Pearson BTEC (QCF)

Principles of Providing Administrative Services

Level 2 – J/506/1899

2015 – Practice Test
Time: 45 minutes

Paper Reference
BA-2-24 PT

You must have:
Multiple choice answer sheet
Black pen

Instructions

- Use **black** ink or ball-point pen.
- Answer **all** questions.
- Encircle your answers on the separate answer sheet.

Information

- The total mark for this paper is 35.
- The marks for **each** question are shown in brackets.

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 ▶

PEARSON

1   Which of these would be completed when organising an initial meeting?

(1)

Select **one** option.

A   Arranging a venue
B   Reviewing feedback
C   Writing minutes
D   Returning equipment

2   An administrator summarises the cost of different travel accommodation.
What is the reason for this?

(1)

Select **one** option.

A   To monitor staff expenses
B   To confirm the purpose of the stay
C   To compare value for money
D   To promote agencies

3   Which of these describes a mobile phone?

(1)

Select **one** option.

A   A device that destroys confidential documents
B   A device used to conceal information
C   A device used for identification
D   A device for handheld communication

4   Which type of meeting is used to give regular information to a team?

(1)

Select **one** option.

A   Board meeting
B   Conference
C   Briefing
D   Annual general meeting

5   Which is a feature of half-board accommodation?

(1)

Select **one** option.

A   No meals included
B   One meal included
C   Two meals included
D   Three meals included

6 A member of the sales team has given incorrect advice to customers regarding the use of a product.
What will be the impact of this?

(1)

Select **one** option.

    A   A reduction in customer service targets
    B   An increase in customer complaints
    C   A reduction in staff stress levels
    D   An increase in profits

7 Why does a company need to use a courier service?

(1)

Select **one** option.

    A   To ensure value for money
    B   To reduce packaging
    C   To reduce costs
    D   To ensure safe delivery

8 Which of these is essential information needed to manage an electronic diary system?

(1)

Select **one** option.

    A   Supplier contact details
    B   Employee email addresses
    C   Local transport times
    D   Details of staff departments

9 Which of these is a common feature of a formal meeting?

(1)

Select **one** option.

    A   No agenda
    B   Recorded minutes
    C   No notice
    D   Casual approach

10 Which of these describes an internal customer?

(1)

Select **one** option.

    A   Other companies supplied with a service by the organisation
    B   Member of the public who purchases the organisation's products
    C   Other companies that provide a service to the organisation
    D   Member of staff from a different department

11 Hard copy duplicates of a multi-page document need to be produced and collated. Which type of office equipment is suitable for this?

(1)

Select **one** option.

A Photocopier
B Laminator
C Laptop computer
D Franking machine

12 A member of staff is responsible for providing administrative support for a meeting. Which of these should they do as part of this?

(1)

Select **one** option.

A Allocate the budget
B Decide the content of the agenda
C Appoint the chairperson
D Arrange appropriate catering

13 An administrator is booking international travel for colleagues. What **must** be arranged to allow them to travel?

(1)

Select **one** option.

A Foreign currency
B Accommodation
C Hire car
D Visas

14 Which of these is a feature of an electronic diary?

(1)

Select **one** option.

A One viewing option
B Can be photocopied
C Automatic reminders
D Impossible to edit entries

15 Priority boarding is a feature of which type of transport?

(1)

Select **one** option.

A Taxi
B Hire car
C Train
D Aeroplane

16 How will staff behaving in a professional manner impact on customers?

(1)

Select **one** option.

A   They will have a positive impression of the organisation
B   They will use another organisation's services
C   They will complain more about the organisation
D   They will spend less money on services

17 Which factor needs to be considered when choosing a new photocopier?

(1)

Select **one** option.

A   Portability
B   Anticipated usage
C   Packaging
D   Recycling potential

18 Delegates need to be made aware of a meeting.
     What stage of organising the meeting will achieve this?

(1)

Select **one** option.

A   Sending invitations
B   Booking a venue
C   Arranging seating
D   Planning an agenda

19 Why would a business need to use a courier company?

(1)

Select **one** option.

A   Due to quality of packaging
B   So feedback is received
C   Due to the weight of packages
D   So returns are increased

20 An administrator confirms instructions for overseas travel.
     Why is this important?

(1)

Select **one** option.

A   To ensure upgrades
B   To ensure discounts are received
C   To prevent over booking
D   To identify departure points

21 Which of these is a feature of a hard copy diary?

(1)

Select **one** option.

A   Password protected
B   A single unique copy exists
C   Easy to update multiple copies
D   Automatic reminders can be set

22 Running cost is a factor to be considered when replacing which piece of office equipment?

(1)

Select **one** option.

A   Telephone headset
B   Post weighing scales
C   Printer
D   Furniture

23 A company is intending to send out an urgent mail shot containing invitations to the annual general meeting.
In this situation, what influences the choice of postage method?

(1)

Select **one** option.

A   Speed of delivery
B   Sender's address
C   Age of attendees
D   Agenda order

24 An administrator is coordinating a team project that needs to be completed by the end of the month.
What is the purpose of using a diary to do this?

(1)

Select **one** option.

A   To arrange transport
B   To arrange catering
C   To ensure documentation is collated
D   To coordinate staff activities

25 A member of the public buys products from a department store.
Which of these would describe this customer?

(1)

Select **one** option.

A   Internal
B   External
C   Supplier
D   Competitor

26 Why should companies keep records of business travel expenses?

(1)

Select **one** option.

A   For tax purposes
B   For checking journey times
C   To provide instructions
D   To inform future bookings

27 Which of these describes a tablet computer?

(1)

Select **one** option.

A   A collection of devices connected with cables
B   A device that has touchscreen input
C   Equipment that stamps outgoing mail
D   A device that is non portable

28 A meeting is being planned.
Why would a diary system be necessary for this?

(1)

Select **one** option.

A   To arrange mutually agreed dates
B   To note dietary requirements
C   To record contact details
D   To keep budget information

29 Why is it good practice to photocopy the exact number of documents needed?

(1)

Select **one** option.

A   To improve document quality
B   To increase accuracy
C   To minimise waste
D   To maintain confidentiality

30 What factor should be considered when sending a document via email?

(1)

Select **one** option.

A   Quality of information
B   Convenience
C   Local time
D   Language spoken

31 Why is it important to identify employee availability when arranging an event?

(1)

Select **one** option.

A   To help manage the diary system
B   To keep a record of annual leave
C   To record staff absences
D   To agree the agenda

32 Which of these is the cheapest type of mail service for sending a standard letter?

(1)

Select **one** option.

   A   Special delivery
   B   1st class
   C   Courier
   D   2nd class

33 Post scales have been used to weigh parcels before dispatch.
Why is this necessary?

(1)

Select **one** option.

   A   To ensure items are delivered on time
   B   To check the number of items sent
   C   To identify the amount of postage
   D   To reduce the amount of packaging

34 Why should the weight of a package be considered when selecting a mail service?

(1)

Select **one** option.

   A   To reduce packaging
   B   To calculate the value of the contents
   C   To calculate the cost
   D   To reduce the cost of insurance

35 An administrator has asked for an outline of the programme for a training event
before entering it in the diary.
Why is this important?

(1)

Select **one** option.

   A   To coordinate attendees
   B   To calculate the length of time needed
   C   To supply accurate information
   D   To ensure deadlines are met

TOTAL FOR PAPER = 35 MARKS