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Centre Number		Candidate Number	
Candidate Signature			

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General Certificate of Secondary Education  
June 2006



**BUSINESS AND COMMUNICATION SYSTEMS**  
**Paper 1**  
**Foundation Tier**

**3126/1F**  
**F**

Monday 22 May 2006 9.00 am to 10.00 am

<p><b>You will need no other materials.</b> You may use a calculator.</p>
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Time allowed: 1 hour

**Instructions**

- Use blue or black ink or ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- Answer the questions in the spaces provided.
- Do all rough work in this book. Cross through any work you do not want marked.

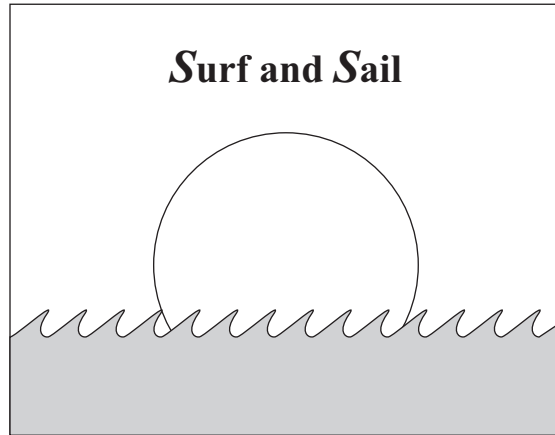
**Information**

- The maximum mark for this paper is 80.
- The marks for questions are shown in brackets.
- You are reminded of the need for good English and clear presentation in your answers. Quality of Written Communication will be assessed in questions 3(b) and 7.

For Examiner's Use			
Number	Mark	Number	Mark
1		5	
2		6	
3		7	
4			
Total (Column 1) →			
Total (Column 2) →			
Quality of Written Communication			
TOTAL			
Examiner's Initials			

Answer **all** questions in the spaces provided.

**SCENARIO**



Beth Watson started off in business by opening *Surf and Sail* which is a shop selling surfing gear, eg clothes and surfboards. The shop made very little profit so she had to think of other things that she could do.

Near the shop is a large sandy beach. Beth decided to open a windsurfing school which has been very successful. She now employs two people in the shop and five more to give lessons.

**Total for this question: 8 marks**

**1** Complete each sentence by **circling the correct word or phrase**.

(a) An office where each worker has a separate room is called:

**cellular**                      **informal**                      **open plan**                      **panoramic**                      (1 mark)

(b) The amount of pay which an employee receives before deductions is called:

**gross pay**                      **income tax**                      **net pay**                      **PAYE**                      (1 mark)

(c) A computer program which makes copies of itself and can damage files is called a:

**back-up**                      **utility program**                      **virus**                      **word processor**                      (1 mark)

(d) The payment method which gives employees more money the more hours they work is called:

**bonus**                      **fringe benefits**                      **piece rate**                      **time rate**                      (1 mark)

- (e) A document produced by job applicants listing their skills, qualifications and experience is called a:

**contract of  
employment**

**curriculum vitae**

**job description**

**person  
specification**

(1 mark)

- (f) The law which prohibits discrimination in the workplace due to nationality or ethnic origin is the:

**Disability  
Discrimination  
Act**

**Equal Pay Act**

**Race Relations  
Act**

**Sex Discrimination  
Act**

(1 mark)

- (g) An example of an **external** communication is:

**a conversation  
between the  
Branch Manager  
and an assistant**

**a letter from  
a customer**

**a meeting of  
*Surf and Sail*  
employees**

**a telephone call  
from Beth to the  
Branch Manager**

(1 mark)

- (h) A device which allows printed information to be put into a computer for editing is a:

**CD re-writer**

**monitor**

**printer**

**scanner**

(1 mark)

8
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**Turn over for the next question**

**Turn over ►**

**Total for this question: 6 marks**

**2** Beth keeps customers' names and addresses in a database. She uses this to tell customers about special offers and to keep track of who has paid for their lessons.

(a) Explain **two** possible problems which could be caused by incorrect data being entered into the database.

1 .....

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.....

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2 .....

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*(4 marks)*

(b) Explain **one** reason why it is important for Beth to back up her data.

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*(2 marks)*

6
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**Total for this question: 24 marks**

**3** Beth’s windsurfing school was so successful that she decided to open another branch 50 miles away.

- (a) Beth needed to recruit staff for the new branch. First, she wrote a job description and a person specification for each job.

List **three** pieces of information which a job description would contain.

1 .....

.....

2 .....

.....

3 .....

.....

*(3 marks)*

**Question 3 continues on the next page**

**Turn over ►**

- (b) The following skills were included in the person specification for the manager of the new branch.

<p>Essential skills</p> <ul style="list-style-type: none"> <li>• Business planning</li> <li>• Leadership skills</li> <li>• Organisational skills</li> <li>• Communication skills</li> </ul> <p>Desirable skills</p> <ul style="list-style-type: none"> <li>• Windsurfing</li> <li>• Ability to use word processing, database and spreadsheet software</li> </ul>
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Beth received a number of applications for the post of Branch Manager and shortlisted these to four. The table below shows details from their applications.

Name	Qualifications	Experience	Hobbies
Joan Murphy	A levels in Maths, ICT and French	None: has just left college	Windsurfing, cycling
Bob Evans	5 GCSEs including English, Maths and ICT	5 years as Assistant Manager of a windsurfing school	Home improvements, crossword puzzles
Sunita Kaur	Degree in Business Studies	3 years as Manager of a clothes shop	Designing websites, going to nightclubs
Greg McAllister	None	2 years as a Windsurfing Instructor for <i>Surf and Sail</i>	Windsurfing

Use the information in the person specification and the table above to explain how suitable **each** applicant would be for the post of Branch Manager.

- (i) Joan .....
- .....
- .....
- .....
- .....
- .....
- .....
- .....
- .....

(3 marks)





**Total for this question: 20 marks**

**4** Beth attends meetings of the British Windsurfing Association. Before each meeting, she receives an agenda.

(a) Name **three** items which would normally appear on an agenda.

1 .....

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2 .....

.....

3 .....

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*(3 marks)*

(b) Beth also receives a copy of the minutes of the previous meeting.

Explain **one** reason why it is important to have accurate minutes of a meeting.

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*(2 marks)*

**Question 4 continues on the next page**

**Turn over ►**

- (c) (i) Beth has been asked to give a talk at the next meeting about her new windsurfing school. She intends to use presentation software to help her to prepare and give her talk.

List **three** features of presentation software which will be useful to Beth in preparing and giving her talk.

1.....

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2.....

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3.....

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(3 marks)

- (ii) Explain how **each** of the features that you have listed in question (c)(i) above will help Beth to give an effective presentation.

1.....

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2.....

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3.....

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(6 marks)

- (d) The World Federation of Windsurfing Associations (WFWA) has members all over the world. The annual meeting is held as a video conference.

Explain **two** advantages and **one** disadvantage to the members of the WFWA of using video conferencing, rather than meeting in person.

(i) Advantage 1 .....

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*(2 marks)*

(ii) Advantage 2 .....

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*(2 marks)*

(iii) Disadvantage .....

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*(2 marks)*

**Turn over for the next question**

**Turn over ►**

**Total for this question: 9 marks**

- 5 Rajesh Pindoria of the WFWA wants to write a report about windsurfing in different parts of the world. To do this, he hopes to collect sales figures from windsurfing schools around the world.

Rajesh is considering three possible methods of collecting the figures:

- the surfing schools send the figures on paper by **post**
- the surfing schools **fax** the figures to Rajesh
- the surfing schools send the figures by **email** to Rajesh.

- (a) State **one** advantage and **one** disadvantage of each method.

(i) **Post**

Advantage .....

.....

Disadvantage .....

.....

*(2 marks)*

(ii) **Fax**

Advantage .....

.....

Disadvantage .....

.....

*(2 marks)*

(iii) **Email**

Advantage .....

.....

Disadvantage .....

.....

*(2 marks)*

- (b) Recommend the **best** way for Rajesh to collect the figures, giving reasons for your answer. You may choose one of the methods given in (a) opposite, or suggest an alternative.

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(3 marks)

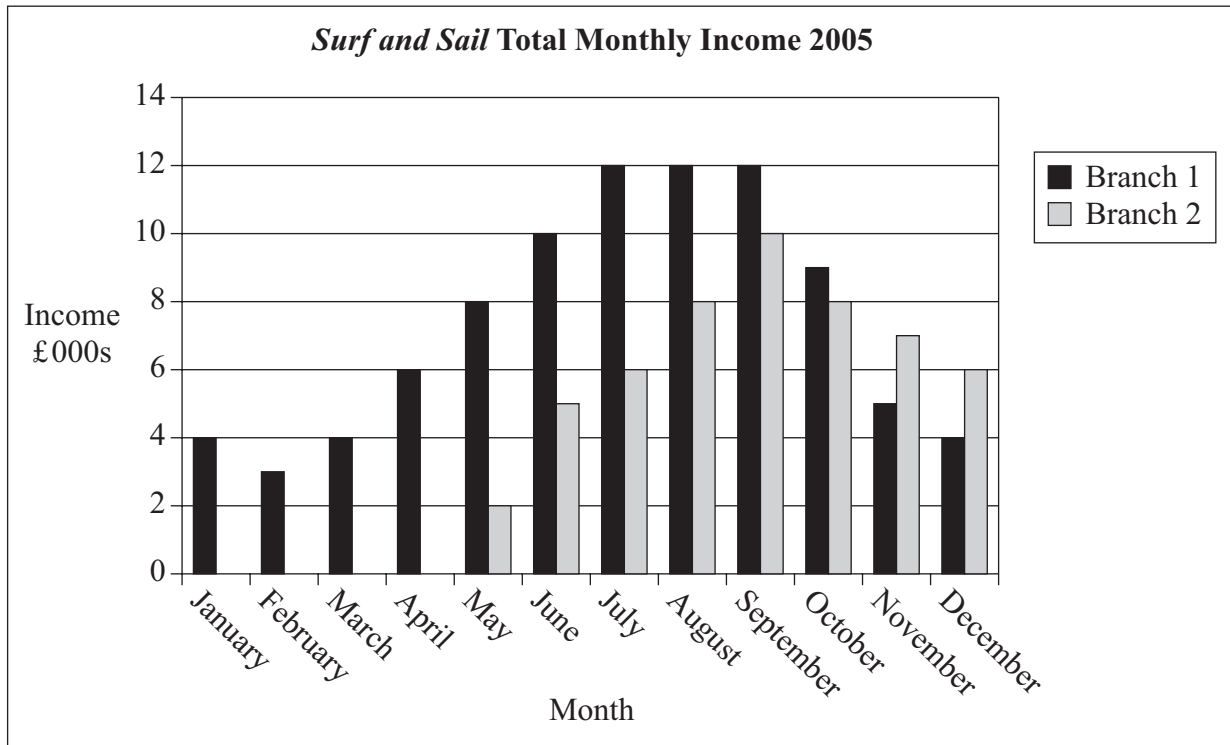
<b>9</b>

**Turn over for the next question**

**Turn over ►**

**Total for this question: 5 marks**

**6** The chart below shows the total monthly income in 2005 for the two branches of *Surf and Sail*.



(a) What was the total income for January? .....

.....  
(1 mark)

(b) Which were the busiest months for Branch 1? .....

.....  
(1 mark)

(c) Which was the quietest month for *Surf and Sail*? .....

.....  
(1 mark)

(d) In which month did Branch 2 open? .....

.....  
(1 mark)

(e) Which branch had the highest total income for 2005? .....

.....  
(1 mark)

5
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