

X214/11/02

NATIONAL
QUALIFICATIONS 2014

FRIDAY, 9 MAY
10.20 AM – 11.40 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 2

- 1 Attempt all 3 tasks.
- 2 Marks are allocated to tasks as follows:
 - Task 1—31 marks
 - Task 2—14 marks
 - Task 3—15 marks
- 3 At the end of the examination, place your printouts and answer book inside the clear envelope provided. Hand the envelope to the Invigilator.



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Instructions/Information for Candidates

You are the Administrative Assistant working for Donald Munro Luxury Coach Tours. You are required to carry out a number of tasks given to you by Murdo Munro, Donald's grandson and current Managing Director of the business.

All tasks are **closed book tasks**. No reference may be made to notes, books or manuals while carrying out these tasks.

You are allowed **1 hour 20 minutes** to complete all tasks. **Alterations to tasks must not be made after this time**. However if, for any reason, you have not printed during the 1 hour 20 minutes you will be given time to do so at the end of the examination.

TASK NUMBER	TASK	PRINTOUTS REQUIRED	MARKS
1a	You are required to complete a spreadsheet.	2	17 marks
1b	You are required to complete a spreadsheet.	2	14 marks
2	You are required to update a database.	3	14 marks
3	You are required to prepare a letter for mail merge.	2	15 marks
Total			60 marks

The following files have been provided electronically for you to access during the examination.

DMSS — a spreadsheet file containing **2** worksheets:
BOOKINGS for use in TASK 1a
HATOURS for use in TASK 1b

DMDB — a database file for use in TASK 2

DMLETTER — a word processing file for use in TASK 3

Your name **must** be displayed on all work submitted.

[Turn over

TASK 1a

*I have created a spreadsheet file to calculate the cost of our tour bookings taken for July and August 2014. Complete the sheet **BOOKINGS** using the instructions below. This sheet is contained in the spreadsheet file **DMSS**.*

Murdo

You may tick (✓) each box as you complete the instruction.

- Open the spreadsheet file **DMSS** and use the sheet **BOOKINGS**.
- Sort the data in the worksheet in order of Tour Code.
- Complete the column Cost per Passenger using the following data. Format figures appropriately.

Tour Code	Cost per Passenger
HA	£149.00
NS	£175.00
RD	£135.00
WI	£189.00

- An Administration Fee of £50 will be charged if the booking has more than 20 passengers. Use a formula to show the Administration Fee for each tour booking. Use an absolute cell reference.
- Use formulae to calculate the Total Cost of each Tour.
- Insert a new column **Total Cost for each Tour Code** ensuring consistency in formatting. Use formulae to calculate the Total Cost for each Tour Code as follows:
 - Total Cost of HA Tour Code in cell G11
 - Total Cost of NS Tour Code in cell G17
 - Total Cost of RD Tour Code in cell G23
 - Total Cost of WI Tour Code in cell G28
- Border cells G11, G17, G23 and G28.
- Name the cell containing the Total Cost of HA Tour Code **HATOTAL**. This will be used in the sheet **HATOURS**.
- Use formulae to calculate the following:
 - Number of Bookings in cell B30
 - Number of Bookings (with more than 20 passengers) in cell B31
- Print** one copy of the sheet **BOOKINGS** on one page showing **values**. Include gridlines on this printout.
- Print** one copy of the sheet **BOOKINGS** showing **formulae**. Include row and column headings and gridlines.

TASK 1b

Complete the sheet **HATOURS** as instructed below. This sheet is contained in the spreadsheet file **DMSS**.

Murdo

You may tick (✓) each box as you complete the instruction.

- Increase the font size of the first 2 rows of the worksheet and italicise.
- Enter the following figures.

	January and February	March and April	May and June
Tour Costs	£24,922.00	£23,648.00	£27,126.00
Number of Passengers	178	165	186

- Insert the Tour Costs figure for July and August by linking to the named cell in the sheet **BOOKINGS**.
- Use a formula to calculate the total number of passengers for July and August for HA Tours.
Tour Costs and the Number of Passengers for September and October are expected to be 20% higher than those for May and June.
- Add a new column with the heading **Projections – September and October**. Use formulae to calculate the Projected Tour Costs and Number of Passengers for September and October. Use an absolute cell reference. Format appropriately.
- Create a chart showing the total number of passengers for all months, excluding the projection for September and October.
- Print** one copy of the sheet **HATOURS** showing **values**. Include the chart embedded on this printout.
- Print** one copy of the sheet **HATOURS** on one page showing **formulae**. Include row and column heading and gridlines. Do not include the chart.

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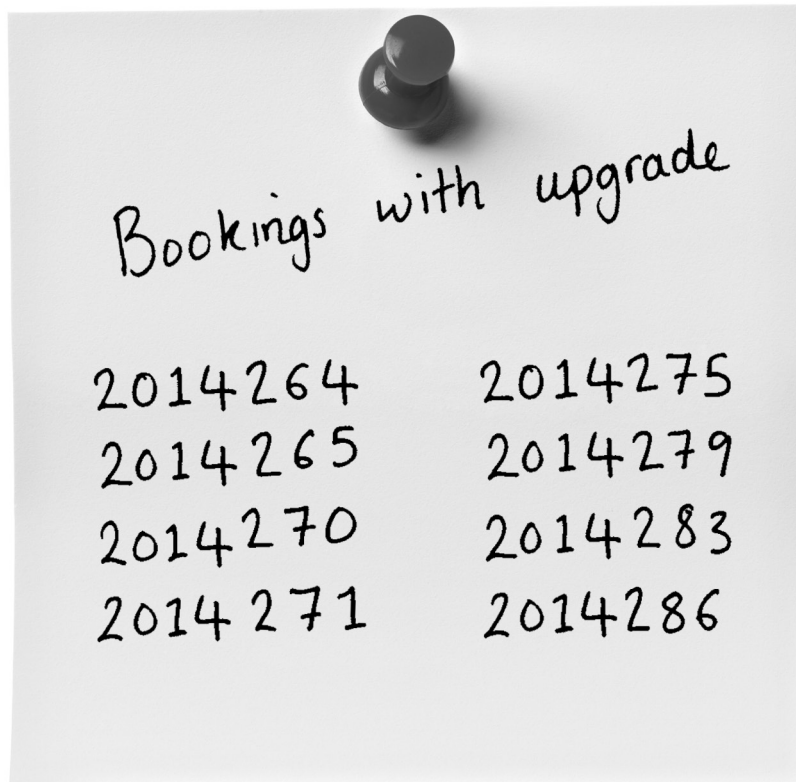
TASK 2

The database **DMDB** contains contact details for the organisers of each of our tour bookings for July and August. Please update the database using the information given below.

Murdo

You may tick (✓) each box as you complete the instruction.

- Add a new field **Upgrade**.
- Some tour bookings have accepted the offer to upgrade their hotel accommodation. Complete the new field using the following information.



- Create a database form using all fields. Enter the following details for a new booking.

Andrew Sutherland from Inverness has booked 20 passengers on the Highland Adventures tour (Tour Code HA). His address is 79 Culcabock Road, IV2 8TR. The tour booking reference is 2014288 and the pick up point will be Inverness. This group has accepted the offer of the hotel upgrade.

- Print** the form showing only details of booking reference 2014288.

TASK 2 (continued)

- Sort the database in order of Upgrade (showing those bookings that have accepted the upgrade first) and Tour Code.
- Print** one copy of the updated database showing only the Tour Booking Ref, Tour Code and Upgrade fields.
- Search the database for bookings that have accepted the hotel upgrade and whose arranged pick up is Inverness.
- Create a report from the results of the search showing all fields except Tour Code, Pick Up and Upgrade.
 - Add an appropriate title.
 - **Print** a copy of the report on one page.

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Using the information below, prepare a letter to be sent by post to the organisers of tours with an Inverness pick up who have accepted the hotel upgrade. This is the result of the search from Task 2. Use the file **DMLETTER**.

Print **two** copies of the letter—one copy showing the merge fields and one copy to any one of the tour organisers. The letter should fit on one page.

Murdo

Dear

TOUR BOOKING REFERENCE *

* Insert merge field for Tour Booking Ref

lc Thank you once again for choosing a tour with us and for accepting our Hotel upgrade package.

As advertised According to our records you have arranged to be collected from our pick up point in Inverness. We have recently changed our pick up in Inverness and your tour will now be collected at 10.00am from the following location:

bold Falcon Square, Inverness, IV2 3PP

stet NP Hotel accommodation will be upgraded to a suite for each night of the tour and group members will enjoy a 3-course meal, sampling a wide range of Scottish cuisine, with ~~unlimited~~ wine. A nightly charge of £20 per passenger must be paid directly to each hotel at check-in. [Please do not hesitate to contact us should you require any further information.

Yours _____

Justify all paragraphs

ACKNOWLEDGEMENT

Task 2 – 128318603 Shutterstock.com