

OXFORD CAMBRIDGE AND RSA EXAMINATIONS
GCSE
A267/01
BUSINESS AND COMMUNICATION
SYSTEMS
ICT Skills for Business Communication
Systems

WEDNESDAY 19 JUNE 2013: Morning

DURATION: 1 hour
plus your additional time allowance

MODIFIED ENLARGED

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

OCR SUPPLIED MATERIALS:

Electronic data files
Working mark sheet

OTHER MATERIALS REQUIRED:

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

READ INSTRUCTIONS OVERLEAF

INSTRUCTIONS TO CANDIDATES

- Read each task and question carefully. Make sure 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.
- Any blank pages are indicated.

INSTRUCTION TO EXAMS OFFICER/INVIGILATOR

- Do not send this Question Paper for marking; it should be retained in the centre or recycled. Please contact OCR Copyright should you wish to re-use this document.

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Complete ALL tasks and sub-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,c,d,e) or Task 2 (a+b).

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

TASK 1 – 30 MINUTES

TASK 2 – 30 MINUTES

SCENARIO

You are the receptionist at Nigela's, a small hair salon based in Oxford. The salon is owned and managed by Nigela McCall. Nigela has introduced spreadsheet software to calculate the cost of orders for the products she uses in the salon. Nigela would like you to help her with the spreadsheet software.

TASK 1

Recall the spreadsheet SALON. Save a copy of the spreadsheet in your temporary user's area as SALON and your candidate name, for example, SALON_MARK_JONES.

(a) (i) The salon has found some 'Hold Up Wax' in the stock cupboard and no longer needs it. DELETE these details. [1]

(ii) Nigela would like to order some additional products. ADD the following details to the order.

Product Ref	Product Name	Unit Cost	Quantity
73829	Intensive Serum	5.99	3
87105	Frizz Control	3.60	3

[8]

SAVE the changes which you have made.

(b) You now need to use the spreadsheet to make some calculations.

(i) In cell E1 ADD the label Total Cost. [1]

(ii) In cell E2 create a formula to calculate the total cost of Shine Spray. [1]

(iii) Replicate this formula to calculate the total cost of each of the other products. [1]

(iv) In cell D8 ADD the label Order Total. [1]

- (v) In cell E8 create a formula to calculate the order total for all of the products. [1]
- (c) Nigela would like the spreadsheet to look more professional.
 - (i) **FORMAT** all of the relevant cells to currency (two decimal places) and display the £ sign. [1]
 - (ii) Use appropriate formatting techniques to improve the appearance of the spreadsheet in order to make it suitable for a business purpose. [3]
 - (iii) **SORT** the spreadsheet by Product Ref in descending order. [1]
 - (iv) **PRINT** a landscape copy of your formatted spreadsheet in the **NORMAL** view on **ONE** page. Remember your candidate name **MUST** appear as part of the printed document. [1]
- (d) Nigela would like to visually compare the cost of the different products.

Create a BAR CHART to display the Product Name and Total Cost. The chart must have suitable axis labels and title.

PRINT a copy of your chart on a separate sheet. Remember your candidate name must appear as part of the printed document. [5]

SAVE the changes which you have made.

- (e) Nigela would like the spreadsheet to work out the VAT which needs to be paid for each product. VAT is calculated as 20% of the unit cost. A label and rate have already been entered into the spreadsheet for you.**
- (i) In column F CREATE a formula using absolute cell referencing to calculate the VAT for the unit cost of each product. [3]**
- (ii) 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]**

TASK 2

- (a) Nigela would like to write a letter to her customers to tell them about the salon's products and new opening times. Recall the Word file LETTER. SAVE a copy of this document in your temporary user's area as LETTER and your candidate name, for example LETTER_MARK_JONES.

Using this document write Nigela's letter using the fully blocked style and open punctuation. Nigela does not hold a computerised database of her customers, so the letter is to be a general letter. The letter will be sent today from The Manager, Nigela McCall.

The letter must include the following details:

that the products currently used in the salon will be on sale for customers to buy starting at the end of June

that customers can ask staff for more details or a price list

that there is a change to the opening times. The shop will be open until 9pm on Thursdays, starting from 4 July 2013.

PRINT one copy of your document on **ONE** page. Remember your candidate name **MUST** appear as part of the printed document. [12]

- (b) Nigela would like to make the letters she sends from her salon appear more professional. She would like to use mail merge to produce these letters.

Recall the Word file MAIL_MERGE. SAVE a copy of this document in your temporary user's area as MAIL_MERGE and your candidate name, for example MAIL_MERGE_MARK_JONES.

- (i) Explain how a mail merge letter will be created. [6]**
- (ii) Recommend whether or not Nigela should use the mail merge facility to create business letters for her salon. Give reasons for your recommendation. In your answer you should consider the benefits and drawbacks of mail merge.**

RESAVE your document.

PRINT a copy of your document. Remember your candidate name must appear on each page of the printed document. [12]

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