

X214/12/02

NATIONAL
QUALIFICATIONS
2014

FRIDAY, 9 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 work for Prestige Events. Its main business is organising a variety of events which can include conferences, tours and accommodation.

Many of their clients are travelling to Glasgow for the Commonwealth Games. For this event the company is organising tickets to the games, tours of Scotland and has sourced a number of properties which can be rented.

You report directly to Deanne Hoy, Events Manager, who has asked you to complete a number of administrative tasks for her today.

The e-files that you will require to complete these tasks are stored in a folder called PRESTIGE EVENTS.

Familiarise yourself with these files before starting the tasks.

Please ensure that your name appears on every printout.

MEMORANDUM

TO Events Management Assistant
FROM Deanne Hoy, Events Manager
DATE 9 May 2014
SUBJECT Administrative Tasks

1. (a) I have received an e-mail from Mr Robinson who is interested in renting one of our properties for the Commonwealth Games. He will be accompanied by his wife and 2 sons, one of whom is in a wheelchair. Mr Robinson indicated that he is willing to spend between £1,300 and £1,600.

Find and print all available properties that would be suitable for the family showing Property ID, Maximum Occupancy, Rental Cost, Features, Bedrooms and Agent Name.

- (b) We are about to launch an advertising campaign to promote our properties. For each type of property find the lowest price and the number in each category.

Print this information.

- (c) All agents receive 6% commission on every property which they have rented—calculate the commission due on each property.

Show this information in a report grouped by Agent. Include Property ID, the total commission due to each agent and the overall amount to be paid. Make the labels more meaningful.

Print the report with an appropriate heading and insert a report footer containing the words “FOR THE ATTENTION OF THE ACCOUNTS DEPARTMENT”.

[Turn over

2. (a) Complete the worksheet entitled Tour Bookings. Print a value view on one page and a formula view on one page. The information relating to Booking Reference, Discount Code and No in Party is not required.
- (b) Senior Management have asked that we closely monitor the profitability of all the tours we currently offer. Use the information from the Tour Bookings sheet to find the Total Net Income for each tour. Indicate whether or not the tour is operating at a Profit or Loss and complete the Profitability Breakdown.

Print a value view on one page and a formula view on one page.

- (c) The company has started the process of invoicing clients whose properties we have rented as part of our Commonwealth Games promotion. Prepare the Invoice for Maria Fisher by finishing the Management Invoice worksheet.

Print a copy of the Invoice in value view and formula view. Do not include the Fees table.

3. An information leaflet regarding tours on offer to our clients has been created. Use the instructions below and the comments in the file to complete the leaflet. Delete all comments once actioned.

Create a front page with our letterhead, the first heading and paragraph. Enhance this page.

Remove the watermark and justify pages 2 and 3.

Key in the following paragraph after the information on **Fore in Fife**.

Auld Reekie

A chance for you to visit the nation's capital city of Edinburgh where you will experience Scotland's number one tourist attraction - Edinburgh Castle. For the remainder of the day you can choose between a number of activities such as The National Gallery of Art, the Scottish Parliament or the shopping delights of Princes Street.

Insert the table showing tour prices at the appropriate place. Add a new row for the Ghosts and Ghouls tour, the price is £9.50 and the meal is £10.00. Sort the table in order of tour name.

Insert Prestige Tours as a header on the left hand side of page 2 and the right hand side of page 3. The headers should be separated from the main text by a border.

Print the information leaflet on 3 pages, showing page numbers in the footer on pages 2 and 3 only.

[END OF QUESTION PAPER]

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