

FOR OFFICIAL USE

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

G

KU PS

--	--

0020/402

NATIONAL
QUALIFICATIONS
2007

MONDAY, 30 APRIL
10.20 AM – 11.35 AM

ADMINISTRATION
STANDARD GRADE
General 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.



2. Mega Machines & Co has transferred all its records to an electronic system. The following concerns have been raised by staff.

- 1 All files have been saved in one folder.
- 2 All staff have access to confidential information.
- 3 A virus corrupted the computer network through an infected e-mail.

Provide a **different** solution to **each** of the above problems.

Solution 1 _____

Solution 2 _____

Solution 3 _____

Marks



KU	PS
----	----

3

[Turn over for Question 3 on *Page six*

3. Tariq Ali is the Marketing Manager of Andersson Electronics, based in Aberdeen. He has recently attended a 3-day conference in Birmingham.

Study the information below and complete the Expense Claim Form on the next page.

 <p>Merchant Hotel 57 Manchester Road BIRMINGHAM BH4 9OR</p> 		<p>Account No: 2589 Room No: 317</p>
Tariq Ali		
Date	Details	Cost
27/04/07	Bed & Breakfast	£ 80.00
	Dinner	£ 15.00
	Bar Bill	£ 6.00
28/04/07	Bed & Breakfast	£ 80.00
	Dinner	£ 15.00
	Bar Bill	£ 4.00
TOTAL BILL VAT @ 17.5% included		<u>£200.00</u>

ZOOMAIR
Flight Ticket

Aberdeen to Birmingham
Return

27/4-29/4

Received with thanks
£270.00

CITY TAXIS RECEIPT
27/4

£4.50



CITY TAXIS RECEIPT
29/4

£4.75



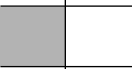
Marks

KU	PS
----	----

3. (continued)

ANDERSSON ELECTRONICS EXPENSE CLAIM FORM		
Name		
Department		
Date(s) <i>27/04/07-29/04/07</i>	Total Expenditure	
TRAVEL (please detail)	£	p
ACCOMMODATION (please detail)		
MEALS (please detail)		
OTHER EXPENSES (please detail)		
TOTAL EXPENSES DUE	479	25
Employee's Signature <i>Tariq Ali</i>	Date <i>01/05/07</i>	

5



[Turn over

4. (a) Describe one **advantage** of a tall organisational structure.

Marks	KU	PS
1		
1		
1		
1		

(b) Describe one **disadvantage** of a tall organisational structure.

(c) Explain what is meant by the term **lateral relationship**.

(d) Describe one **disadvantage** of using an organisation chart.

	KU	PS
Marks		
2		

11. (a) Describe **2** tasks which would be carried out by an Administrative Assistant in the Human Resources Department. Your answers must be **specific to the Human Resources Department**.

(i) _____

(ii) _____

(b) The following problems have arisen within the Purchases Department. Suggest a **different** solution to each of the problems identified below which would prevent them happening in the future.

(i) An urgent order form missed the postal collection.

(ii) A homeworker within the department did not know about an important meeting.

(iii) Two suppliers arrived for an appointment with the Purchases Manager **at the same time**.

11. (b) (continued)

(iv) The Chief Buyer was on her way to a conference which had just been cancelled.

<i>Marks</i>	KU	PS
4		

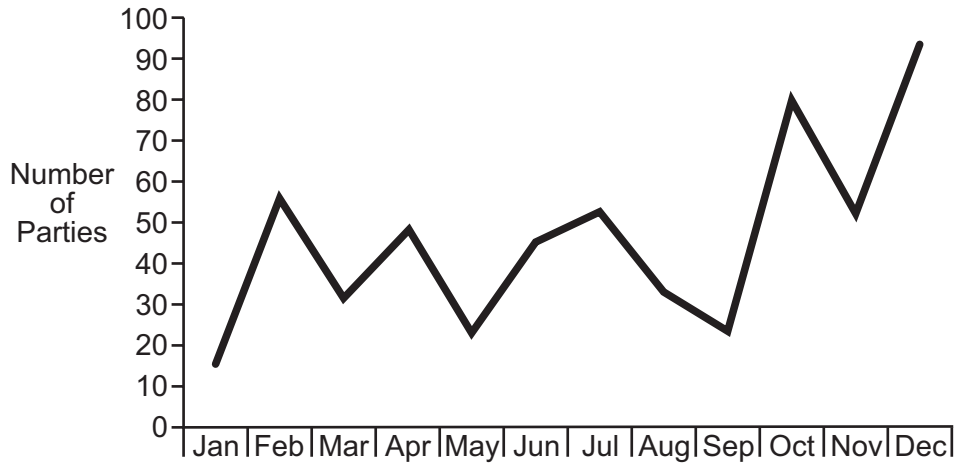
[Turn over

12. Fantabulous Ltd organises parties nationwide.

Marks

KU	PS
----	----

(a) The Marketing Manager prepared the following graph.



(i) Suggest **one** reason why a line graph was used to show this information.

1

(ii) Suggest **one** other way this information could have been displayed effectively.

1

(b) Customers have raised the following concerns.

- 1 They are unable to find exactly what they are looking for on the website.
- 2 They are unable to have queries answered.
- 3 They are unable to purchase party products which are shown on the website.

Suggest a **different** solution to each of the problems identified above.

13. (continued)

Marks

KU	PS
----	----

(e) Spreadsheets are widely used in all departments. Suggest **2** uses of a spreadsheet **specific to a Purchases Department**.

1 _____

2 _____

2

[END OF QUESTION PAPER]

[BLANK PAGE]