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NATIONAL  
QUALIFICATIONS  
2006

Time: 1 hour 20 minutes

ADMINISTRATION  
HIGHER  
SQA Prelim Paper 2

**Instructions to Candidates**

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.

At the end of the examination, place your printouts inside the envelope provided. Hand the envelope to the invigilator.

## **Information for Candidates**

You work from home as a freelance virtual assistant for a number of small businesses. One of your main clients is a chain of shops selling fair trade products called Just Sharing. These shops are located throughout Scotland and are supervised by Area Managers.

You have been asked to analyse and prepare documents by Karen McDonald, Area Manager for the Northern Region, for the monthly meeting of all Area Managers which is on the first Monday of next month.

These tasks are detailed in the memo on the following pages.

Make sure that you familiarise yourself with all of the electronic files before starting the tasks.

# JUST SHARING



## MEMORANDUM

**To** Administrative Assistant  
**From** Karen McDonald, Area Manager  
**Date** Today's  
**Subject** Monthly Meeting

It's my turn to chair the Area Managers' Monthly Meeting. It will be held in our office at the Byres Road shop with an early start at 9.30 am. Please finish these tasks today so that I can check them before sending them out to the others.

1. a i Only half of our staff have participated in this year's training sessions to date.

We have a training course taking place next month. This will be held in Glasgow for all part-time staff in the west who have not been trained. Can you find these staff and print out their names and shops. Arrange names in alphabetical order.

a ii We also have a training course taking place next month in Edinburgh which is for all full-time staff in the North, East and South regions who have not been trained. Find these staff and print a database report showing Area Managers' names, shops and staff names.

I need the information grouped according to Area Managers and within these groupings arrange shops and staff in alphabetical order.

Insert our logo at the top right of the report. Ensure the report heading reflects the information shown and that our company name is shown.

Names should be displayed under **one** field label.

b We will be discussing staff costs at the meeting.  
I need to know for each shop:

- the total salary bill
- the average salary
- the total number of hours worked by staff
- the number of staff employed

Print this information.

2. Some work on the sales figures now.
- a Sort the category names in alphabetical order from left to right. For each of the areas, subtotal the sales by category. Show the grand total for each category as well. Print a copy showing only the subtotals and the grand totals. (Show row and column headings and gridlines.)
- b i I would also like a summary of the above information. On a new sheet show, for each of the 4 areas:
- total sales
  - average sales.
- b ii As a direct effect of the Make Poverty History campaign, marketing analysts predict that there will be an increase in sales of 7%. (This may change in the future.) On the same summary sheet calculate predicted total sales for this year for each area. Only show whole numbers on this sheet. Print this information in formulae and value view.
- c Chart a comparison of last year's actual sales figures and this year's predicted sales by area. Your chart should show values. Print one copy of the chart.
3. Complete the discussion document as instructed—delete the comments once you have actioned them. Print one copy of this document showing your name and page number in the footer at the right hand side. Show the filename on the left hand side of the footer, sized to 9 point.

[*END OF PRELIM QUESTION PAPER*]