

FOR OFFICIAL USE

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KU PS

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0020/402

NATIONAL
QUALIFICATIONS
2009

TUESDAY, 5 MAY
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

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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.



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1. The Internet has many uses for an organisation.

(a) Suggest **2 advantages** of using the Internet as a **source of information**.

1 _____

2 _____

2

(b) Suggest **one disadvantage** of using the Internet as a **source of information**.

1

(c) Halfords Electronics has set up a website on the Internet.

The following customer complaints have been received by telephone.

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

(i) Some customers were unaware the company had a website.

(ii) Some customers were unable to find what they were looking for on the website.

(iii) Although they can view products on-line, customers are unable to buy products on-line.

3

3. (a) Describe **2** uses of an organisation chart for employees.

1 _____

2 _____

(b) Name the term which means “the way in which instructions are passed down”.

(c) Identify **one advantage** and **one disadvantage** of a flat management structure.

Advantage _____

Disadvantage _____

4. Name and describe **2** items of **equipment** which could be used in the Reprographics Department. (You may use examples to support your answer.)

1 _____

2 _____

Marks	KU	PS
2		
1		
2		
4		

6. (a) Explain what is meant by the term **external mail**.

Marks

KU	PS

1

(b) (i) Describe **one** advantage of using a **fax machine** for sending and receiving mail.

1

(ii) Give **one** example of outgoing mail which would not normally be faxed.

1

(c) A member of staff has complained that she has not received a fax which she knows had been sent to the organisation.

How could this problem have been avoided?

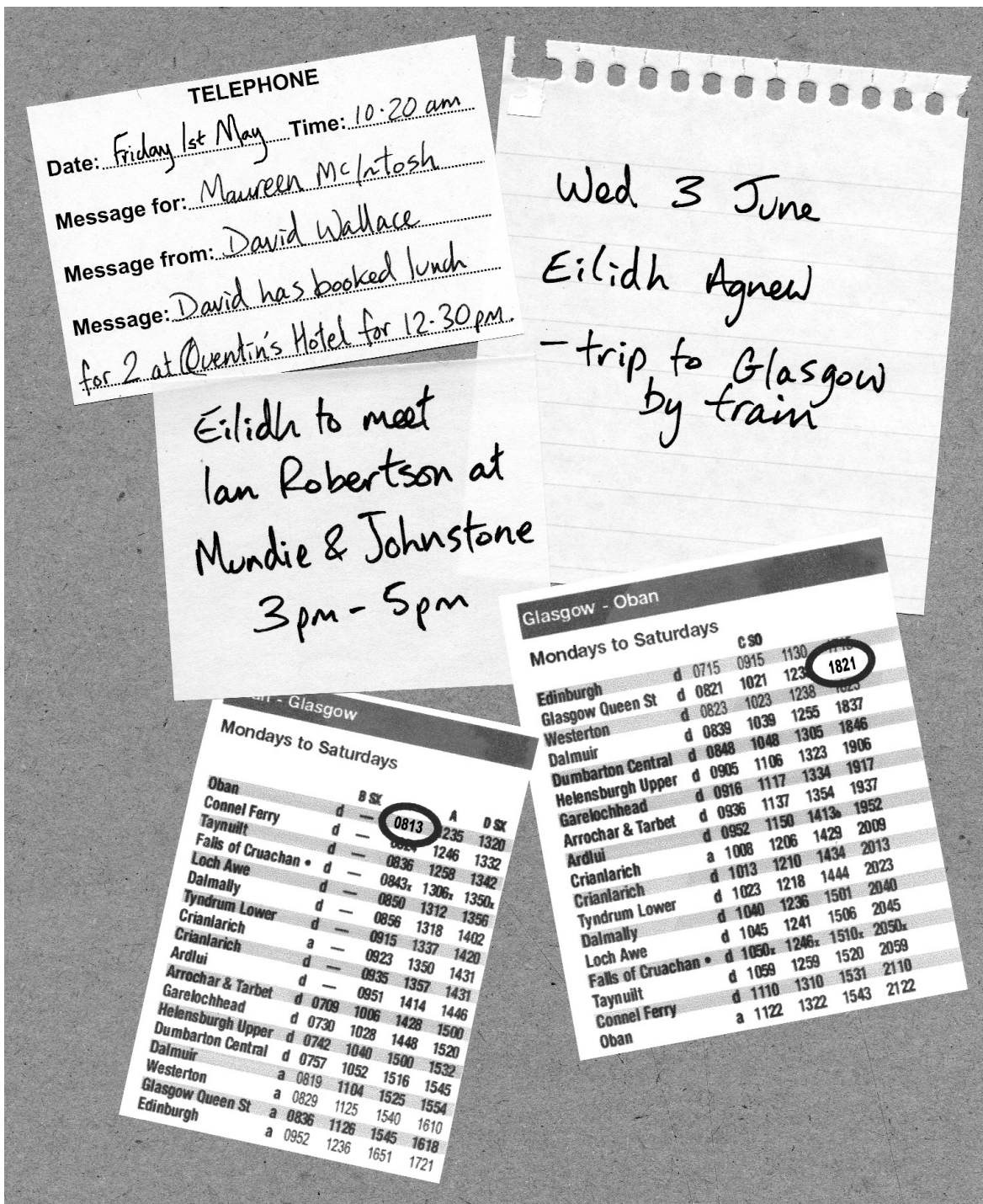
1

[Turn over for Question 7 on *Page ten*

7. Maureen McIntosh is a Travel Administrator with Nabo & Son, based in Oban.

Maureen has started to make the arrangements for a business trip to Glasgow for Eilidh Agnew. Unfortunately, Maureen has taken ill and you have been asked to finish the arrangements by using her notes to complete the itinerary.

Below are the notes made by Maureen.



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10. Anisa Jamieson is the Receptionist for Taylor Ltd.



(a) Anisa has experienced the following problems recently.

How could these problems have been avoided?

(i) A visitor was able to see a confidential file left on screen.

(ii) She was unable to transfer an incoming call as she did not know the correct extension number.

2

Marks

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11. Lisa Gallacher, Human Resources Manager of Robinson Insurance, has sent the following memo to Heather York, Managing Director.

MEMORANDUM

To: Heather York, Managing Director
From: Lisa Gallacher, Human Resources Manager
Date: 5 May 2009
Subject: Staff Concerns

The following problems have been identified:

- 1 The new open plan office layout does not allow homeworkers/teleworkers to complete any tasks in the office.
- 2 Personal items belonging to staff have been stolen.
- 3 Two administrative assistants in the Sales Department no longer wish to work the full week.

I would be grateful for your suggestions.

11. (continued)

Marks

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Suggest **one** solution to each of the problems identified on *Page sixteen*.
Each solution **must** be different.

Solution 1 _____

Solution 2 _____

Solution 3 _____

3

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[Turn over for Question 12 on *Page eighteen*

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