<td>10.30</td>
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</tbody>
</table>

Balance the Petty Cash Account below at the end of last month and restore the imprest on the 1<sup>st</sup> of this month.

(10 marks)