

FOR OFFICIAL USE

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**F**

KU PS

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**0020/401**

NATIONAL  
QUALIFICATIONS  
2009

TUESDAY, 5 MAY  
9.00 AM – 10.00 AM

ADMINISTRATION  
STANDARD GRADE  
Foundation 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

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Scottish candidate number

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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.



**[BLANK PAGE]**



Marks

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3. Thorn plc produces its own sales catalogue using a word processor, printer and binder.

Some customers have complained that the catalogue does not show **pictures of products**.

How could this problem be solved?

Tick (✓) 2 appropriate boxes.

	TICK (✓)
Use a stapler	
Use a scanner	
Use a digital camera	
Use a laminator	

2

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Marks

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4. The following problems have arisen at Moffat Enterprises. How could these problems be avoided in the future? Use a **different** solution for each.

(a) The Administrative Assistants often make spelling mistakes when word processing documents.

The Administrative Assistants should \_\_\_\_\_

\_\_\_\_\_

1

(b) Staff are having difficulty finding files that they had saved on the computer system.

Staff should \_\_\_\_\_

\_\_\_\_\_

1

(c) Computer files have been damaged by a virus.

Moffat Enterprises should \_\_\_\_\_

\_\_\_\_\_

1

(d) The **only** copy of important computer data was accidentally deleted.

Moffat Enterprises should \_\_\_\_\_

\_\_\_\_\_

1

5. Kamran Ali is travelling to Aberdeen for a business meeting.

Name **2** sources of information which he could use when planning his journey from Glasgow to Aberdeen.

1 \_\_\_\_\_

2 \_\_\_\_\_

2

[Turn over











**[Turn over for Question 11 on *Page twelve***

11. (a) Mike Smith is the Area Sales Manager of UK Communications plc. Mike recently travelled from Dundee to Birmingham to attend a Sales Meeting. He paid all of the costs himself and must now claim what he is owed.

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

SPEEDWAY AIRLINES – PASSENGER NAME – MIKE SMITH		
24/04/09 Dundee-Birmingham	0700 hours	Business Class
24/04/09 Birmingham-Dundee	1930 hours	Business Class
<b>TOTAL COST OF FLIGHTS</b>		<b>£320·00</b>

TONI'S TAXI CO
Trip: Airport to City Centre
24/04/09
£4·25

ABC CAB CO
Trip: City Centre to Airport
24/04/09
£4·00

Royal Hotel	
28 London Road, Birmingham, BH2 6JY	
RECEIPT – 24/04/09	
3-course Lunch	£15·00
Drinks	£3·50
Total	£18·50





12. (continued)

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1	
1	
1	
1	

(b) Four problems have been identified.

Give a **different** solution for each.

**PROBLEM 1** – Staff have asked for some choice over when they start and finish work in the office.

**SOLUTION 1** – Performance Computers Ltd should introduce

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1

**PROBLEM 2** – Staff have nowhere to store personal belongings.

**SOLUTION 2** – Performance Computers Ltd should provide

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1

**PROBLEM 3** – Some staff find it difficult to concentrate on their work due to background noise.

**SOLUTION 3** – Performance Computers Ltd should provide

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1

**PROBLEM 4** – The General Manager could not be contacted when out of the office during the day.

**SOLUTION 4** – Performance Computers Ltd should provide

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1

[Turn over

Marks

13. Study the picture of Amy Chalmers at her workstation.



(a) Identify 2 health problems which could affect Amy as a result of working at this desk each day.

**PROBLEM 1** \_\_\_\_\_

\_\_\_\_\_

1

**PROBLEM 2** \_\_\_\_\_

\_\_\_\_\_

1

(b) What should be done to prevent these problems in the future?

**ACTION 1 must match PROBLEM 1 and so on.**

**ACTION 1**

Amy's employer should \_\_\_\_\_

\_\_\_\_\_

1

**ACTION 2**

Amy's employer should \_\_\_\_\_

\_\_\_\_\_

1

	KU	PS







