

QUESTION 1

Situation

You have received a complaint from the Finance Department of your company, Wentworth Insurance, about the rising costs of telephone calls made by your department, which deals with telephone sales. Sales Staff are allowed to make urgent personal calls only, but some staff are making personal calls that are not urgent. The Finance Department asks you to take action to deal with the problem.

Task

Write a memo of between 150 and 200 words to all Sales Staff about the complaint. Tell them, in a tactful manner, what they are allowed to do and what is not allowed, giving examples. Ask for the rules to be followed, and point out the consequences if non-urgent calls are made in the future.

Write your memo in the space below.

MEMORANDUM.

TO:

FROM:

DATE:

SUBJECT:

Penalties for short or long answers

QUESTION 1 CONTINUED

You may continue writing your memo here.

(30 marks)

QUESTION 2

Situation

You work for a regional newspaper, and your editor has asked you to check a short article about a business development in the area.

Task

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

Example:

Statement: When the goods are carried by rail they will be in trucks; all identity marks on the train will be hidden.

Answer: False: container wagons; display the logos.

BUSINESS ON THE MOVE.

The transport firm of Alan Roberts is being given a grant of more than £400,000 to take 260 of its trucks a week off the roads. The firm, which has a depot in the North of England, will switch 70% of its goods for a major supermarket from road to rail transport. The goods train, which can use both the West Coast Main Line, and the branch line between the towns of Settle and Carlisle, will travel between terminals at Daventry in England and Coatbridge in Scotland.

The firm will receive £235,000 from the English Department of Transport and £200,000 from the Scottish Transport Executive to help to buy 90 container wagons to transport the goods.

William Roberts, managing director of the firm, which has its headquarters in Carlisle, said that the change would save money and reduce traffic pollution.

The train will run every day from the supermarket's main distribution centre in Daventry to the regional Scottish centre at Coatbridge, and back again.

William Roberts also said that his firm is happy to start using the railway as well as the roads. The firm is also hoping to start deliveries by air, using Carlisle airport, in the next 2 years.

In the past supermarkets have avoided the use of trains because of frequent delays, but the new train is specially designed to travel on the Settle to Carlisle branch line, if the West Coast Main Line is closed by bad weather or for repairs.

The first train will travel to Scotland later this year. It will display the logos of the transport firm and the supermarket side by side.

The scheme will provide many more jobs, and it has been welcomed by the people living near the 2 terminals as a major step forward in cutting down unemployment.

Write your answers on the lines marked A.

1 The train will travel weekly one-way from Daventry to Coatbridge.

A _____

2 The train is just an ordinary goods train; for most journeys it will use the Settle to Carlisle line.

A _____

3 The money provided is in the form of a loan; all the money comes from England.

A _____

4 Alan Roberts is the firm's MD; the firm already uses air transport as well as road and rail.

A _____

5 The head office of the firm is in Coatbridge; the firm does not want to use rail transport.

A _____

6 As well as saving money the switch to rail will have other benefits.

A _____

7 People living near either end of the rail route are happy about the development; for them it means progress.

A _____

8 For many years supermarkets have sent goods by train, because they can be relied on.

A _____

9 The supermarket chain involved is not a large one; it has its main administrative centre in Daventry

A _____

10 The Settle to Carlisle route is not a main line; it will not be used frequently.

A _____

(30 marks)

QUESTION 3

Situation

A holiday firm has asked you to review the details about car hire in a popular holiday destination.

Task

Read carefully the table below, headed **Monrovia Car Hire**, then answer the questions on the next page. **Write your answer as a single word, name or a figure.** You will lose marks if you write more than this.

MONROVIA CAR HIRE.

(all prices are in US dollars (\$))

	LUZCAR	KING	DB CARS	CENTRAL	EASIHIRE	BESTCARS
2-DOOR	60	50	50	95	70	40
4-DOOR	90	90	85	110	90	85
AIR CONDITIONING	ALL CARS	4-DOOR ONLY	NONE	4-DOOR ONLY	2-DOOR ONLY	ALL CARS
MINIMUM HIRE (DAYS)	1	3	7	1	3	3
CREDIT CARDS ACCEPTED	YES*	YES	NO	YES*	YES	YES
EXTRA DRIVER COSTS	NO CHARGE	25	30	NO CHARGE	20	NO CHARGE
NUMBER OF OFFICES	12	15	20	10	18	15
ON-LINE BOOKING	YES+++	YES	NO	YES+++	YES	NO
INSURANCE CHARGES	INCLUDED	20	25	INCLUDED	22	20
AIRPORT COLLECTION	YES	YES	NO	NO	YES	YES

* add 2% of hire costs

+++ discount of 10%

QUESTION 3 CONTINUED

ANSWERS

- 1 Which firm has the lowest daily charge for a 2-door car?
- 2 How many firms accept credit cards without additional costs?
- 3 Which firm has the most offices?
- 4 How many firms have a minimum hire period of 3 days or more?
- 5 How many firms offer 2-door cars with air-conditioning?
- 6 Which firm has the highest insurance charge?
- 7 How many firms offer a discount for on-line booking?
- 8 How many firms offering 4-door cars with air-conditioning can be booked on-line?
- 9 Which firm with 1-day minimum hire offers airport collection?
- 10 How many firms offer all cars with air-conditioning and on-line booking?
- 11 Which firm accepts credit cards and charges more than \$20 for extra drivers?
- 12 How many firms offer 2-door cars under \$60 with air-conditioning?
- 13 Which firm with on-line booking and airport collection offers a 1 day hire?
- 14 How many firms offer 4-door cars, costing less than \$95, with air-conditioning?
- 15 Does the firm with the least number of offices offer both airport collection and free extra drivers?
- 16 How many firms offering a minimum 3-day hire also offer credit card payments and on-line booking?
- 17 Which firm offers air-conditioning on all cars and an on-line booking discount?
- 18 Which firm offers the cheapest price for any 1-day or 3-day hire car with air-conditioning and airport collection?
- 19 How many firms accept credit cards and have more than 15 offices?
- 20 How many firms make no extra charges for both credit cards and extra drivers?

(20 marks)

QUESTION 4 CONTINUED

RITZ HOTEL
RESERVATION BOOKING FORM
(complete in capitals)

COMPANY NAME:

CONTACT PERSON;

NAME OF SUITE:

DATE REQUIRED:

FROM (HOUR):

TO (HOUR):

NUMBER OF GUESTS:

BREAKFAST / LUNCH/ DINNER (please underline requirement)

DRINKS FROM (HOUR)

DRINKS REQUIRED:

TIME FOR MEAL:

SPECIAL REQUESTS:

- 1
- 2
- 3

INVOICE TO:

BOOKING TAKEN BY (NAME)

(20 marks)