

Certificate in Business Administration

ASE20071

Level 2

Thursday 21 November 2013

Time allowed: 2 hours

Information

- There are 4 questions in this examination.
- Total marks available: 100
- All questions carry equal marks.

Instructions

- Do **not** open this paper until you are told to do so by the supervisor.
 - Answer **all questions**.
 - Spend the first **15 minutes** reading through the questions. You may make notes during this time.
 - Write your answers in blue or black ink/ballpoint.
 - All questions must be correctly numbered but need not be in numerical order.
 - When you finish, check your work carefully and cross out any rough work.
 - You may use an English or bilingual dictionary.
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Question 1

Scenario

You work as an Administrator in the Tourist Information Office in Stretton, an area of outstanding natural beauty, which includes a national park that attracts numerous visitors each year. Your Manager is Sheila Davidson. A complaint has been received from a local resident, Mr Matthew Miles, suggesting that the information about local cycle tracks in one of the leaflets provided by the office is incorrect.

Sheila has made an appointment with Mr Miles to discuss his complaint. She has asked you to contact Mr Miles, in writing, confirming the appointment which will be held at 2 pm one week from today at the south entrance to the national park. Sheila is not very happy about having to attend this meeting.

- (a) Produce the written communication that Sheila has requested (you can include additional details to complete this document). In producing the written communication, you must:
- (i) include the relevant information in the scenario (2 marks)
 - (ii) use the appropriate layout, tone and vocabulary to suit the purpose of the communication (4 marks)
 - (iii) check the accuracy of the communication. (2 marks)
- (b) State **two** reasons why you have chosen to use the form of written communication you have produced. (2 marks)
- (c) You will need to enter details of the meeting in the electronic diary system. Identify **five** benefits of an electronic diary system. (5 marks)
- (d) Describe **five** activities, other than preparing documents and updating the electronic diary system, that you might be asked to perform as an Administrator in the Tourist Information Office. (10 marks)

(Total 25 marks)

Question 2

You work as an Administrative Assistant at Sunshine Holidays, a small business that hires out caravans for holiday rental. The owner, Keith Brown, is a sole trader and you are his only office employee. Keith is considering asking a friend to join the business as a partner. You perform a number of administrative tasks and are located in the reception area.

- (a) Explain **three** reasons why Keith might want to ask a friend to become a partner in his business. (6 marks)
- (b) State **four** actions you should take when leaving the reception area at the end of the day to ensure the office is left secure. (4 marks)
- (c) (i) State **five** guidelines you should follow when processing outgoing mail and packages. (5 marks)
- (ii) Describe **five** procedures you would undertake before deciding the amount of postage to be paid when sending mail and packages. (10 marks)

(Total 25 marks)

Question 3

You started work as a Junior Office Worker in the Customer Service Department at Toytown, a toy manufacturer, but have recently been promoted to the post of Receptionist. You have found the transition difficult and your Team Leader has suggested that you may need help to improve your reception skills. She has asked you to think about ways that would help you to improve your performance in the reception team and has arranged to meet with you next week to discuss this.

- (a) Describe **five** learning activities your Team Leader could introduce to help you adjust to your new role. (10 marks)
- (b) (i) Explain how other members of the reception team might be able to support you in your role. (6 marks)
- (ii) State **five** ways that you can make use of feedback from colleagues. (5 marks)
- (c) Explain why it is important that visitors are not kept waiting too long in the reception area. (4 marks)

(Total 25 marks)

Question 4

You work as an Administrative Assistant in the Human Resource Department (HR) of Jacob and Jackson Limited, a manufacturer of garden tools. The company employs over 100 staff.

- (a) State **five** items of information Jacob and Jackson Limited will keep about their staff, including a different reason why **each** item should remain confidential. (10 marks)

Jacob and Jackson Limited have decided to rewrite their employment procedures and the HR Department is currently finalising a Disciplinary Procedure.

- (b) (i) Explain why it is important for Jacob and Jackson Limited to have a Disciplinary Procedure. (4 marks)

- (ii) Outline the written information included in a Disciplinary Procedure. (6 marks)

You have been asked to organise a meeting so that Managers can be updated on the rewriting of the employment procedures.

- (c) Identify **five** items of information you will need when organising this meeting. (5 marks)

(Total 25 marks)