| Centre<br>No.    |  |             |   |   | Pape | er Refer | ence |   |   | Surname   |       | Initial(s)     |
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| Candidate<br>No. |  |             | 1 | 5 | 0    | 4        | /    | 0 | 3 | Signature |       |                |
|                  |  | r Reference |   |   |      |          |      |   |   |           | Exami | ner's use only |

# **Edexcel GCSE**

## **Business and Communication Systems**

Paper 3F

# **Foundation Tier**

Wednesday 21 May 2008 - Morning

Time: 1 hour

| Materials required for examination | Items included with question papers |
|------------------------------------|-------------------------------------|
| Nil                                | Nil                                 |

| Instructions | to | Cano | hil  | tes |
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In the boxes above, write your centre number, candidate number, your surname, initial(s), and

Answer ALL the questions. Write your answers in the spaces provided in this question paper. When a question requires an additional sheet of paper, this should be attached with string to this question paper.

Do not use pencil. Use blue or black ink.

#### **Information for Candidates**

The marks for individual questions and the parts of questions are shown in round brackets: e.g. (2). The total mark for this paper is 63.

There are 12 pages in this question paper. Any blank pages are indicated.

You will be awarded up to 3 marks for quality of written communication.

#### **Advice to Candidates**

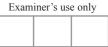
Calculators, English and bilingual dictionaries may be used.

You are reminded of the importance of clear and orderly presentation in your answers.

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#### Context - Caygill Group Hotels Ltd

Caygill Group Hotels Ltd (CGH Ltd) is a private limited company that owns 20 hotels in the United Kingdom. It is owned by the Caygill family with Jessica Caygill as the Managing Director. Other members of the family work in the business. These include Peter Caygill, Financial Director who is responsible for all financial matters including the final accounts, Simon Dalkin the Sales and Marketing Director, Laura Brown the Human Resources (Personnel) Director and Jenny Caygill the Administration/ICT Director.

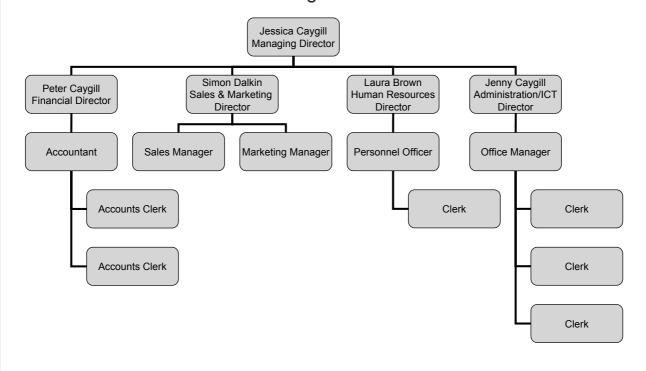
CGH Ltd hotels are near airports and in the centre of towns and cities. Their guests consist mainly of tourists or business people working in the area for short periods. Jas Hopkins is the Manager of the CGH Ltd hotel in London. This hotel, with 120 bedrooms, is typical of other hotels in the Caygill chain and employs permanent and temporary staff. Guests use the hotel facilities, which include:

- a bar and restaurant
- a fitness and leisure centre with a swimming pool
- a small business centre
- car parking.

At present, all CGH Ltd hotels are not full with guests. Simon Dalkin has carried out some research and, after consultation, the directors of CGH Ltd have come up with the following plans to increase turnover:

- employ a person to improve the Internet website which is out-of-date and basic
- review the company's current marketing strategy, in particular future promotional campaigns
- improve the quality of service offered by all staff at CGH Ltd
- set up a membership scheme for people not staying at CGH Ltd hotels to use the hotels' fitness and leisure centre facilities.

## **CGH Ltd Organisation Chart**



2



#### Answer ALL questions.

- **1.** (a) Complete each of the sentences below. Circle the **ONE** word or phrase which gives the best answer.
  - (i) To obtain stock for the hotels, CGH Ltd would use

    an order an invoice a credit note a delivery note
  - (ii) When two employees work on the same job, this is known as

    span of control job sharing chain of command teleworking
  - (iii) CGH Ltd has a policy where all employees are treated the same. This is known as

job evaluation sex discrimination equal opportunities race discrimination

- (iv) A list of items to be discussed at a meeting is known as

  an agenda minutes an action plan an itinerary
- (v) Payment made by electronic transfer between bank computers is known as

  \*\*ISP\*\* BACS\*\* EDI\*\* PAYE\*\*
- (vi) A collection of records in a database is acolumn cell field file

**(6)** 



| Leave |
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| (b) |                                                                  |     | ch of the questions (i)-(iv), write the letter A, B, C or D to show the correct. Use the box provided. |  |  |  |  |  |
|-----|------------------------------------------------------------------|-----|--------------------------------------------------------------------------------------------------------|--|--|--|--|--|
|     | (i)                                                              | A s | statutory deduction from an employee's pay is                                                          |  |  |  |  |  |
|     |                                                                  | A   | income tax                                                                                             |  |  |  |  |  |
|     |                                                                  | В   | union fees                                                                                             |  |  |  |  |  |
|     |                                                                  | C   | savings                                                                                                |  |  |  |  |  |
|     |                                                                  | D   | private pension payment  Answer                                                                        |  |  |  |  |  |
|     | (ii)                                                             | As  | an employer, which of the following is a legal requirement for CGH Ltd?                                |  |  |  |  |  |
|     |                                                                  | A   | work patterns                                                                                          |  |  |  |  |  |
|     |                                                                  | В   | health and safety                                                                                      |  |  |  |  |  |
|     |                                                                  | C   | training                                                                                               |  |  |  |  |  |
|     |                                                                  | D   | providing overtime Answer                                                                              |  |  |  |  |  |
|     | (iii) When stock is received at CGH Ltd, it is checked against a |     |                                                                                                        |  |  |  |  |  |
|     |                                                                  | A   | receipt                                                                                                |  |  |  |  |  |
|     |                                                                  | В   | delivery note                                                                                          |  |  |  |  |  |
|     |                                                                  | C   | cheque                                                                                                 |  |  |  |  |  |
|     |                                                                  | D   | credit note Answer                                                                                     |  |  |  |  |  |
|     | (iv)                                                             |     | e unique number, found on a cheque, that identifies a particular bank and anch is the                  |  |  |  |  |  |
|     |                                                                  | A   | account number                                                                                         |  |  |  |  |  |
|     |                                                                  | В   | sort code                                                                                              |  |  |  |  |  |
|     |                                                                  | C   | cheque number                                                                                          |  |  |  |  |  |
|     |                                                                  | D   | date Answer                                                                                            |  |  |  |  |  |
|     |                                                                  |     | (4)                                                                                                    |  |  |  |  |  |

Leave blank (c) Temporary employees at CGH Ltd are paid on a time-rate system. (i) Define the term 'time-rate'. **(2)** (ii) Explain ONE advantage to CGH Ltd of using a time-rate system for the payment of wages to temporary employees. **(3)** 



| (5) (Total 20 marks) | (d) | Why is it important to protect this data? |
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| a) (i) | Explain <b>TWO</b> benefits to CGH Ltd of using a questionnaire to collect this information.                                                                                                         |
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|        | (6)                                                                                                                                                                                                  |
|        | (6)                                                                                                                                                                                                  |
| inf    | (6) ce the information is collected, spreadsheets are often used to display the ormation and data in graphs and charts.  Why do you think CGH Ltd uses graphs and charts instead of text and tables? |
| inf    | ce the information is collected, spreadsheets are often used to display the ormation and data in graphs and charts.                                                                                  |
| inf    | ce the information is collected, spreadsheets are often used to display the ormation and data in graphs and charts.                                                                                  |
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| inf    | ce the information is collected, spreadsheets are often used to display the ormation and data in graphs and charts.                                                                                  |

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| (b) | (i) | Explain how <b>ONE</b> of the above might be used in CGH Ltd. |  |
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9

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Turn over

Leave blank **3.** (a) Using names from the organisation chart of CGH Ltd given in the context, explain: the span of control the chain of command. Good communication is important to CGH Ltd. (b) (i) What would be TWO purposes of communication within CGH Ltd? **(4)** 

Leave blank

## Poor communication can be caused by

- people misunderstanding messages
- using jargon
- the wrong method of communication being used
- not being able to use equipment.

| (ii) | Suggest the effects that <b>TWO</b> of the above might have on communication. |
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|      | (6)                                                                           |



11

Turn over

| (III) Do you agree that t | this was a good idea?                            |
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|                           | (Total 20 marks)                                 |
|                           | <b>Quality of Written Communication: 3 marks</b> |
|                           | TOTAL FOR PAPER: 63 MARKS                        |
|                           | END                                              |
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