

QUESTION 1

Situation

You work as the Regional Manager of Value Superstores, whose address is: Value House, Chiswell Road, Arpington AP3 6PK. Three months ago your firm started an on-line shopping service for customers. The packing and delivery of all on-line orders are the responsibility of Supplies Direct Company. of Burley Business Park, Canley BH2 6EF. Recently you have received a large number of complaints from customers by letter and telephone. They complain that items from their orders have been missing when the order has been delivered. Some have written to their local newspaper about the problem.

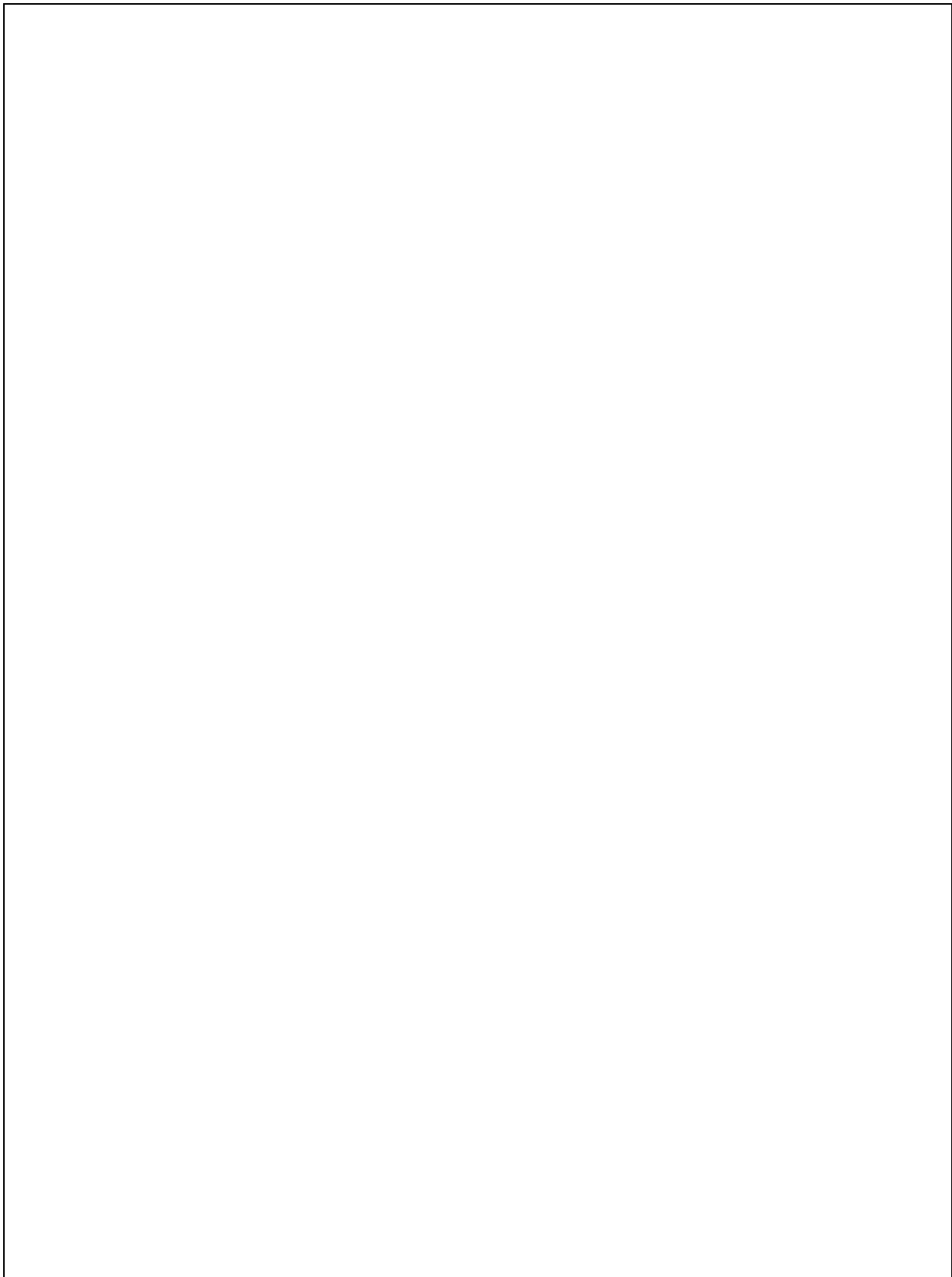
Task

Write a letter of between 150 and 200 words to the Manager of Supplies Direct Company, Mr Fergal Reilly, telling him about the problem. Point out that you expect an immediate improvement in the service, as mistakes may affect future customer confidence. Ask for a quick reply and what steps he will take to put matters right. Tell him that you will be making checks on deliveries over the next few weeks.

Write your letter in the space below.

QUESTION 1 CONTINUED

You may continue writing your letter here.

A large, empty rectangular box with a thin black border, intended for the student to continue writing their letter. The box occupies most of the page's vertical space.

(Total 30 marks)

QUESTION 2

Situation

You work as the Assistant Editor of a magazine called “Business Partnerships”. Each week you feature a leading article about a successful husband and wife business partnership.

Task

Read the article on the page opposite entitled “**Spectacles Plus**”, then say whether the following statements are **True or False**. Then write down the **exact words or phrases from the passage** that support your answer. **Do not write more than 6 support words for each answer**. You will lose marks if you write more than this.

N.B. Answers usually have 2 parts, and you may need to look in different parts of the article to find the words or phrases that you need.

Example:

Statement: Spectacles Plus started over 10 years ago; employees are happy with their pay.

Answer: True 1998 pay is good

Write your answers on the lines marked A.

1 Thomas and Elena did not meet at work; they have two children.

A _____

2 At first Elena and Thomas sold only reading glasses; today the only tests they offer are eye tests.

A _____

3 Tammy Peters is the Regional Manager; today the owner/managers are paid wages by the Dobbs.

A _____

4 Spectacles Plus will mend broken spectacles; the first shop was in a part of London.

A _____

5 All owner/managers are qualified to do eye tests; they buy advice and equipment from the Dobbs.

A _____

6 Elena did her training quite near to where Thomas worked; Elena is not as old as Thomas.

A _____

7 The managers bought the shops without any assistance from banks; the shops had been easy to look after.

A _____

8 When Thomas and Elena retire, the business will not be sold; today their shop employees are mostly female.

A _____

9 In 2005 the Dobbs owned just 6 shops; today they offer no services that directly assist staff.

A _____

QUESTION 2 CONTINUED

10 Tammy Peters receives more than just her wages; she will not leave when the Dobbs' children join the firm.

A _____

SPECTACLES PLUS

Spectacles Plus was started in 1998 by Elena Dobbs and her husband Thomas. Elena trained to be an optician in Leicester; Thomas worked in the Town Hall in Burton, a short distance from Leicester. The couple met at a friend's birthday party. When they started Spectacles Plus, they had just one shop in south-west London. They offered eye tests and advised customers on reading glasses and a wide range of fashion spectacles.

After 2 years they opened 2 more shops, each with a manager who was a trained optician, and staff who were mainly women. It is just the same in all their shops today. Employees like the work, because the hours are convenient and the pay is good.

By 2005 the firm had over 60 shops all over the UK. Looking after all these shops was very difficult, so Thomas and Elena decided to change. The managers, with help from their banks, bought the shops from Thomas and Elena who started various services to help them. They now supply the shops with all the equipment and the spectacles, as well as specialist advisers, a full repair service and staff training courses. The new owner/managers keep the profits and pay Thomas and Elena for the services and equipment.

Last year Thomas and Elena appointed Tammy Peters as their European Business Adviser. Tammy looks for opticians in Europe who wish to buy their services. As well as her pay, Tammy receives a share of the profits. Spectacles Plus has also started to offer hearing tests in every shop.

The Dobbs plan to keep the business in the family. Their children, Ivan and Gail, are still at university. They will soon join the firm, and Tammy will continue to work as well. Elena and her husband plan to retire in 5 years' time. Thomas will then be 65; Elena is 2 years younger.

(Total 30 marks)

QUESTION 3

Situation

You work in the Accounts Department of a company which sells medical equipment. Your boss has asked you to check the expenses claims made by two sales personnel.

Task

Study the two expenses claim sheets on the page opposite, then answer the questions below. Write your answer in the boxes as a **single word, a name, or a figure**. You will lose marks if you write more than this.

ANSWERS

- 1 What was the cost of the most expensive rail fare?
- 2 In total, how many claims were made for using the telephone?
- 3 Did both Mr Mancini and Mrs Tonks travel by rail?
- 4 Who claimed the most money for a dinner with a customer?
- 5 Who spent more nights in hotels, Mr Mancini or Mrs Tonks?
- 6 Which person had the most meals with customers?
- 7 Who travelled outside the UK?
- 8 In total, how many different forms of transport were used?
- 9 Which hotel cost the least per night for a single room **without meals**?
- 10 Was the rail fare from Bristol to Hull more expensive than dinner at Luigi's?
- 11 How much did Mrs Tonks pay for her cheapest lunch with a customer?
- 12 Did Mr Mancini make the cheapest claim for using the telephone?
- 13 In which city did Mr Mancini have dinner when Mrs Tonks was not in the UK?
- 14 In total, how many rail fares cost less than £100?
- 15 From which city did the cheapest rail journey start?
- 16 Excluding hotels, how many places to eat are mentioned?
- 17 In which business centre was the most money spent?
- 18 Did Mr Mancini claim for a meal on the same day as Mrs Tonks?
- 19 Who visited the most cities, Mr Mancini or Mrs Tonks?
- 20 How many hotels included meals in their cost for a single room?

QUESTION 3 CONTINUED

EXPENSE CLAIMS

NAME: CHARLES MANCINI (based in London)

MONTH AND DATE	EXPENSE DESCRIPTION	COST £££
JUNE 10	RAIL FARE (LONDON TO DERBY)	116
JUNE 11	SINGLE ROOM (KING'S HOTEL DERBY)	95
JUNE 12	LUNCH WITH CUSTOMER (KING'S HOTEL RESTAURANT)	130
JUNE 13	TELEPHONE (KING'S HOTEL BUSINESS CENTRE)	13.80
JUNE 14	SINGLE ROOM + ROOM SERVICE (KING'S HOTEL DERBY)	116
JUNE 15	CAR HIRE TO VISIT MEDICAL LABORATORIES	80
JULY 6	RAIL FARE (DERBY TO GLASGOW)	96
JULY 7	DINNER WITH CUSTOMER (LUIGI'S RESTAURANT GLASGOW)	86
JULY 7	SINGLE ROOM (GLASGOW HULTON HOTEL)**	100
JULY 8	SINGLE ROOM (GLASGOW HULTON HOTEL)**	100
JULY 9	TELEPHONE (GLASGOW HULTON BUSINESS CENTRE)	26
JULY 9	RAIL FARE (GLASGOW TO LONDON)	186

**ROOM ONLY, MEALS NOT INCLUDED.

NAME: HARRIET TONKS (based in Bristol)

MONTH AND DATE	EXPENSE DESCRIPTION	COST £££
JUNE 15	LUNCH WITH CUSTOMER (NICO'S RESTAURANT BRISTOL)	68
JUNE 17	RAIL FARE (BRISTOL TO PRESTON)	85
JUNE 17	SINGLE ROOM (STATION HOTEL PRESTON)	90
JUNE 18	TELEPHONE (STATION HOTEL BUSINESS CENTRE)	36
JUNE 19	LUNCH WITH CUSTOMERS (TYLER'S RESTAURANT PRESTON)	104
JULY 3	RAIL FARE (PRESTON TO BRISTOL VIA LEICESTER)	125
JULY 4	RAIL FARE (BRISTOL TO HULL)	105
JULY 4	SEA FERRY RETURN FARE (HULL TO ZEEBRUGGE)	84
JULY 5 AND 6	SINGLE ROOM (HOTEL IXOS ZEEBRUGGE) 2 NIGHTS **	325
JULY 5 AND 6	DINNER IN HOTEL IXOS (2 x £40)	80
JULY 7	DINNER WITH CUSTOMER (HOTEL REX ZEEBRUGGE)	165
JULY 8	RAIL FARE (HULL TO BRISTOL)	105
JULY 9	LUNCH WITH CUSTOMER (HART'S RESTAURANT BRISTOL)	86

**ROOM ONLY, MEALS NOT INCLUDED

(Total 20 marks)

QUESTION 4

Situation

Your boss, who runs a large advertising company, has left you his notes for appointments in the next month.

Task

Use the notes below to complete the **Monthly Diary of Appointments** on the page opposite.

NOTES

First and final Thursdays – Team meetings

16th – New Client - Garden Hotel Restaurants Ltd

Final Tuesday – Advertisers' Guild

Third Thursday and Friday - College Poster Competition

5th and 23rd - Research in City Library

All Mondays - New Designers' Training Sessions

Second and final Fridays - Keep free!

9th – International Conference – 3 days

Last 2 Wednesdays – Staff Appraisals

NB. Final Wednesday - appraisals in afternoon only

Important Correction - on 8th I will be in Paris, so cancel training session.

QUESTION 4 CONTINUED**MONTHLY DIARY of APPOINTMENTS
(Complete in capitals)**

DAY	DATE	DETAILS OF APPOINTMENT
MONDAY	1 ST	
TUESDAY	2 ND	
WEDNESDAY	3 RD	
THURSDAY	4 TH	
FRIDAY	5 TH	
SATURDAY	6 TH	
SUNDAY	7 TH	
MONDAY	8 TH	
TUESDAY	9 TH	
WEDNESDAY	10 TH	
THURSDAY	11 TH	
FRIDAY	12 TH	
SATURDAY	13 TH	
SUNDAY	14 TH	
MONDAY	15 TH	
TUESDAY	16 TH	
WEDNESDAY	17 TH	
THURSDAY	18 TH	
FRIDAY	19 TH	
SATURDAY	20 TH	
SUNDAY	21 ST	
MONDAY	22 ND	
TUESDAY	23 RD	
WEDNESDAY	24 TH	
THURSDAY	25 TH	
FRIDAY	26 TH	
SATURDAY	27 TH	
SUNDAY	28 TH	
MONDAY	29 TH	
TUESDAY	30 TH	
WEDNESDAY	31 ST	

(Total 20 marks)