

Pearson LCCI

Certificate in Business Administration

Level 2

Monday 9 June 2014

Time: 2 hours

Paper Reference

ASE20071

You will need:

An answer book

Instructions

- Do **not** open this examination paper until you are told to do so by the supervisor.
- Use **black/blue** ink or ball-point pen
– *pencil can only be used for graphs, charts, diagrams, etc.*
- Ensure your answers are written clearly.
- Begin your answer to each question on a new page.
- Write on both sides of the page.
- All answers must be correctly numbered but need not be in numerical order.
- If you need more space, use the additional sheets provided. Write your name, candidate number and question number on each sheet and attach them to the inside of your answer book. State, on the front of your answer book, the number of additional sheets attached.
- When you finish, cross through any rough notes and preparatory work.
- Answer **all** questions.
- You should spend the first 15 minutes reading through the questions. You may make notes during this time.

Information

- The total mark for this paper is 100.
- There are four questions in this question paper
– *each question carries equal marks.*
- The marks for **each** question are shown in brackets
– *use this as a guide as to how much time to spend on each question.*
- You may use an English or bilingual dictionary.

Advice

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

Turn over ►

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PEARSON

Answer ALL questions.

- 1** You work as an Administrative Assistant at S & V Publishing Limited. You report to Sue Williamson, Head of the HR Department. Sue has received a complaint from a visitor with a disability who felt that the needs of visitors to the company with disabilities were not being met.

Sue has asked you to write to all HR administrative staff and receptionists, inviting them to a meeting one week from today, at 5 pm, in Sue's office. In your communication Sue wants you to include five ways in which S & V Publishing can meet the needs of visitors with disabilities. These can then be discussed at the meeting.

- (a) Using the information provided above, produce the written communication that Sue Williamson has requested.

In producing the written communication, you must:

- (i) include the relevant information in the scenario (2)
 - (ii) include **five** ways that S & V Publishing can meet the needs of visitors to the company with disabilities (5)
 - (iii) use the appropriate layout, tone and vocabulary to suit the purpose of the communication (4)
 - (iv) check the accuracy of the communication. (2)
- (b) State **two** reasons why you have chosen to use the form of written communication you have produced. (2)
- (c) Identify **six** administrative activities performed by receptionists. (6)
- (d) Explain why organisation charts are important to receptionists. (4)

(Total for Question 1 = 25 marks)

2 You work as an Administrator at the offices of Justly Sound, a musical instrument maker. You perform a variety of activities. Your manager, Molly Baker, will be asking you to get in touch with all Heads of Department informing them of an important contract for a large quantity of instruments that has just been received. At the same time, you will set up an urgent meeting to discuss this contract.

(a) Explain **two** advantages and **two** disadvantages of **both** telephone calls and emails, so that you can decide the best way to contact the Heads of Department. (8)

(b) (i) Explain why **each** of the following **three** skills is important in your job as an Administrator:

- Communication skills
- Organisational skills
- Ability to multitask

(6)

(ii) Describe the following **two** personal qualities required in an administrative role:

- Reliability
- Showing initiative

(4)

(c) You are responsible for maintaining a customer database.

Describe how this activity can benefit Justly Sound.

(5)

(d) Describe how calendar software could be used at Justly Sound.

(2)

(Total for Question 2 = 25 marks)

- 3** You work as an Administrative Assistant in the offices of a large company in the city. You are located in the Post Room dealing with internal and external mail.
- (a) (i) Name and describe **three external** mail services available to staff in the Post Room. (6)
- (ii) Describe how pigeonholes are used in the delivery of internal mail. (2)
- (b) State **four** items of equipment used in the Post Room when processing **incoming** mail. (4)
- (c) (i) Identify **five** types of **customer** information retained by business organisations. (5)
- (ii) Explain why it is important to keep **customer** information confidential. (2)
- (d) Explain the importance of following health and safety procedures. (6)

(Total for Question 3 = 25 marks)

- 4** You work for a small advertising company as an Administrative Assistant. You are required to carry out a number of administrative tasks. You have recently been busy word processing updates for the company's policies and procedures manual.
- (a) (i) Explain why your company needs to have policies and procedures. (3)
- (ii) Describe why it might be necessary for your company to have a grievance procedure. (4)
- (b) (i) Explain why it is important to communicate effectively with visitors to the company. (4)
- (ii) Describe how a receptionist can ensure effective communication with visitors to the company. (4)
- (c) Explain why individual performance monitoring might be needed. (4)
- (d) Describe **three** ways you can improve your performance in the company. (6)

(Total for Question 4 = 25 marks)

TOTAL FOR PAPER = 100 MARKS