

GENERAL CERTIFICATE OF SECONDARY EDUCATION
BUSINESS AND COMMUNICATION SYSTEMS

A267

ICT skills for business communication systems

Candidates use the data file as instructed in this paper and print out their responses.

OCR Supplied Materials:

- Electronic data file – Excel spreadsheet
- Working Mark Sheet

Other Materials Required:

- Computer
- Access to a printer stocked with white A4 paper
- Access to a personal temporary user's area on the centre network in which to save your work

Wednesday 13 January 2010
Morning

Duration: 1 hour**INSTRUCTIONS TO CANDIDATES**

- Read each task and question carefully and make sure that you know what you have to do before starting your work.
- Complete **all** the tasks and sub-tasks.
- You will complete this assessment on a computer and print out your work.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each task or sub-task.
- The total number of marks for this paper is **60**.
- You may **not** use a dictionary.
- This document consists of **8** pages. Any blank pages are indicated.

Complete **all** tasks.

All print-outs of your work **must** show:

Your candidate name, **printed** as part of your document.

In addition to your candidate name, the following information **must** be shown on each print-out (this information may be written onto the document after it has been printed):

- Candidate number;
- Centre number;
- Unit code: A267;
- Task number and print-out reference, eg Task 1 (a+b) or Task 2 (a).

You are advised to allocate the following amounts of time to each task:

Task 1 – 25 minutes

Task 2 – 35 minutes

Scenario

You are the manager of The Mobile Phone Store in Manchester. It is part of a group called The Mobile Phone Store Group. It sells mobile phones for all UK networks and it has a chain of 40 stores located over the UK.

Task 1

The Mobile Phone Store uses spreadsheet software to record weekly sales. Sales are entered on a daily basis for each of the five members of staff.

Recall the file **WEEKLY SALES.xls**. **Save** a copy of the spreadsheet in your temporary user's area as **SALES** and your candidate name, for example SALES_MARK_JONES

Complete **all** of the following sub-tasks.

- (a) (i) Nina Potack has told you that her sales figure for Tuesday is incorrect. **Edit** Nina Potack's sales figure for Tuesday. **Enter** her correct sales figure of 222.89 in cell C4. [1]
- (ii) Usman Patel is no longer working for The Mobile Phone Store. **Delete** the row which contains Usman Patel's details. [1]
- (iii) A new member of staff, Jennifer Mason, has started working at The Mobile Phone Store. **Add** her name and the following sales figures to your spreadsheet.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
129.98	148.12	165.83	122.88	210.08	0	0

[7]

Save the changes you have made.

- (b) You need to use the spreadsheet to make some calculations.
- (i) **Add** the following labels to the spreadsheet:
- In cell I1 **add** the label Total Sales; [1]
 In cell H7 **add** the label Weekly Total; [1]
 In cell J1 **add** the label Commission. [1]
- (ii) In cell I2 **enter** a formula to calculate the **Total Sales** for Henry Chang. [1]
- (iii) **Replicate** this formula to all the other members of staff. [1]
- (iv) In cell I7 **enter** a formula to calculate the **Weekly Total** for all staff. [1]
- (v) Each week staff are paid an additional payment (commission). This is 8% of their individual total sales. In cell J2 **enter** a formula to calculate the commission for Henry Chang. [1]
- (vi) **Replicate** this formula to all the other members of staff. [1]
- (vii) **Format** all numerical cells to currency (2 decimal places) and displaying the £ sign. [1]
- (viii) **Save** and **print** on **one** page a **landscape** copy of your spreadsheet in the formula view. The contents of all cells must be displayed in full. Remember your candidate name **must** appear as part of the printed document. [2]

(c) **Sort** the spreadsheet into ascending order by Staff Name.

Print your spreadsheet in the normal view on **one** page. Remember your candidate name **must** appear as part of the printed document. [1]

(d) (i) **Create** a column chart to display only the **Total Sales** for each staff member using appropriate labels and a title. [4]

(ii) **Print** a copy of your graph on **one** page. Remember your candidate name **must** appear as part of the printed document. [1]

Save the changes you have made.

[Total: 26]

Task 2

The Mobile Phone Store Group has a website. It is considering creating a blog for its website where the business can give information about new products and customers can add comments. You have been asked to prepare a presentation about business use of blogs.

Not all managers know what a blog is.

Complete **all** of the following sub-tasks.

- (a) Using presentation software and including further details in the speaker's notes your presentation must explain to managers about blogs and should contain at least three slides. You must print one copy of your presentation, one slide to a page, displaying your speaker's notes. Remember your candidate name **must** appear on each page of the printed document.

It must:

- (i) Describe **two** features of blogs. [4]
- (ii) Explain **two** advantages to a business of the use of blogs. [4]
- (iii) Explain **two** disadvantages to a business of the use of blogs. [4]
- (iv) Make a recommendation, with reasons, as to whether or not a business such as The Mobile Phone Store Group should use a blog. [6]
- (v) The presentation must use a variety of features, including speaker's notes, which are suitable for a business audience. [4]

Save as BLOG PRESENTATION and your candidate name, for example BLOG_PRESENTATION_MARK_JONES

- (vi) **Print** one copy of your presentation, one slide to a page, displaying your speaker's notes. Remember your candidate name **must** appear on each page of the printed document. [1]

- (b) You want to call a staff meeting of everyone who works in the Manchester store. **All staff** are to attend.

- (i) Word process a Notice of Meeting and Agenda as one document. The meeting will be held in the Staff Room at 8.30 am on Saturday 27 February 2010. As well as the standard agenda items, you must include the following items:
 - sales targets for March 2010;
 - discussion about the company website blog. [9]
- (ii) Use appropriate formatting to improve the appearance of your work. [2]

Save as FEBRUARY STAFF MEETING and your candidate name, for example FEBRUARY_STAFF_MEETING_MARK_JONES

Print one copy of your Notice of Meeting and Agenda. Remember your candidate name **must** appear as part of the printed document.

[Total: 34]

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