

Modified Enlarged 18pt

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Friday 16 May 2025 – Morning

Level 3 Cambridge Technical in Business

05834/05835/05836/05837/05878

Unit 2: Working in business

**Time allowed: 1 hour 30 minutes
plus your additional time allowance**

YOU CAN USE:
a calculator

Please write clearly in black ink.

Centre number

--	--	--	--	--

Candidate number

--	--	--	--

First name(s) _____

Last name _____

Date of birth

D	D	M	M	Y	Y	Y	Y
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READ INSTRUCTIONS OVERLEAF



INSTRUCTIONS

Use black ink.

Write your answer to each question in the space provided. You can use extra paper if you need to, but you must clearly show your candidate number, the centre number and the question numbers.

Answer ALL the questions.

INFORMATION

The total mark for this paper is 60.

The marks for each question are shown in brackets [].

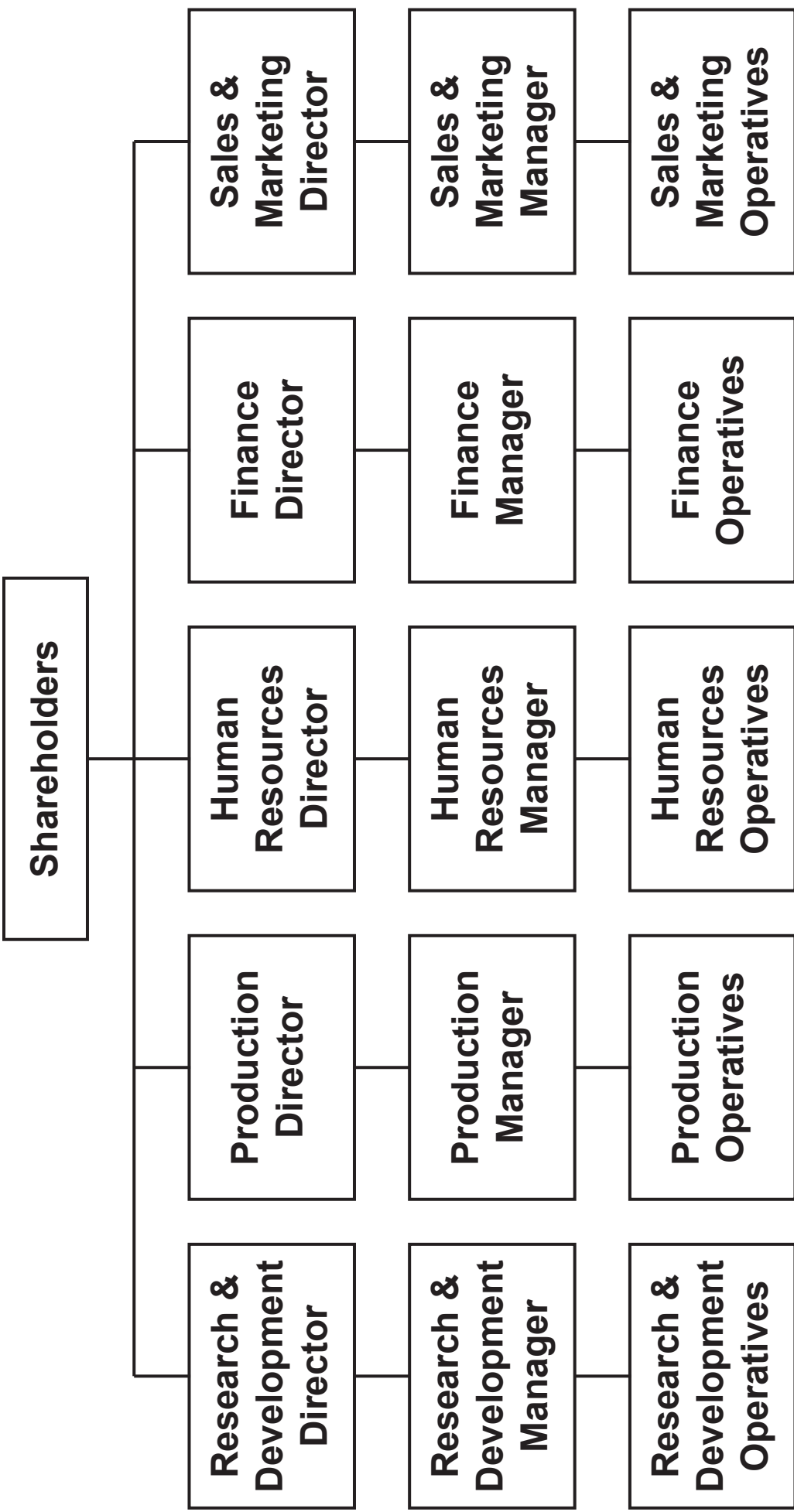
ADVICE

Read each question carefully before you start your answer.

TEXT 1

Envotric plc, based in the Northeast of England, is a specialist manufacturer of car parts. Envotric plc is currently developing a new product to add to its product range – a home charger for electric vehicles (EV). EV home chargers are designed for installation at each customer's address. Unlike most EV home chargers sold in the UK, all the components of the product will be made or sourced from within the UK.

Envotric plc's organisation chart is shown on the next page.



1 USE TEXT 1.

- (a) Identify the job role with the minimum level of authority to do each task listed in the table below. Tick (✓) ONE box in each row. [3]

Task:	Job role with the minimum level of authority to do the task.		
	Director	Manager	Operative
Authorise payments			
Complete routine tasks as directed			
Decide the growth plan for the company			

- (b) Explain ONE reason why Envotric plc has authority protocols.

[2]

(c) Using an example from Envotric plc's organisation chart, explain what is meant by the term 'chain of command'.

[2]

TEXT 2

Envotric plc has created a project team to continue the development of its EV home charger. Hiro is the Project Manager.

Hiro regularly meets with team members to discuss the progress of the project. During these internal meetings formal reports prepared by various team members are distributed and discussed. Hiro is organising a meeting to discuss the best way to obtain feedback on the company's intended EV home charger design.

2 USE TEXT 2.

- (a) Identify TWO methods that Hiro could use to find out personnel availability for the meeting.

1 _____

2 _____

[2]

- (b) Identify TWO factors that Hiro should consider when choosing a venue for the meeting.

1 _____

2 _____

[2]

(c) Hiro prefers a face-to-face meeting to a virtual meeting. Explain TWO likely reasons for this preference.

1

2

[4]

**(d) Explain ONE meeting document that needs to be:
produced before the meeting**

DOCUMENT _____

EXPLANATION _____

drafted during the meeting.

DOCUMENT _____

EXPLANATION _____

[4]

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TEXT 3

The project team has decided that holding a conference would be the best way to obtain feedback on the company's intended EV home charger design. Sales & Marketing Operatives have invited 500 EV charger installers from all over the UK and continental Europe to the conference. The delegates are all EV home charger installers from small-, medium- and large-sized organisations.

Chamberlain's Hub has been identified as the most suitable venue for the conference in the city centre of Birmingham. It is well known for its luxurious surroundings, uniquely themed conference room and excellent customer service. It is a very popular venue and is often fully booked. Chamberlain's Hub charges a hire fee of £250 per hour for its conference room. A deposit is required to reserve the venue. The deadline for paying the deposit is three months before the conference date.

3 USE TEXT 3.

- (a) Chamberlain's Hub offers three types of catering package as shown in the report on the opposite page. Envotric plc has a catering budget for the conference of £19 250 for 500 delegates and 50 members of staff.**

Complete the budget variance report for each of the three catering packages. [10]

BUDGET VARIANCE REPORT					
Catering package	Price per person	Total cost (£)	Budget variance (£)	Budget variance (%)	Favourable or adverse?
Light bites	£17.99		£9355.50		
Cold buffet	£33.99	£18 694.50			
Hot buffet	£49.99				

(b) Hiro has chosen the Cold Buffet catering package. Calculate the total cost payable to Chamberlain’s Hub for the catering package and 5 hours’ venue hire. [2]

Total cost payable £ _____

(c) Evaluate likely impacts on Envotric plc of failing to reserve the venue by the deadline. [12]

[illegible]

TEXT 4

Azmi, Envotric's Sales & Marketing Manager, has the following three tasks to complete:

create a training programme to prepare the Sales & Marketing Operatives for the conference
respond to an important customer's query about potential discount on a large order
write a report on Envotric plc's competitor behaviour as requested by the Sales & Marketing Director.

4 USE TEXT 4.

- (a) Explain, using an example from Text 4, ONE factor which Azmi should consider when assigning priorities to the three tasks.**

[2]

- (b) A questionnaire to collect feedback from delegates at the conference still needs to be drafted. The deadline to complete this task is in a week's time.**

State how this deadline can be met if Azmi does not have the time to complete the task.

[1]

- (c) Produce a questionnaire to be used at the conference to find out delegates' opinions on Envotric plc's new EV home charger. The questionnaire should allow the project team to identify ways to improve the product and find out the best promotional methods for it. Your questionnaire must allow the Sales & Marketing function to:**

**contact the delegate for further information
identify the geographical area(s) the delegate's
organisation operates in
classify the delegate's organisation by size
include any other relevant information.**

You will be assessed on the tone, content and layout of your questionnaire.

Use the space provided on the opposite page for your questionnaire.

You may use the space opposite to draft your questionnaire. You will not receive any marks for your draft. [12]

(d) Identify TWO consumables that would be required to produce hardcopies of the final version of the questionnaire.

1 _____

2 _____

[2]

END OF QUESTION PAPER

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