

# **X214/10/01**

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NATIONAL  
QUALIFICATIONS  
2015

WEDNESDAY, 29 APRIL  
9.00 AM – 10.45 AM

ADMINISTRATION  
INTERMEDIATE 1

- 1 Attempt all 4 tasks.
- 2 Marks are allocated to tasks as follows:
  - Task 1—19 marks
  - Task 2—41 marks
  - Task 3—20 marks
  - Task 4—20 marks
- 3 At the end of the examination, place your printouts and Worksheet for Task 4 inside the envelope provided. Hand the envelope to the Invigilator.



## Instructions/Information for Candidates

You provide the administrative support for the Bartolli family who own restaurants based in Glasgow and Edinburgh and they have just opened a new restaurant in Stirling.

Gino Bartolli, the owner, has asked you to complete the following tasks. You are required to read the instructions and carry out the tasks.

All tasks are **closed book tasks**. No reference may be made to notes, books, manuals or any other source of information while carrying out these tasks.

You are allowed **1 hour 45 minutes** to complete all tasks. **Alterations must not be made to tasks after this time**. However if, for any reason, you have not printed during the 1 hour 45 minutes you will be given time to do so at the end of the examination.

TASK NUMBER	TASK	PRINTOUTS REQUIRED	MARKS
1a	This task requires you to amend a database.	1	10 marks
1b	This task requires you to further amend the database.	1	6 marks
1c	This task requires you to search the database.	1	3 marks
2a	This task requires you to create a spreadsheet.	1	20 marks
2b	This task requires you to amend the spreadsheet you created in Task 2a.	2	15 marks
2c	This task requires you to create and print a bar chart.	1	6 marks
3	This task requires you to prepare a draft itinerary.	1	20 marks
4	This task requires you to provide a <b>written</b> response to questions. A <b>worksheet</b> is provided for this. If you prefer you may key in your answers—these must be numbered correctly. You must produce a printout of this work.		20 marks

The following file is provided electronically for you to access during the examination.

**BARTOLLIDB** — a database file

**Key in** your name on each printout.

**[Turn over for Task 1(a) on *Page four***

**DO NOT WRITE ON THIS PAGE**

## TASK 1a

*At our new Stirling restaurant the recent prize draw was a great success! Customers who visited this restaurant were asked to put their business cards into a prize draw.*

*Please see my instructions below for updating our customer database which has already been started.*

*Thanks Gino*

Open the database file **BARTOLLIDB** and make the following additions and changes.  
You may tick (✓) each box as you complete the instruction.

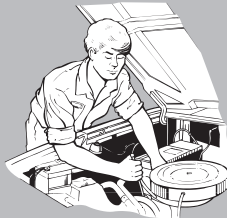
☐ Information from the following business cards should be added to the database:

- Company Rep
- Company
- E-mail Address
- Mobile Number

### **Autoshop Car Repairs**

Dave Hopkins  
15 High Street  
Stirling FK9 8GT  
**07812004567**

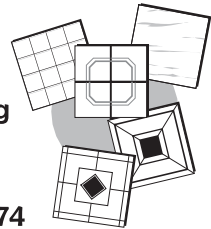
*No repair too small*  
**dave1982@autoshop.com**



### **Home Ceramics**

Owner: Frances Jones  
Ceramic Wall & Floor Tiling

**01236789100 or 07801256774**  
Email: **francesjones@homeceramics.co.uk**  
**www.homeceramics.co.uk**



### **Wallace Construction**

*No job too small! - We do it all!*

*For a Free Quote contact*

**Owain Thomas**  
**on 07721390011**

**www.wct.com**  
email: **owain.thomas@wct.com**



**TASK 1a (continued)***Marks*

- ☐ Details of the restaurant visited should also be added to the appropriate field in the database.
- ☐ Hop, Skip and Jump Travel are no longer trading — delete this record.
- ☐ The e-mail to John Willard bounced back. In the appropriate record amend the company rep details to Steve Queen whose e-mail address is [steve.queen@allweather.co.uk](mailto:steve.queen@allweather.co.uk)
- ☐ **Print** all records on one page.

**10****TASK 1b**

- ☐ **Sort** the database in alphabetical order of company.
- ☐ Add a field to the database with the heading **Special Offers**. Format this field as Yes/No.

Company	Special Offers
Acoustic Noise	Yes
All Weather Roofing	Yes
Autoshop Car Repairs	No
Cocomania	No
Home Ceramics	Yes
Justin Timber	Yes
King Tiling	No
L Passo	Yes
Premier Taxis	Yes
Shear Bliss	No
Wallace Construction	Yes

- ☐ **Print** all records on one page showing only the fields **Company Rep, Company, E-mail Address** and **Special Offers**.

**6****TASK 1c**

- ☐ Gino is proposing a “two-for-one” offer in all restaurants. Search the database for all customers who have indicated they are interested in special offers. Show all fields except mobile number.
- ☐ **Print** the result of this search.

**3****Total (19)**

## TASK 2a

*Our Stirling restaurant is going to use a spreadsheet to record all the money received and all the money paid out to allow me to analyse the figures. If the spreadsheet is successful then all our restaurants will use it!*

*Please see my instructions below for creating this spreadsheet.*

*Thanks, Gino*

Please create and complete a spreadsheet using the instructions provided below.

You may tick (✓) each box as you complete the instruction.

☐ Input the information as shown below:

Income and Expenditure					
Stirling Restaurant					
	Wednesday	Thursday	Friday	Saturday	Sunday
Income					
Cash Banked	60	80	145	170	28
Debit Card	275	245	325	345	135
Credit Card	369	415	440	455	185
Total Income					
Expenditure					
Food	85	98	154	168	69
Drink	78	89	97	109	34
Wages	225	225	250	250	195
Cleaning	18	18	18	18	18
Other Expenses	10	6	13	14	4
Total Expenditure					

- ☐ Format all text and numbers in the spreadsheet to font style Trebuchet, size 12.
- ☐ Format the main heading to size 14.
- ☐ Column headings showing the days of the week should be emboldened and right aligned.
- ☐ Figures should be formatted to currency and whole numbers.
- ☐ Row headings showing Income, Total Income, Expenditure and Total Expenditure should be in italics.
- ☐ Enter formulae to calculate the Total Income for each day.
- ☐ Enter formulae to calculate Total Expenditure for each day.
- ☐ Print **one** copy of the spreadsheet showing values on one page. Show gridlines only.

20

[Turn over]

- ☐ Add a row under Total Expenditure. Insert the label **Profit** and format appropriately.
- ☐ Enter formulae to calculate the Profit for each day. The profit is the difference between Total Income and Total Expenditure.
- ☐ Gino would like to know the Income, Expenditure and Profit for the week. Add a column after Sunday headed **Total**. Format this column heading and the figures appropriately.
- ☐ Enter formulae to calculate the total for each item of Income and Expenditure and for Total Income, Total Expenditure and Profit.
- ☐ Gino has decided every Wednesday to advertise the Stirling restaurant to try and boost the number of customers.

Gino has asked 2 printing companies to quote for printing 200 flyers to be distributed in the local area. The quotations are shown below. Gino has chosen the company with the cheaper of the 2 quotations.

**ABC Printing**  
*Quotation for Printing Flyers*

Cost of 100 copies - **£10**  
 Cost of 200 copies - **£15**  
 Cost of 500 copies - **£35**

**Pronto Print**  
*Quotation for Printing Flyers  
for Bartolli Restaurants*

- Cost of 100 copies - £12
- Cost of 200 copies - £20
- Cost of 500 copies - £48

Insert a row below Cleaning and insert the label Advertising. Update the spreadsheet with the advertising expenditure on the flyers.

- ☐ Add a row under Profit and insert the label **Average Profit**. Format this label to size 14 and italics.
- ☐ In cell G18 enter a formula to calculate the average profit over 5 days. This figure should be formatted appropriately and to size 14.
- ☐ **Print** one copy of the spreadsheet showing **values** on one page. Show gridlines only.
- ☐ **Print** one copy of the spreadsheet showing **formulae** on one page. Show row and column headings and gridlines.



**TASK 2c***Marks*

You may tick (✓) each box as you complete the instruction.

- ☐ Hide rows 4 to 16.
- ☐ Create a bar chart showing the profit for each day. Use the title **Stirling Restaurant – Profit**
- ☐ **Print** a copy of the chart and data on the same sheet.

**6****Total (41)****[Turn over**

Please prepare the following draft itinerary for Hannah Grahamston who is attending the Restaurant Conference. The workshops I have chosen may give us ideas we can use in our restaurants. The itinerary should be printed on one page.

Thanks, Gino

**DRAFT ITINERARY FOR (Insert Name)**  
**The Restaurant Conference, Riverbank Hotel, London**  
**1 October to 2 October 2015**

Thursday 1 October 2015

0930 hours Registration - tea/coffee available on arrival  
 1000 hours Keynote Speech  
 UC 1100 hours Marketing - What's new  
 1130 hours Marketing - Workshop 3  
 1330 hours Marketing - Workshop 2  
 1500 hours Sustainability - Talk by Jo Kingdom on "Bsp Up" Restaurants

Use the flyer on the next page to add all the workshop titles

Friday 2 October 2015

Sket

0930 hours Social and Digital Media - New Client Opportunities  
 1100 hours Social and Digital Media - Workshop 2  
 1200 hours Social and Digital Media - Workshop 3  
 1300 hours Lunch then depart

Customer

NP Please confirm by email if you agree with the choice of workshops to help achieve our aim of increasing our customer base. [The information in the bar chart for the Stirling restaurant is a reminder of why we must make the correct choices here!]

[Insert bar chart from Task 2c]

# The Restaurant Conference 2015

1/2 October in the  
Riverbank Hotel, London



## WORKSHOPS AVAILABLE

1 October - 2015 - Day 1

### Marketing

#### Workshop 1 - Branding

Marketing Director Ethan Young reveals marketing strategies to entice customers to become loyal and to part with their cash.

#### Workshop 2 - Informative and Persuasive Advertising

In depth discussion and examples exploring Informative and Persuasive Advertising Techniques including Ethos, Logos and Pathos to encourage first time customers in addition to reminding customers to purchase a service they have previously bought.

#### Workshop 3 - Out of the Pipeline Promotions

Discussion focusing on promotions by the retailer to the customer to encourage purchases to be made.

2 October - 2015 - Day 2

### Social and Digital Media

#### Workshop 1 - The Future - Techno Age

Susie Ling explores the role of social and digital media in brand building and customer engagement.

#### Workshop 2 - Social Media

The best way to tell your story is to let key influencers spread it for you! Social publishing means you can publish all of your branded content in one place and share it directly to Twitter, Facebook, LinkedIn, Google+ and more, via your own social media news-room.

#### Workshop 3 - Success Metrics

How are you going to determine whether this is actually making a difference in your business? What key measures will you use to evaluate social media strategy effectiveness?

## RESTAURANT SOLUTIONS THAT WORK FOR YOUR BUSINESS

This annual gathering is a must-attend event for business leaders at the heart of the UK eating-out market. A select group of speakers will discuss a range of topics including the latest thinking on sustainability, the investment landscape, brands and consumer growth. For more information on the conference please visit our website.



sponsored by

The restauranteur magazine

Book Today - Limited Places Available

[www.restaurantconference.co.uk](http://www.restaurantconference.co.uk) to book on line or call Anna Quigley on 01293 456 711

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

Total (20)

## TASK 4

Marks

Read the following and answer the questions **ON THE WORKSHEET PROVIDED**.

### Question 1

Study the advert below and answer the questions which follow.

#### REQUIRED FOR NEW RESTAURANT!

#### ADMINISTRATION ASSISTANT

@ Bartolli Family Restaurants

Do you have great administration and ICT skills and an ability to use social and digital media?

You will be responsible for supporting the Restaurant Manager. You will be well-organised, hard working and self-motivated. Excellent ICT skills are essential, as is the ability to work quickly and accurately. Previous experience is essential.

17.5 hours per week

This position is home based with equipment and support being provided

**£10.84 per hour**

For more information contact [gino@bartolli.co.uk](mailto:gino@bartolli.co.uk)

- (a) Identify **2** qualities that would be included in the person specification of the Administration Assistant, other than those mentioned in the above advert. **2**
- (b) Outline **2** benefits to the employee of working from home. **2**
- (c) Describe **one** other flexible working practice. **1**

### Question 2

Gino has proposed setting up a small office space at the new Stirling restaurant.

State **2** areas covered by the Health and Safety (Display Screen) Regulations 1992. **2**

**Question 3**

Gino has been made aware of the **2** problems given below and has asked for your advice.

Name the legislation which has not been followed.

- (a) Access has been gained to a confidential file. **1**
- (b) Graphics have been used on the menus which have been copied directly from the Internet. **1**

**Question 4**

Menus are required for the Stirling restaurant. Gino has left a voicemail today with instructions that 20 copies are to be printed. The menus should be laminated, double sided and in colour and ready for a week today.

Complete the request form **ON THE WORKSHEET PROVIDED.**

**3****PRINT & COPY REQUEST FORM**

Date Requested: \_\_\_\_\_ Date Needed: \_\_\_\_\_

Number of Copies: \_\_\_\_\_

Person requesting copies: \_\_\_\_\_

☐ Single-sided ☐ Double-sided ☐ Stapled ☐ Colour

Special Instructions \_\_\_\_\_

\_\_\_\_\_

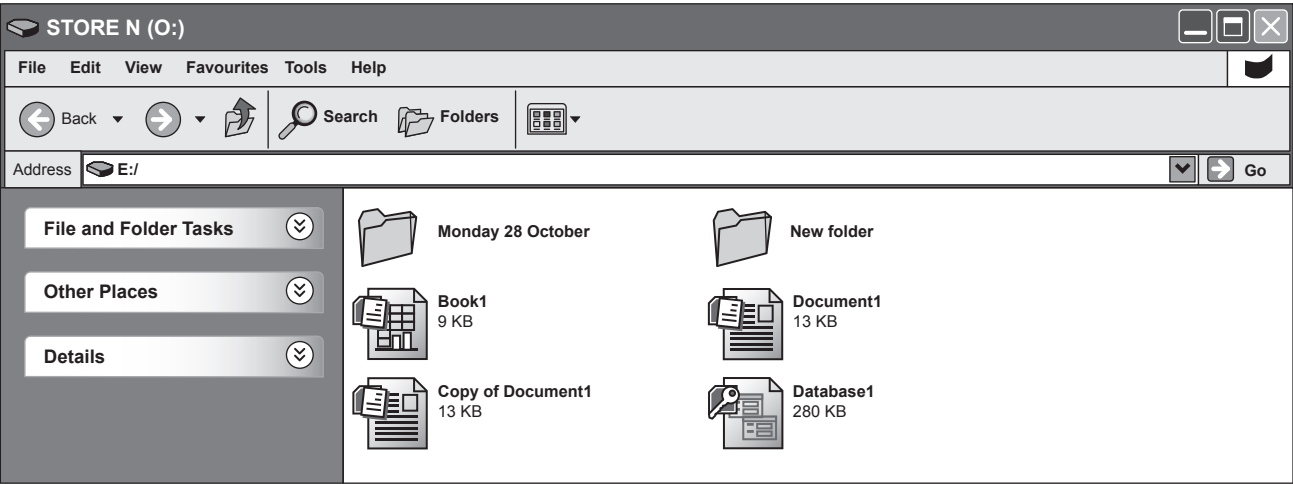
**[Turn over**

Question 5

Gino is not an ICT expert and a copy of his computer desktop is shown below.

(a) Outline 2 improvements to file management that the new Administration Assistant would make.

2



The organisation’s website will be updated with Special Offers after the Stirling Manager has attended the Restaurant Conference.

(b) Describe 2 advantages to the organisation of using the Internet.

2

The Restaurant Managers in Edinburgh, Glasgow and Stirling need to hold joint monthly meetings.

(c) Name 2 features of an electronic diary that could assist with organising the meetings.

2

When the restaurant is unexpectedly busy the Manager will need to get in touch with staff and ask them to come into work at short notice.

(d) Name 2 different mobile technologies that could be used.

2

Total (20)

[END OF QUESTION PAPER]

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## ACKNOWLEDGEMENT

Task 3 – vhpfoto/shutterstock.com

Malgorzata Kistryn/shutterstock.com



FOR OFFICIAL USE

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# X214/10/11

NATIONAL  
QUALIFICATIONS  
2015

WEDNESDAY, 29 APRIL  
9.00 AM – 10.45 AM

ADMINISTRATION  
INTERMEDIATE 1  
Worksheet for Task 4

Fill in these boxes and read what is printed below.

Full name of centre

Town

Forename(s)

Surname

Date of birth

Day      Month      Year

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Scottish candidate number

--	--	--	--	--	--	--	--	--	--

Number of seat

To be inserted with candidate's printouts and returned with them.



Read the following and answer the questions which follow.

**Question 1**

Study the advert below and answer the questions which follow.

**REQUIRED FOR NEW RESTAURANT!**

**ADMINISTRATION ASSISTANT**

@ Bartolli Family Restaurants

Do you have great administration and ICT skills and an ability to use social and digital media?

You will be responsible for supporting the Restaurant Manager. You will be well-organised, hard working and self-motivated. Excellent ICT skills are essential, as is the ability to work quickly and accurately. Previous experience is essential.

17.5 hours per week

This position is home based with equipment and support being provided

**£10.84 per hour**

For more information contact [gino@bartolli.co.uk](mailto:gino@bartolli.co.uk)

- (a) Identify **2** qualities that would be included in the person specification of the Administration Assistant, other than those mentioned in the above advert.

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**2**

- (b) Outline **2** benefits to the employee of working from home.

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**2**

- (c) Describe **one** other flexible working practice.

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**1**

**Question 2**

Gino has proposed setting up a small office space at the new Stirling restaurant. State **2** areas covered by the Health and Safety (Display Screen) Regulations 1992.

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**2****Question 3**

Gino has been made aware of the **2** problems given below and has asked for your advice.

Name the legislation which has not been followed.

- (a) Access has been gained to a confidential file.

---

**1**

- (b) Graphics have been used on the menus which have been copied directly from the Internet.

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**1****[Turn over**

**Question 4**

Menus are required for the Stirling restaurant. Gino has left a voicemail today with instructions that 20 copies are to be printed. The menus should be laminated, double sided and in colour and ready for a week today.

Complete the request form below.

**3****PRINT & COPY REQUEST FORM**

Date Requested: \_\_\_\_\_ Date Needed: \_\_\_\_\_

Number of Copies: \_\_\_\_\_

Person requesting copies: \_\_\_\_\_

☐ Single-sided   ☐ Double-sided   ☐ Stapled   ☐ Colour

Special Instructions \_\_\_\_\_

\_\_\_\_\_

**[Turn over for Question 5 on *Page six***

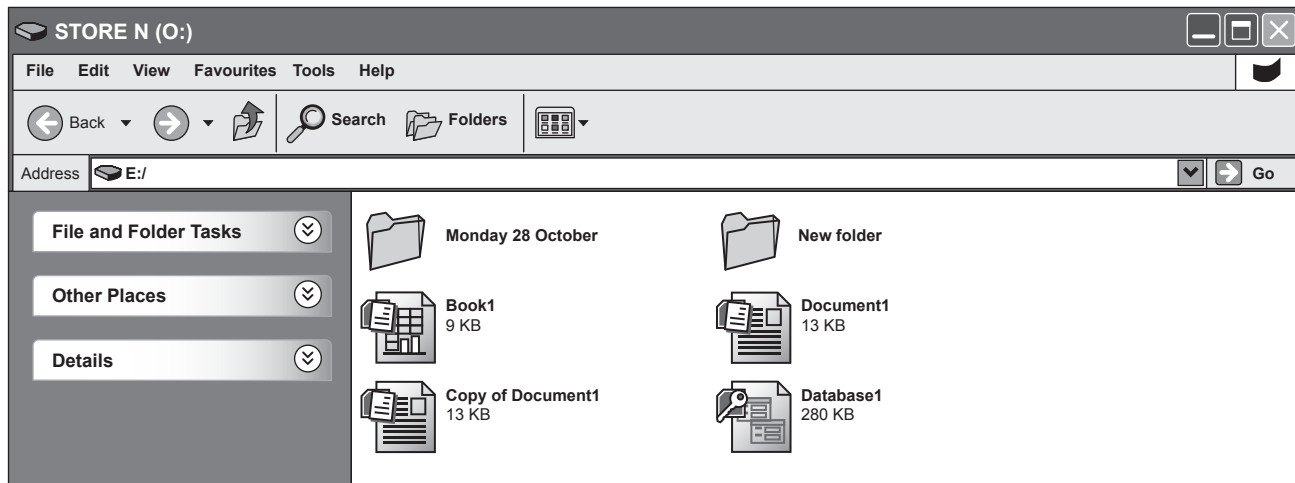
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## TASK 4 (continued)

Marks

### Question 5

Gino is not an ICT expert and a copy of his computer desktop is shown below.



- (a) Outline **2** improvements to file management that the new Administration Assistant would make.

---

---

2

The organisation's website will be updated with Special Offers after the Stirling Manager has attended the Restaurant Conference.

- (b) Describe **2** advantages to the organisation of using the Internet.

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2

The Restaurant Managers in Edinburgh, Glasgow and Stirling need to hold joint monthly meetings.

- (c) Name **2** features of an electronic diary that could assist with organising the meetings.

---

---

2

**TASK 4 (continued)***Marks***Question 5 (continued)**

When the restaurant is unexpectedly busy the Manager will need to get in touch with staff and ask them to come into work at short notice.

(d) Name **2** different mobile technologies that could be used.

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**2****Total (20)**

*[END OF QUESTION WORKSHEET]*

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# **X214/10/21**

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NATIONAL  
QUALIFICATIONS  
2015

WEDNESDAY, 29 APRIL  
9.00 AM – 10.45 AM

ADMINISTRATION  
INTERMEDIATE 1  
Instructions to Teachers/  
Lecturers



## Instructions to Teachers/Lecturers

**Prior to the examination the following files require to be created and saved using the file names indicated. This will enable the candidate to access the required information to complete the tasks.**

**Teachers and lecturers should ensure that candidates CANNOT access the files prior to the examination.**

Housestyle is acceptable for all documents. Ensure all data is **accurate**.

Any suitable font may be used. Margins should be set as per housestyle unless otherwise indicated.

**BARTOLLIDB** — a database file

**Note 1:** Candidates may use the calculator function on their PC if they are familiar with it, or a hand-held calculator. The hand-held calculator must conform to Scottish Qualifications Authority guidelines.

**Note 2:** If the question paper necessitates, candidates may have access to a calendar, either an electronic or paper copy.

**Note 3:** On the date of the examination you are required to send printouts of the prepared files to the Scottish Qualifications Authority. These should be submitted, by the Invigilator, along with the candidates' printouts in **each** return envelope.

**FILENAME: BARTOLLIDB**

Key in the following database.

Company Rep	Company	E-mail Address	Contact - Mobile	Restaurant Visited
Sally Byers	Premier Taxis	sally.byers@premiertaxis.co.uk	07834567129	Glasgow
Stewart King	King Tiling	s.king@kingtiling.co.uk	07721345092	Edinburgh
John Willard	All Weather Roofing	john.willard@allweather.co.uk	07821901100	Glasgow
Nadia Hussain	Acoustic Noise	nadia.hussain@acousticnoise.co.uk	07790126711	Edinburgh
Colin McDonald	Justin Timber	cmcdonald@justintimber.co.uk	07721457809	Glasgow
Lyn Wilmoth	Shear Bliss	lynwilmoth@shearbliss.co.uk	07981245061	Glasgow
Laurie O'Hare	Hop, Skip and Jump Travel	lohare@hsjtravel.co.uk	07890222345	Edinburgh
Charlotte Lyall	Cocomania	enquiries@cocomania.co.uk	07723194561	Edinburgh
Gerry Malone	L Passo	gmalone@lpasso.co.uk	07810893455	Glasgow

*[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]*

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