

Pearson LCCI

Sample

XXXXXXXX

Time: x hours

Paper Reference

ASEXXXXX

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 the number of additional sheets attached on the front of your answer book.
- 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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Answer ALL questions.

1 Scenario

You work as an Administrative Assistant in the print room of Creative Solutions, a publishing company. One week ago today at 2pm your Team Leader, Jenny Tiltman, gave a presentation to some prospective clients.

After the presentation, one of the clients, Don Bingham, asked Jenny for some additional information about Creative Solution's services. At the time Jenny was busy and did not make a note of the information Don Bingham requested. Jenny has asked you to write to Don Bingham at the City Council to find out the information he needs and to apologise for not responding to his request sooner.

- (a) Using the information provided above, produce the written communication that Jenny will send. You can add any other necessary contact details. In producing the written communication, you must:
- (i) include the relevant information indicated in the scenario (2)
 - (ii) use the appropriate layout, tone and vocabulary to suit the purpose of the communication (4)
 - (iii) 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)
- The print room at Creative Solutions is a busy centralised service.
- (c) Identify **five** activities that may be carried out by staff in the print room. (5)
- (d) Explain why it is important that staff in the print room meet the agreed deadlines for tasks. (10)

(Total for Question 1 = 25 marks)

- 2** You have recently started work as a Receptionist at Drew and Edwards, a small family business which operates as a partnership.
- (a) Describe the features of a Partnership. (6)
 - (b) Explain why your role as a Receptionist is important to Drew and Edwards. (10)
 - (c) State **five** guidelines you follow when dealing with visitors. (5)
 - (d) State **four** ways in which you would check and sort incoming mail. (4)

(Total for Question 2 = 25 marks)

- 3** You work as an Administrator in the Sales Department of Baldwin & White, a company which sells a variety of small decorative gifts online. You have been asked to train a new Junior Administrator in the Sales Department.
- (a) Describe **two** functions of the Sales Department. (4)
 - (b) Identify five types of information the Sales Department will keep about customers. (5)
 - (c) (i) Describe how the Sales Department might use the Internet to sell to customers. (4)
 - (ii) Explain why it is important for the Sales Department to communicate effectively with customers. (6)

The management at Baldwin & White has decided to implement a Waste Management Policy to reflect its concerns for the environment.

- (d) Describe **three** procedures that could be included in the Waste Management Policy. (6)

(Total for Question 3 = 25 marks)

4 You have just started work as an Administrator in the general office at Sabrina Beauty Products. You have been given a Standard Policies and Procedures Manual to read. The office consists of a team leader and six staff who carry out a variety of tasks, so effective teamwork is essential.

(a) (i) Explain why it is important that team members are honest with and respectful to each other.

(4)

(ii) Describe how team members can work together to achieve agreed targets.

(6)

(b) Explain why it is important for the general office to have procedures in place.

(4)

Filing is one of the tasks the general office carries out for all departments.

(c) Explain why filing needs to be carried out efficiently.

(6)

One of your first tasks is to despatch six bottles of shampoo and conditioner, as a sample, to a potential customer based overseas. It is important that the sample is delivered as soon as possible and in good condition.

(d) (i) Identify the most suitable type of mail handling service you would use.

(1)

(ii) Explain **two** criteria you used in selecting the mail handling service identified in 4 (d) (i) above.

(4)

(Total for Question 4 = 25 marks)

TOTAL FOR PAPER = 100 MARKS