

X214/302

NATIONAL
QUALIFICATIONS
2009

WEDNESDAY, 20 MAY
10.40 AM – 12.00 NOON

ADMINISTRATION
HIGHER
Paper 2

You have 1 hour 20 minutes to complete this paper. 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.
- 3 At the end of the examination, place your printouts inside the envelope provided. Hand the envelope to the invigilator.



INFORMATION FOR CANDIDATES

You are an Administrative Assistant with Conference Centres (Scotland) Ltd. The company provides Conference and Meeting facilities in 6 purpose-built centres throughout Scotland. Each centre has overnight accommodation and meeting rooms which can be arranged in different layouts. A recent programme of refurbishment included the reorganisation of rooms.

You report directly to Alison Harper, Director of Administrative Services. Alison has delegated a number of tasks to you.

These tasks are detailed in the following memo and should be completed today. The e-files required for these tasks can be found in the folder CONFERENCE.

Familiarise yourself with these files before starting the tasks.

Please ensure that your name appears on every printout.

MEMORANDUM

TO Administrative Assistant
FROM Alison Harper, Director of Administrative Services
DATE 20 May 2009
SUBJECT Today's Tasks

- 1 a i All conference rooms can be arranged in a number of ways. The Breadalbane Centre has installed sliding doors between 2 rooms to create a bigger space. This new space will be called Chestnut.

The capacities for Chestnut are:

U-shape	54
Boardroom	64
Theatre	116
Cabaret	60

Add this information to the relevant table.

- ii Create a form showing the name of the centre and the capacities of the various room layouts. Include leisure facilities and the number of bedrooms.

Insert the file LOGO as a header. Print this form showing **only** the new record for Breadalbane.

- b ACC Enterprises wishes to book one of our centres for a weekend in October. Accommodation is required for 60 delegates. They want outdoor team-building activities on Saturday and some delegates may arrive early on Friday to play golf.

Present these centres in a report showing airport transfer times as the majority of delegates will be flying up from London.

Insert the file LOGO and a suitable heading. Print a copy of this report.

- c Boardrooms which can accommodate up to 30 people can now be set up as IT suites. The capacity of these rooms is 20% less than when the room is set up as a boardroom. Calculate the capacity of these IT suites. Print your findings showing only Baltersan Centre. Room capacity must be a whole number.

[Turn over

- 2 a Complete the invoice for Diamond Energy for a team-building weekend held at Breadalbane Centre.

Details are shown below.

40 staff stayed for 2 nights

Dinner and lunch provided on both days (insert menu 4 for both meals)

10 people picked up from Glasgow airport

15 people took the Sports Package

10 people took the Adrenaline Package

12 people took the Pamper Package

The invoice Grand Total should be rounded down to the nearest £ (insert a formula to do this).

Print this sheet:

- in value view (portrait)
- in formulae view on one page.

- b We have had a meeting with our accountants to discuss whether to continue to provide Adrenaline Packages at each centre. The current price should be revised as follows:

- transport costs should be passed on to the client
- administrative costs are 5% of the current price – this should also be passed on to the client
- the revised price should include an additional 20% to allow for profit.

The accountants have also advised us that minimum revenue per quarter should be £10,000 per centre.

Note: Comments should be read and actioned.

Print this sheet omitting the overhead data in both:

- value view, and
- formulae view on one page.

- 3 The monthly newsletter still requires some work.

- Change the layout to portrait for all pages except the last one.
- Create a new first page with the logo and the first 2 headings.
- The footer should show, on all pages except the first page, both slogans from the Logo (LHS and RHS) and a page number.
- Extract the relevant spreadsheet columns to show whether or not the Adrenaline Package is to be offered by each centre. Insert this information at the appropriate point.
- Complete the last page for Breadalbane using the text on *Page five* and information from the database (do not change formatting).
- Print the monthly newsletter.

<p>Breadalbane Management Centre has an established reputation of being one of the best conference centres in the country. Situated in Perthshire, delegates can take delight in the dramatic surroundings of Kenmore village and Loch Tay. The area is renowned for water-sports and fishing.</p>		<p>A personal dedicated service, where the attention to detail is second to none.</p>
<p>Breadalbane specialises in team - building activities. The centre's staff can provide tailor - made activities to suit your needs.</p>		<p>BREADALBANE</p>
<p>LEISURE FACILITIES</p> <p>*</p>		<p>Number of Bedrooms: *</p> <p>Breadalbane Conference Centre</p> <p>Kenmore</p> <p>Perthshire</p> <p>PH15 2HB</p>

[END OF QUESTION PAPER]

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