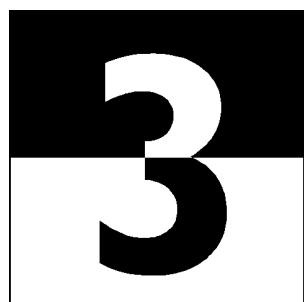




*Certificate in*

# **Business Administration**



*Level 3*

*Series 3 2003*

*(Code 3407)*

**Model Answers**

(UK Accreditation No: 100/1617/X)

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# **Business Administration Level 3**

## **Series 3 2003**

### **How to use this booklet**

Model Answers have been developed by LCCIEB to offer additional information and guidance to Centres, teachers and candidates as they prepare for LCCIEB examinations. The contents of this booklet are divided into 3 elements:

- (1) Questions – reproduced from the printed examination paper
- (2) Model Answers – summary of the main points that the Chief Examiner expected to see in the answers to each question in the examination paper, plus a fully worked example or sample answer (where applicable)
- (3) Helpful Hints – where appropriate, additional guidance relating to individual questions or to examination technique

Teachers and candidates should find this booklet an invaluable teaching tool and an aid to success.

The London Chamber of Commerce and Industry Examinations Board provides Model Answers to help candidates gain a general understanding of the standard required. The Board accepts that candidates may offer other answers that could be equally valid.

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## Business Administration Level 3 Series 3 2003

### Scenario

You are employed as an Administrative Assistant in the Office Services Department of Athena House Group, a large international organisation.

The Manager of the Office Services Department is Emma Lee, whose responsibilities include training administration.

You are required to **carry out any 4 of the following 5 tasks**.

### Task 1

You have received the following desk note:

#### Desk Note

*Admin Assistant*

*Emma has asked me to update the business reference books in the Admin Office and I am asking everyone for their suggestions.*

*She suggested I use the following headings for the types of reference books :*

- (a) English Language Support*
- (b) Telephone Directories*
- (c) Travel Information*
- (d) General Reference Books*

*For **each** of the above headings, please let me have details of the contents of **2** reference books, with an example of how we could use each of them.*

*List format will be fine.*

*Many thanks*

*Alice*

**Prepare the List – 6 marks for each section and 1 mark for format.**

**(Total 25 marks)**

## Model Answer to Task 1

### (a) English Language Support

General dictionary eg *Chambers'*, *OED* ) spellings and meanings of  
Specialist dictionaries eg medical dictionaries ) words, pronunciation, parts of  
 ) speech, origin and specialised  
 ) vocabulary

Thesaurus - lists of words with similar meanings

Grammar and language books eg *Fowler's Modern English Usage* - grammar and structure of sentences, punctuation, etc.

#### Uses

Check spelling and use of words when preparing documents

Find alternative words to use when preparing documents

Check documents to make sure they are grammatically correct

### (b) Telephone Directories

Internal organisation listings - names, department/location, job title, extension number

BT Phone Book – business and private sections listing subscribers' names, addresses and telephone numbers

Trade listings eg *Yellow Pages*, *Thomson Local* – lists of companies classified by type of business with advertisements giving more information

#### Uses

Checking telephone numbers and addresses, emergency contact numbers, finding lists of suppliers of particular services, BT services eg how to report telephone faults, area maps and local information eg leisure activities, events

### (c) Travel Information

Atlas, map books, *A-Z Street Guides* – location of places

Travel organisation books eg AA/RAC – routes between destinations, motoring information

Hotel and restaurant guides eg *Good Food Guide*, *AA and RAC Guides* – lists of hotels and restaurants and the services they provide

Shipping line brochures – ferry routes, arrival and departure ports, sailing times and costs

Timetables eg railway and flight times, *ABC guides* – train, shipping lines and agents

*OAG Flight Guide* – airline flight information and costs

#### Uses

Plan journeys by road, rail or sea eg ferries, or air, find out locations of suppliers, customers, book hotels and restaurants for meetings, overnight stays, etc

### (d) General Reference Books

*Whitaker's Almanac* ) geographical information, dates, legal information, statistics,

*Pears Cyclopaedia* ) currencies, public affairs, sporting records, world atlas

*Who's Who* – biographical details of prominent people in this country; specialist editions for people in particular sectors eg education

#### Uses

Quick reference to general knowledge for research, planning trips abroad, compiling reports

## TASK 2

You have received the following e-mail message:

### E-mail message

**To** Emma Lee, Office Services Manager  
**From** Jim Ferguson, Production Manager  
**Date** 3 June 2003

### TEAM PROBLEMS

Some of the new team leaders in the Production Department have become concerned that they are having difficulty meeting deadlines and ensuring work is distributed fairly amongst their team members.

Could you help with this? I'd be pleased if you could arrange a training session to cover these topics.

### Admin Assistant

*Please draw up a set of guidelines with suggestions for :*

- (a) what actions team leaders can take to ensure work deadlines are met*
- (b) what factors should be considered when allocating work to team members*

*(These can be put on to OHTs and used in the training session I'm organising)*

*Thanks - Emma*

Prepare the Guidelines – (a) 8 marks; (b) 16 marks; format 1 mark. (Total 25 marks)

## **Model Answer to Task 2**

### **DEADLINES AND ALLOCATION OF WORK**

#### **(a) Meeting Deadlines**

- Initial planning to agree resources
- Plan schedules
- Include milestones in the schedules
- Give clear agreement of each individual's roles and responsibilities
- Build in time for shortfalls and contingencies
- Hold regular meetings to discuss progress and ongoing issues
- Be prepared to adjust plans and reorganise the schedule and resources if necessary
- Monitor to check that activities are being completed on time
- Check activities are being completed to the required standard
- Give clear information to staff on progress eg use wall boards, planners
- Give encouragement to team members when work is completed and milestones are met

#### **(b) Allocation of Work**

- Knowledge and skills of staff – ensure staff are capable of carrying out the tasks allocated to them
- Experience of staff – inexperienced staff will need more time to complete certain tasks
- Overall workloads – staff may also have other work activities to complete which also have deadlines
- Deadlines – will be easier to meet if the work has been shared out, rather than giving most of it to one person
- Rotation of activities – staff may feel that some activities are more interesting or easier than others; make sure you do not always allocate these tasks to the same people
- Staff's own preferences – discuss with each member of the team how they see their contribution to the team
- Team discussion – discuss as a team how work will be allocated
- Flexibility – monitor to check the progress of staff, reallocate work if necessary
- Motivation will improve if all staff are seen to have a fair workload showing an even distribution of tasks

### Task 3

You have received the following e-mail message:

#### E-mail message

**To** Administrative Assistant, Athena House Group  
<aaathena@intl.co.uk>  
**From** Claire Matthews, Micro Software Limited  
<clairem@mcr.fsnet.co.uk>  
**Date** 3 June 2003

#### Event Planning

I've been asked to help with the organisation of a 2-day training programme for our national sales team. I know you helped arrange a similar event last year for your field sales representatives and would be very pleased if you could give me some advice.

I've been given the task of arranging the venue. What information do I need to know from the Sales Manager who is running the event before I start to look for a venue?

I know there were problems with last year's venue. Have you any suggestions for what I could do to ensure the venue is more suited to our needs this year?

As this is urgent could you please e-mail your ideas to me?

Thanks

**Prepare the e-mail message setting out the points under group headings – Information Needed 20 marks; Suggestions 4 marks; format 1 mark.**

**(Total 25 marks)**

## **Model Answer to Task 3**

### **E-mail message**

To Claire Matthews, Micro Software Limited  
<clairem@mcr.fsnet.co.uk>  
From *Candidate's name*  
Subject Event Planning – Information needed

### **Numbers**

Realistic estimate of numbers for the meeting  
How many will be seated in the meeting  
The size of workshop groups  
Numbers requiring refreshments and food  
Numbers requiring overnight accommodation

### **Activities taking place during the meeting**

Will all delegates sit around a table  
Any workshop sessions – if so how many and for what size of group  
Will there be a presentation to an audience or a large group  
Will a room be required for reception and/or preparation  
Will separate rooms be required to serve food and refreshments  
Will delegates/speakers need to use equipment – will it require electric and/or telephone sockets  
Will blackout facilities be required

### **Type of attendee**

Internal and/or external  
Delegates travelling distances to attend /any delegates from overseas attending – choose a venue convenient for international airports, public transport, main road networks  
External attendees to on site meetings may require security considerations  
Need to make a good impression on external participants  
Any disabled delegates

### **Profile/purpose of the event**

If delegates are attending to learn and gain information, a venue offering a high level of technical and technological support is needed  
If the event is more of a public relations exercise or team building, comfortable and interesting accommodation is required

### **Date/s and times required**

How long will the event last overall  
Daily timings

### **Equipment and other facilities that may be required**

Audio-visual facilities  
Office and secretarial facilities  
Leisure facilities – bar, gym, sauna, pool  
Room-based facilities for overnight accommodation eg en-suite, minibars, TV  
Refreshment facilities – 24 hour room service  
Parking

### **Budget**

How much money is allocated for the event  
Items to be paid for by the company  
Items to be paid for by the delegate

### **Suggestions**

Send for information to a variety of venues  
Do not rely on a glossy brochure – use to draw up a short list  
Visit the venues personally unknown to the management  
Compile a venue checklist  
Ask colleagues for recommendations

#### Task 4

You have received the following fax message:

UNIT 5 WESTERN INDUSTRIAL ESTATE SIDCUP KENT DA15 8JJ TEL 020 834 16555 FAX 020 834 16557	<b>GARDINERS OFFICE SUPPLIES</b>
<h1>Fax</h1>	
To: Emma Lee, Office Services Manager	From: Tom Craig, Sales Manager
Fax: 020 834 17334	Pages: 1
Phone: 020 834 17333	Date: 3 June 2003
Re: ORDERS	
X Urgent <input type="checkbox"/> For Review <input type="checkbox"/> Please Comment      X Please Reply	
<p>I notice that you have not placed your regular order for business stationery and consumables and wonder if this has been an oversight on your part or if your order has gone astray.</p> <p>We are rather concerned about this. Please let us know if you have placed an order and we will search our records and try to trace it.</p> <p>We are aware that your company has experienced a number of problems recently such as late deliveries, incorrect items being sent, goods damaged on arrival, incorrect invoices and statements. This has been due to shortages of staff and to new staff being uncertain of our procedures. We apologise and hope that these problems have now been resolved.</p> <p>We look forward to hearing from you.</p> <p><b><u>Admin Assistant</u></b></p> <p><i>Please send a fax to Gardiners. Point out we are most disappointed with the level of service we have received in recent months. Remind them of the standard of service we expect ie list and explain the factors we take into consideration when choosing and continuing to use a supplier. Tell them if we have any further problems with our orders we will take our custom to another supplier.</i></p> <p><i>Thanks - Emma</i></p>	

Prepare the Fax Message – 24 marks; format 1 mark.

(Total 25 marks)

## ATHENA HOUSE GROUP

Athena House West Street London SW1Y 2AR

Tel: +44(0) 20 8302 0261

Fax: +44(0) 20 8302 1469

# Fax

<b>To:</b> Tom Craig Sales Manager	<b>From:</b> Emma Lee Office Services Manager
<b>Fax:</b> 020 834 16557	<b>Pages:</b> 1 + 1
<b>Phone:</b> 020 834 16555	<b>Date:</b> 3 June 2003
<b>Re:</b> Placement of Orders	

Dear Tom

Thank you for your recent fax concerning the placement of orders by this company.

We have been most disappointed with the service we have received over the last few months and would like to remind you of the factors we take into consideration when choosing a supplier and the standards of service we expect from our suppliers.

#### Goods stocked

Volume should be sufficient to meet the demands of bulk purchase and last minute/emergency orders  
Range of goods available should meet our needs  
Quality – items need to be of the required quality

#### Price

Within the budget that we have available  
Competitive with other suppliers  
Discounts should be available eg for cash, bulk, or trade purchasing and for a preferred supplier agreement

#### Delivery

Fast delivery of goods enables us to order items when they are needed. This reduces storage problems and costs of carrying large stocks of goods for our company  
Promised delivery times must be honoured to avoid delays in our work

#### After sales care

Suppliers should automatically replace faulty goods  
Many will take back surplus stock and collect items for recycling eg used printer cartridges

#### Convenience

It is more convenient to use one supplier who supplies all the necessary items rather than use several different suppliers  
Telephone or fax or electronic ordering services should be available as they are easy and save time  
Payment arrangements – monthly settlement may be more convenient than paying several small invoices in a month

## Task 4 Model Answer continued

2  
Tom Craig, Sales Manager  
3 June 2003

### Location

Suppliers located in the same geographical area as our company facilitates communications, prompt/next day deliveries and good working relationships

### Security

Records and paperwork should be accurate  
Information about the size of orders, payment history must be kept confidential  
Goods are packed and stored securely for transport and delivery  
Goods are delivered using a secure service eg reliable courier, supplier vans  
Postal security systems of delivery should be used eg registered mail services  
Goods and paperwork should be checked on delivery

We will be placing an order within the next few days and look forward to prompt delivery of the correct goods. However, should we experience any further problems with our orders we will take our custom to another supplier.

Yours sincerely

*Emma Lee*

Emma Lee  
Office Services Manager

### Task 5

You have received the following minute note:

<b>POLICY AND PROCEDURES COMMITTEE</b>	
<b>MINUTE NOTE</b>	
	<b>ACTION</b>
<b>5.3</b> It was agreed that the introduction of flexible working hours would be considered.  It was agreed that the Administrative Assistant would undertake research in order to:  (a) draw up a framework for flexitime working (b) explain 4 methods that could be used to record working hours  The information would be presented in a briefing document format for discussion at the next meeting.	          Admin Assistant

**Prepare the Briefing Document – (a) 8 marks; (b) 16 marks; format 1 mark. (Total 25 marks)**

## Model Answer to Task 5

### Briefing Document – Flexitime

- (a) Standard time eg 40 hours per week  
Bandwidth eg Monday – Friday 7 am – 7 pm  
Core time eg 10 am – 4 pm  
Flexihours eg 7 – 10 am and 4 – 7 pm  
Flexilunch – minimum of 30 minute lunch break  
– taken each day between eg 12 noon and 2 pm  
Flexitime off eg no more than 1 day off every 4 weeks  
Credit hours cannot be carried over  
Debit hours cannot be accrued
- (b) **Signing in and signing out system**  
A book is kept in which staff record the time and then sign in and out. This system relies on staff to be honest and keep accurate records.

#### **Mechanical clocking-in systems**

Staff have cards that slot into clocks that record the time when they enter and leave the office. This method can provide a more reliable record than signing in but is resented by office workers as being a factory method. Open to abuse as workers can clock each other in and out.

#### **Electronic recording systems**

Staff have a swipe card that allows them access to the building or the office. They swipe the card when they enter and leave the office and this is recorded on a computer. Details of staff attendance can be printed off daily or weekly. Can be linked to computerised payroll.

#### **Staff time sheets**

Most systems require that staff keep their own records of time worked in the office. They complete the time sheets and get them signed by a supervisor. These can then be checked by the supervisor against any other recording system. This method allows staff to keep track of their hours worked.





**EXAMINATIONS  
BOARD**

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