Please check the examination details below before entering your candidate information					
Candidate surname	Other names				
	Centre Number Candidate Number Pearson Edexcel International GCSE (9–1)				
Friday 2 June 2023					
Afternoon (Time: 1 hour 30 minutes)	Paper reference	4CM1	/02R		
Commerce PAPER 2: Facilitating commercial operations					
You do not need any other materia	ls.		Total Marks		

Instructions

- Use **black** ink or ball-point pen.
- Fill in the boxes at the top of this page with your name, centre number and candidate number.
- Answer all questions.
- Answer the questions in the spaces provided
 - there may be more space than you need.
- You must show all your working out with your answer clearly identified at the end of your solution.

Information

- The total mark for this paper is 80.
- The marks for **each** question are shown in brackets
 - use this as a guide as to how much time to spend on each question.
- Calculators may be used.

Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ▶







SECTION A

Answer ALL questions. Write your answers in the spaces provided.

Some questions must be answered with a cross in a box \boxtimes . If you change your mind about an answer, put a line through the box \boxtimes and then mark your new answer with a cross \boxtimes .

	answe	r, pu	It a line through the box 🔀 and then mark your new answer with	a cross ⊠.
1	(a) Which	on	e of the following is a request to purchase a product?	
	Select	one	answer.	(4)
	\boxtimes	Α	A receipt	(1)
	×		An invoice	
	\boxtimes		A delivery note	
	\times		An order	
	(b) Which	on	e of the following is an approach to advertising?	
	Select	one	answer.	
				(1)
	×	A	Interactive	
	\times	В	Interesting	
	\boxtimes	C	Collective	
	\boxtimes	D	Responsible	
	(c) Define	e the	e term retained profit .	(4)
				(1)

(ii) State one way Olivia uses point of sale material to promote <i>Seabreeze's</i> tours.	(d)	Define the term agenda .	(1)
(ii) State one way Olivia uses point of sale material to promote <i>Seabreeze's</i> tours.	(e)	a sailing yacht. The tours last for 4 hours and include a luxury lunch and the use of expensive towels. Groups of 16–20 people are each provided with a branded	
·		(i) State one way Olivia could reduce the purchasing costs of <i>Seabreeze's</i> tours.	(1)
		(ii) State one way Olivia uses point of sale material to promote <i>Seabreeze's</i> tours.	(1)



Figure 1 shows an extract from Seabreeze's weekly financial information.

2019	\$ Australian
Sales Revenue	29 000
Cost of Sales	14 150
Gross Profit	14 850

Figure 1

(iii) Calculate, to two decimal	places the weekly Gross	Profit Margin for	⁻ 2019. You
are advised to show your	working.		

(f) Explain **one** benefit to a customer of having an overdraft with their bank.

(g) Explain one way a bank can help a business to export its products.	(3)

	The Sydney Harbour Authority lists on its website all the boats available for hire in the harbour. Customers use this website to book tours with <i>Seabreeze</i> . Customers of <i>Seabreeze</i> are mainly international tourists, sailing enthusiasts and groups of business colleagues.	
	(h) Analyse how Olivia could use social media to increase the bookings of tours on	
	Seabreeze.	(6)
••••		
	(Total for Question 1 = 20 ma	rks)



2 (a) Which **one** of the following is the formula used to calculate the Return on Capital Employed (ROCE)?

Select **one** answer.

(1)

- \triangle A Cost per item \times 100
- \square C Capital employed Profit for the year \times 100
- (b) In which **one** of the following situations would a business send a letter?

 Select **one** answer.

(1)

- A To issue personal congratulations and a certificate to an employee
- B To notify a customer of the immediate cancellation of an urgent order
- C To send money to a crowdfunding appeal for online donations
- D To save money communicating a general message to thousands of customers

(c) **Figure 2** shows the size of the global airline market.

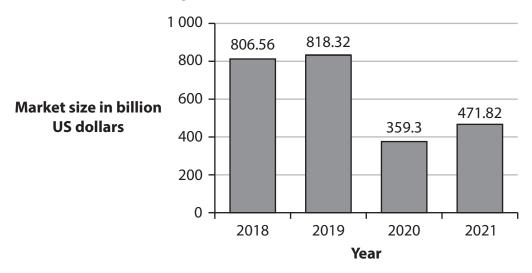


Figure 2

(i) Identify the year with the lowest change in the value of the market size on the previous year.

(1)

(ii) Identify the value of the market size in 2020.

(1)

(d) Define the term informal credit.

(1)



option to its cu	istomers.		(3)
	enefit to a business of allowing custo	mers to use hire purchase	e to
f) Explain one be buy its product		mers to use hire purchase	e to (3)
		mers to use hire purchase	
		mers to use hire purchase	
		mers to use hire purchase	
		mers to use hire purchase	
buy its product			(3)
buy its product	ts.		(3)
buy its product	ts.		(3)
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buy its product	ts.		(3)
buy its product	ts.		(3)
buy its product	ts.		(3)
buy its product	ts.		(3)



Scottish Enterprise helps Scottish businesses innovate and expand globally. It promotes Scottish products in trade fairs and exhibitions around the world. It provides capital towards research and development.

Scottish Enterprise helped Alexander Dennis Ltd (ADL) with capital towards the development of a new and technologically innovative bus, the Enviro500.

With the help of *Scottish Enterprise*, *ADL* beat its competitors to supply 72 buses to Hong Kong's largest bus operator. There are likely to be many more orders in the future from this operator as the *ADL* bus is very good for city transport.

ADL is considering two options to increase the export of its buses to as many Asian cities as possible:

Option 1: use overseas agents and pay an agent's fee of 5% of the sales they make

Option 2: use *Scottish Enterprise* to carry out the promotion of its buses at international trade fairs for transport.

(g) Justify which one of these two options <i>Alexander Dennis Ltd (ADL)</i> should choose to increase the exports of its buses.		
	(9)	



(Total for Question 2 = 20 marks)
TOTAL FOR SECTION A - 40 MARKS

TOTAL FOR SECTION A = 40 MARKS

SECTION B

Answer ALL questions.

Read the following extract before answering the questions.

Write your answers in the spaces provided.

Freddies Flowers is an online florist. It selects the best available flowers every week from markets in Great Britain and Europe. It delivers 40,000 boxes of flowers each week to homes in the UK. Deliveries are made every day.

Regular customers pay to have fresh flowers delivered to their homes or businesses in the UK. Payment is made online using a credit card. Many customers have flowers delivered each week and pay on the morning of delivery.

In 2020, *Freddies Flowers* had 100,000 regular customers. It aimed to increase the number of customers to 200,000 within 12 months. To do this it needed to raise funding for a marketing campaign.

3	(a)	Which one of the following is a service provided by a commercial bank?
		Select one answer.

(1)

- A Printing national currency notes
- B Lending money to the Central Bank
- □ Issuing postal orders to individuals
- ☑ D Providing foreign currency to the public
- (b) Which **one** of the following is a reason why *Freddies Flowers* only accepts payment by credit card online?

Select one answer.

(1)

- A To save the transaction fee per sale of flowers
- **B** To ensure that drivers deliver the flowers on time
- ▼ To receive secure payment from customers for the flowers
- To allow customers to receive flowers before paying



(c) State **one** reason why *Freddies Flowers* uses email when answering customer queries.

(1)

(d) Complete the Credit Note below to show the missing amounts.

CREDIT NOTE

NO. 3567

Freddies Flowers Ltd

VAT REG NO: 209 405 916

1–4 Cumberland Place Southampton

Southampt Hampshire SO15 2NP

Mr R Smith 190 High Holborn London WC1V 7BH Invoice No: 1234 Invoice Date: 14/06/21 Credit Note Date: 28/06/21

Qty	Order No	Description	Unit Price £	Amount £
(i)	75.00			
	15.00			
	(ii)			

Reason for credit: delivered to incorrect address

(2)

Figure 3



(e) Analyse why Freddies Flowers might choose to use crowdfunding to finance its marketing campaign.		
		(6)



An increase in the number of regular customers means *Freddies Flowers* needs to make more deliveries in the cities and rural areas of the UK to meet this demand.

Deliveries need to be made quickly so the flowers remain fresh. The large boxes prevent damage to the fragile contents.

In central London, UK, *Freddies Flowers* uses its own fleet of electric bikes instead of delivery vans. The bikes are branded with *Freddies Flowers*. They have special platforms on which to carry large loads of the light boxes.

Riders of the *Freddies Flowers* bikes enjoy using them as they can stop wherever they like and take them into apartment blocks and other buildings. The batteries can be recharged at charging points around the city. The bikes do not have to pay the central London congestion charge. This is a charge made by many UK cities on all non-electric vehicles entering the cities to reduce the number of vehicles in the city centres.

Delivery vans are used for rural areas and cities as they can carry more flowers and travel further than electric bikes.

Freddies Flowers wants the most cost-effective way to deliver throughout the UK and is considering two options:

Option 1: more electric bikes

Option 2: more delivery vans.

(f) Justify which one of these two options <i>Freddies Flowers</i> should choose.	(9)



(Total for Question 3 = 20 marks)

TOTAL FOR SECTION B = 20 MARKS



SECTION C

Answer ALL questions.

Read the following extract before answering the questions.

Write your answers in the spaces provided.

Chocolate is made from cacao beans. *Uncommon Cacao* buys cacao beans from 400 small farms around Belize port and neighbouring Guatemala in Central America.

Uncommon Cacao prepares the beans for export to luxury chocolate makers in California where there is a shortage of high quality beans.

For chocolate makers, the preparation means the beans are of an excellent and consistent standard. For the farmers, it ensures a fair and stable price for their product in a growing market where demand is high.

The cacao beans are carefully loaded into containers for the seven-day sea journey from Belize port to Oakland port in California, USA. The containers ensure the beans are not broken whilst being loaded. The containers are well ventilated to maintain the quality of the beans.

Once in California, the beans remain in the containers which are unloaded from the ship onto trucks. The containers are then delivered to a large specialist warehouse for distribution to the chocolate makers in California, USA.

(a) Outline **one** reason why *Uncommon Cacao* chooses to transport the cacao beans

k	by sea.	(2)



(b) Analyse how containerisation helps maintain the quality of the beans as they are transported to the USA.	
	(6)

The US is a world leading importer and consumer of chocolate and chocolate products. Demand for chocolate products in the US is expected to continue to grow.

Several world famous and highly respected national newspapers such as The Washington Post, The New York Times and The Huffington Post have promoted *Uncommon Cacao* by publishing articles about its business and the benefits it brings to small farmers in Belize and Guatemala. These newspapers are distributed throughout the US and even worldwide.

(C)	in the US. You should use the information provided and your own knowledge of commerce in your answer.		
		(12)	

(Total for Question 4 = 20 marks)

TOTAL FOR SECTION C = 20 MARKS TOTAL FOR PAPER = 80 MARKS

Source information

https://www.seekbusiness.com.au/business-listing/cruise-sydney-harbour-on-famous-catamaran-max-20-passengers-double-your-income/599274

https://www.statista.com/statistics/1110342/market-size-airline-industry-worldwide/

