OCR ⭐
RECOGNISING ACHIEVEMENT

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 1 TEXT PROCESSING
(BUSINESS PROFESSIONAL)

Scheme Code: **06968**

BUSINESS PRESENTATIONS

Question Paper
Reference: **SUMMER 09**

This question paper may be taken within these dates:
1 JUNE 2009 – 21 AUGUST 2009

TIME: 1 HOUR 15 MINUTES

INSTRUCTIONS TO CANDIDATES

Please insert your Centre Number, the Scheme Code and the Question Paper reference on your Unit Submission Folder.

You must use a presentation software package to complete this examination.

Complete all documents.

You must print all of your own work. Printing may be carried out after the examination time.

Assemble your completed work in the order in which it is presented in this paper and cross through any work which you do not wish to be marked.

Ensure that your Name and Centre Number are keyed in on the master slide as instructed on the Reference Sheet so that they will appear on every page.

Credit

Successful achievement of the live assessment for this unit will award you with 4 credits.

ADDITIONAL INFORMATION

Tests taken after 21 August 2009 using this question paper will not be accepted. Candidates should sit this paper only once.

H515 SUM09

REFERENCE SHEET

Follow the design brief instructions, using the pre-set font styles, point sizes and layout.

Design Brief

Instructions for Master Slide Style

Select a pre-set design template from your software program. The layout of the master slide text and graphics is pre-defined and **must be consistent** across the slide show.
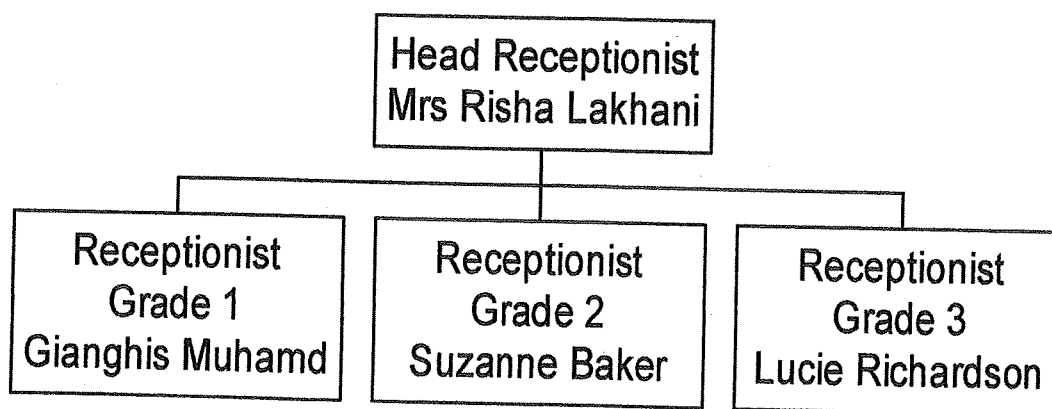
Component	Input	Additional Information
Design Template	One used consistently throughout presentation – software template should be used	Ensure legibility of text against background on printouts. Printouts may be in black or colour.
Date	Today's date	Font: Default
Designer's Name	Insert your name and centre number	Font: Default
Slide Numbering	Insert slide numbers	Font: Default
Company Logo	Suitable graphic from clipart	Black and white or colour

DOCUMENT 1

Design a master slide from the instructions on the reference sheet. Using this master, produce 3 slides from the information given below, retaining capitalisation as shown throughout. Save the presentation as RECEPTION1. Print one slide per page in landscape format.

Slide Number	Style	Text/Graphic
1	Heading Bullet Bullet Bullet Bullet	LIGHTHOUSE HOTEL GROUP Large hotel group, renowned throughout the world Hotels in large towns in Great Britain Also hotels in many major cities overseas Good opportunities for career development
2	Heading Insert	PLYMOUTH RECEPTION STAFF *(Insert the chart showing organisation structure here – see below for content of chart to be created)*
3	Heading Bullet Bullet Bullet Bullet	HOTEL RECEPTIONISTS What is needed Personal qualities Communication and people skills Formal and informal achievements

Chart showing organisation structure for Slide 2

Head Receptionist
Mrs Risha Lakhani

Receptionist Grade 1 Gianghis Muhamd

Receptionist Grade 2 Suzanne Baker

Receptionist Grade 3 Lucie Richardson

[Turn over

DOCUMENT 2

Recall the presentation saved as RECEPTION1 in Document 1. Amend the slides and create a further slide, as shown below. Save as RECEPTION2. Print an outline view.

Slide Number	Current Text	Amendment
2	Add a subordinate level to Head Receptionist	Add: Receptionist Trainee Philip Chu
3	Personal qualities Communication and people skills Formal and informal achievements	Demote bullets
4	Heading Bullet Bullet Bullet Bullet Bullet Bullet	DUTIES Operate a switchboard Handle reservations Greet guests Take and pass on messages Help guests with specific requests Compile bills and take payment

DOCUMENT 3

Recall the presentation saved as RECEPTION2. Create a further slide from the information given below, retaining capitalisation as shown throughout. Save as RECEPTION3. Print as handout with all slides on one page.

Slide Number	Style	Text/Graphic
5	Picture	*(Import a clipart picture of your choice)*
	Heading Bullet Bullet Bullet Bullet	PROSPECTS We have our own in-house training scheme Opportunities for promotion to reception manager Change of career path could lead to hotel management Some transfer to work in kitchens or on cruise liners

[Turn over

DOCUMENT 4

Recall the presentation saved as RECEPTION3. Delete the slide containing the organisation chart. Enter the following text as speaker's notes, retaining capitalisation as shown throughout. Ensure the headings on the notes are emphasised with bold. Save as RECEPTION4 and print the speaker's notes.

SLIDE 1	SLIDE 2
LIGHTHOUSE HOTEL GROUP I started work as a junior receptionist in a small hotel in Torbay. I have worked for Lighthouse for 15 years and am now Manager of the Plymouth Hotel. My company offers superb opportunities for promotion. This often involves moving around the country. Most staff relish this.	**HOTEL RECEPTIONISTS** We require 2 GCSE passes at grade C or above in English and Maths. A good knowledge of IT is essential. Excellent written and spoken English is needed. We encourage our staff to undertake the Duke of Edinburgh Award. This develops good team spirit.

SLIDE 3	SLIDE 4
DUTIES Reception desks in our hotels stay open all night. Therefore, working hours can include nights, weekends and also public holidays.	**PROSPECTS** We have placements for 10 students to work on the reception desk of our hotel. If you are interested in one of these, please sign the form on the desk at the back of the room.

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