

X214/202

NATIONAL
QUALIFICATIONS
2008

WEDNESDAY, 4 JUNE
10.20 AM – 11.40 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 2

- 1 Attempt all 3 tasks.
- 2 Marks are allocated to tasks as follows:
 - Task 1—30 marks
 - Task 2—15 marks
 - Task 3—15 marks
- 3 At the end of the examination, place your printouts and answer book inside the clear envelope provided. Hand the envelope to the invigilator.



Instructions/Information for Candidates

You are the Administrative Assistant working for Snow Dome Ski Centre. You are required to carry out a number of tasks given to you by Kiera Swanston, Senior Administrative Assistant.

All tasks are **closed book tasks**. No reference may be made to notes, books or manuals while carrying out these tasks.

You are allowed **1 hour 20 minutes** to complete all tasks. **Alterations to tasks must not be made after this time**. However if, for any reason, you have not printed during the 1 hour 20 minutes you will be given time to do so at the end of the examination.

TASK NUMBER	TASK	MARKS
1a	You are required to complete a spreadsheet, and produce 2 printouts.	23 marks
1b	You are required to complete a spreadsheet, create a pie chart and produce one printout.	7 marks
2	You are required to update a database and produce 4 printouts.	15 marks
3	You are required to complete a memorandum, integrating a chart from an existing spreadsheet and information from an existing database. You are required to produce one printout.	15 marks

The following files have been provided electronically for you to access during the examination.

SDSS — a spreadsheet file containing **2** worksheets — **QUARTERLY PROFIT (LOSS)** for use in TASK 1a and **ANNUAL PROFIT (LOSS)** for use in TASK 1b

Sddb — a database file for use in TASK 2

SDMEMO — a word processing file for use in TASK 3

Your name should be displayed on all work submitted.

TASK 1a

*I have started to record our income for the last 3 months. Complete the spreadsheet I have started by inserting the following data in the sheet **QUARTERLY PROFIT (LOSS)** which is contained in the spreadsheet file **SDSS**.*

Kiera

You may tick (✓) each box as you complete the instruction.

- ☐ Open the spreadsheet file **SDSS** and use the sheet **QUARTERLY PROFIT (LOSS)**.
- ☐ Enter the data below.

Income for February 2008 is as follows.

Snow Board Lessons	£7,450
Ski Lessons	£8,100
Snow Board (Recreational)	£3,750
Skiing (Recreational)	£4,500
Equipment Hire	£5,600
Equipment Sales	£2,600
Café Bar	£4,000

- ☐ It is estimated that the income figures for March will increase by 7% of the February income. Complete the March figures using an absolute cell reference to show the effect of the projected increase.
- ☐ Use formulae to calculate:
- Total Monthly Income for each month
 - Quarterly Total for each activity.
- ☐ Increase the font size and embolden the main heading.
- ☐ Format the sub-heading and column headings for italics and bold.
- ☐ Sort the spreadsheet in descending order of Quarterly Totals for each activity.
- ☐ Complete Total Monthly Expenses (Costs) by extracting the appropriate data from the figures below.

January	February	March	April
£20,000	£20,500	£23,000	£23,500

- ☐ Use formulae to show Monthly Profit/Loss for each of the 3 months.
- ☐ Use a formula to show the Profit/Loss for the quarter.

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TASK 1a (continued)

- ☐ Name the cell showing the Profit/Loss for the quarter. Use the name “TOTAL”. This will be used in the sheet **ANNUAL PROFIT (LOSS)**.
- ☐ Use formulae to calculate:
 - Average Monthly Income
 - Monthly expenses as a percentage of monthly income
 - Bonus — if expenses as a percentage of income is less than 50%, “Yes”, otherwise “No”.
- ☐ Apply a bottom border to the totals in cell range B10:E10, B12:E12 and B13:E13. Emphasise the bottom border in cell range B13:E13.
- ☐ **Print** the sheet **QUARTERLY PROFIT** on one page in value view showing gridlines **only**.
- ☐ **Print** the sheet **QUARTERLY PROFIT** on one page in formula view showing row and column headings and gridlines.

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TASK 1b

Complete the sheet **ANNUAL PROFIT (LOSS)** as instructed below. This sheet is contained in the spreadsheet file **SDSS**.

Kiera

You may tick (✓) each box as you complete the instruction.

- ☐ Key in the following data for profit/loss for the first 3 quarters.

Quarter	Profit/Loss
1st (April–June 2007)	£56,720
2nd (July–Sept 2007)	£43,250
3rd (Oct–Dec 2007)	£21,570

- ☐ Insert the figure for the fourth quarter by linking to the cell named in the sheet **QUARTERLY PROFIT (LOSS)**.
- ☐ Use a formula to show Profit/Loss for the year.
- ☐ Create an exploded pie chart to display the Profit/Loss for each quarter. Embed this in the sheet.
- ☐ **Print** the sheet in formula view on one page showing row and column headings.

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*The database detailing one of our instructor's ski classes is incomplete. Use the information provided below, to update the database file **SDDb**.*

Kiera

You may tick (✓) each box as you complete the instruction.

- ☐ Becky Forster has broken her leg, so cannot continue with her class. Delete her record.
- ☐ As from today, Gemma Murdoch, a new beginner, has joined the class on Tuesdays at 4.30 pm. Please add her record to the database. Her Student ID is 302.
- ☐ Create a new field **Ski Test Passed**. Format appropriately and complete using the following data.

Student ID	Ski Test Passed
12	Yes
13	Yes
17	Yes
26	Yes
27	Yes
34	No
45	Yes
74	Yes
77	Yes
94	No
97	No
119	Yes
162	Yes
237	Yes

- ☐ **Print** the completed database on one page.
- ☐ **Print** the record for Gemma Murdoch **only** in **form view** showing “**New Student**” as a page footer.
- ☐ Search the database for all Beginner 1 and Beginner 2 students who have passed their ski test.
- ☐ **Print** a copy of this search showing all fields.
- ☐ Create a report from the results of this search showing only the following fields: Student ID, Instructor and Start Date in this order. Sort in ascending order of Start Date.
 - Add the title **Successful Beginners**.
 - Insert **Employee of the Month** in the report footer.
 - **Print** a copy of the report on one page.

TASK 3

Marks

I have received instructions from the Programme Co-ordinator to create a Quarterly Review memorandum. Use the file SDMEMO and key in the information below.

Kiera

The memo is to Heads of Activity from the Programme Co-ordinator. Use today's date and insert an appropriate Subject heading.

As requested, I have provided below a breakdown of the profitability of each of our activities over the last year.

Insert the pie chart from task 1b

As you can see, the figures from the last quarter show a particular improvement. I think this improvement is linked to the excellent work of our instructors and other staff. In order to maintain this progress, I propose that we introduce an Employee of the Month award for employees who stand out as having the commitment and dedication that we value.

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Page the document here and number both pages.

To launch this award I would like to announce that the first winner is Fiona Murray, who has had outstanding success. This success is clearly demonstrated by the number of her beginner students who have successfully passed their ski test.

Insert the database report from task 2

We will launch this award with a presentation to Fiona at the staff meeting next ~~Tuesday~~ morning.

Wednesday

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Criteria for achieving this award will be as follows:

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Insert the following as a bulleted section here:

Determination and enthusiasm
Evidence of customer satisfaction
Success rate of students (if applicable)

Let me know if I have missed any criteria you consider vital. Please continue to let me know of any similar ideas you may have to promote better communication between management, staff and customers. Keep up the good work!

Caps

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[END OF QUESTION PAPER]

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