

**Friday 17 May 2019 – Afternoon**

**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 must have:  
Insert (Text 3)**

**You may use:  
a calculator**

**Modified Enlarged 24 pt**

**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
---	---	---	---	---	---	---	---

## **INSTRUCTIONS**

**The Insert will be found with this document.**

**Use black ink.**

**Answer ALL the questions.**

**Write your answer to each question in the space provided.**

**Additional answer paper may be used if required but you must clearly show your candidate number, centre number and question number(s).**

## **INFORMATION**

**The total mark for this paper is 60.**

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

**THIS PAGE HAS BEEN LEFT  
INTENTIONALLY BLANK**

**Answer ALL the questions.**

### **TEXT 1**

**‘Emma’s Specials’ is a restaurant on a canal boat situated on the picturesque canal in Stratford-upon-Avon. Emma, the sole owner of the restaurant, started the business five years ago. The restaurant is known for its simple, home-cooked food. The restaurant is particularly popular during the summer months.**

**All of the ingredients used at the restaurant are sourced from local suppliers. Whilst this gives the restaurant a unique selling point, the food that the restaurant is able to serve depends heavily on what is available that season. Consequently, Emma plans the menu with her Head Chef, Michael, on a weekly basis.**

**1 Refer to TEXT 1.**

- (a) The menu at ‘Emma’s Specials’ is presented to diners electronically on computer tablets rather than printed in hard copy.**

**State TWO advantages to ‘Emma’s Specials’ of using menus displayed electronically on computer tablets.**

**1** \_\_\_\_\_

\_\_\_\_\_  
**2** \_\_\_\_\_

\_\_\_\_\_  
**[2]**

**(b) Emma will have the following tasks to complete next week.**

**Rank tasks listed in the table below as low, medium or high priority. In each case, explain your decision. [6]**

<b>Tasks</b>	<b>Priority? Low, medium or high</b>	<b>Explanation</b>
<b>Upload the week's menu onto the computer tablets</b>		
<b>Find a decorator for the winter months</b>		
<b>Research foods that will be seasonally available next month</b>		

**THIS PAGE HAS BEEN LEFT  
INTENTIONALLY BLANK**

**TEXT 2**

**There are many potential health and safety hazards in a restaurant. According to health and safety legislation it is the duty of the employer and all employees to ensure that the workplace is hygienic and safe.**

**2 Refer to TEXT 2.**

- (a) State TWO actions that Emma must take, as an employer, to comply with health and safety legislation.**

**1** \_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

**[2]**



**(b) State TWO legal health and safety responsibilities that employees at ‘Emma’s Specials’ must fulfil.**

**1** \_\_\_\_\_

\_\_\_\_\_  
**2** \_\_\_\_\_

\_\_\_\_\_  
**[2]**

**(c) ‘Emma’s Specials’ is required by law to hold a gas safety certificate to trade. The deadline for renewal of the restaurant’s gas safety certificate is 1 July 2019.**

**Evaluate likely impacts on ‘Emma’s Specials’ of not renewing its gas safety certificate by the deadline. [12]**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



---

---

---

---

---

---

---

---

---

---

---

**3 Refer to INSERT (Text 3).**

- (a) Taking into consideration time constraints, recommend an itinerary for Michael's journey by filling in the TWELVE blank boxes in the table opposite. [8]**

<b>Journey</b>	<b>Local time of departure</b>	<b>Local time of arrival</b>	<b>Duration of journey</b>
<b>Stratford-upon-Avon to London St Pancras</b>			
<b>London St Pancras to Paris</b>			
<b>Paris to London St Pancras</b>			
<b>London St Pancras to Stratford-upon-Avon</b>			

**(b) ‘Emma’s Specials’ will need to reimburse Michael for his travel expenses.**

**State THREE costs that ‘Emma’s Specials’ will need to reimburse.**

**1** \_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

**3** \_\_\_\_\_

\_\_\_\_\_

**[3]**

**(b) Explain TWO reasons which might have led Emma to decide that Michael should take the train to London St Pancras rather than driving there.**

**1**

---

---

---

---

**2**

---

---

---

---

**[4]**

**TEXT 4**

**Emma has set budget targets for the costs incurred at the restaurant. The target for the cost of ingredients as a percentage of sales has been set at 30%. Last month the cost of ingredients as a percentage of sales was 2% higher than the target.**



4 Refer to TEXT 4.

(a) Sales at ‘Emma’s Specials’ totalled £21 000 last month.

Produce a budget variance report for the cost of ingredients at ‘Emma’s Specials’ last month by filling in the FIVE blank boxes below. [5]

	Budget (£)	Actual (£)	Variance (£)	Variance (%)	Favourable or Adverse?
Cost of ingredients					

**(b) Explain TWO purposes of a budget variance report.**

**1** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**[4]**

**THIS PAGE HAS BEEN LEFT  
INTENTIONALLY BLANK**

- (c) Emma wants Michael to design the range of luxury chocolates that ‘Emma’s Specials’ will make and sell on the canal boat.**

**Produce a questionnaire to help Michael to design the chocolates that will be sold at ‘Emma’s Specials’.**

**Your questionnaire should:**

**include a brief introduction about the purpose of the survey**

**have at least six questions, including one open question**

**identify consumer preferences for different types of chocolate, average spend and frequency of consumption**

**allow Michael to sort the responses by age and gender.**

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

**Use the proforma on PAGE 22 to produce your questionnaire.**

**You MAY use the space below to draft your questionnaire. You will NOT receive any marks for your draft. [12]**

**You may use this box to draft your questions.**

**‘Emma’s Specials’**

**END OF QUESTION PAPER**



Copyright Information:

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website ([www.ocr.org.uk](http://www.ocr.org.uk)) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, OCR (Oxford Cambridge and RSA Examinations), The Triangle Building, Shaftesbury Road, Cambridge CB2 8EA.

OCR is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.

© OCR 2019

**Version 5**