

A

AQA 

Surname _____

Other Names _____

Centre Number _____

Candidate Number _____

Candidate Signature _____

**A-level
BUSINESS**

Paper 2 Business 2

7132/2

Monday 11 June 2018 Afternoon

Time allowed: 2 hours

For this paper you must have:
• a calculator.

At the top of the page, write your surname and other names, your centre number, your candidate number and add your signature.

[Turn over]



BLANK PAGE



INSTRUCTIONS

- **Use black ink or black ball-point pen.**
- **Answer ALL questions.**
- **You must answer the questions in the spaces provided. Do not write on blank pages.**
- **Do all rough work in this answer book. Cross through any work you do not want to be marked.**

INFORMATION

- **The marks for questions are shown in brackets.**
- **The maximum mark for this paper is 100.**

DO NOT TURN OVER UNTIL TOLD TO DO SO



Answer ALL questions in the spaces provided.

0 1

Marks and Spencer plc is one of the UK's leading retailers. It provides its own-brand food, clothing and home products in 1433 stores worldwide and online.

APPENDIX A Extracts from Marks and Spencer plc's published financial accounts

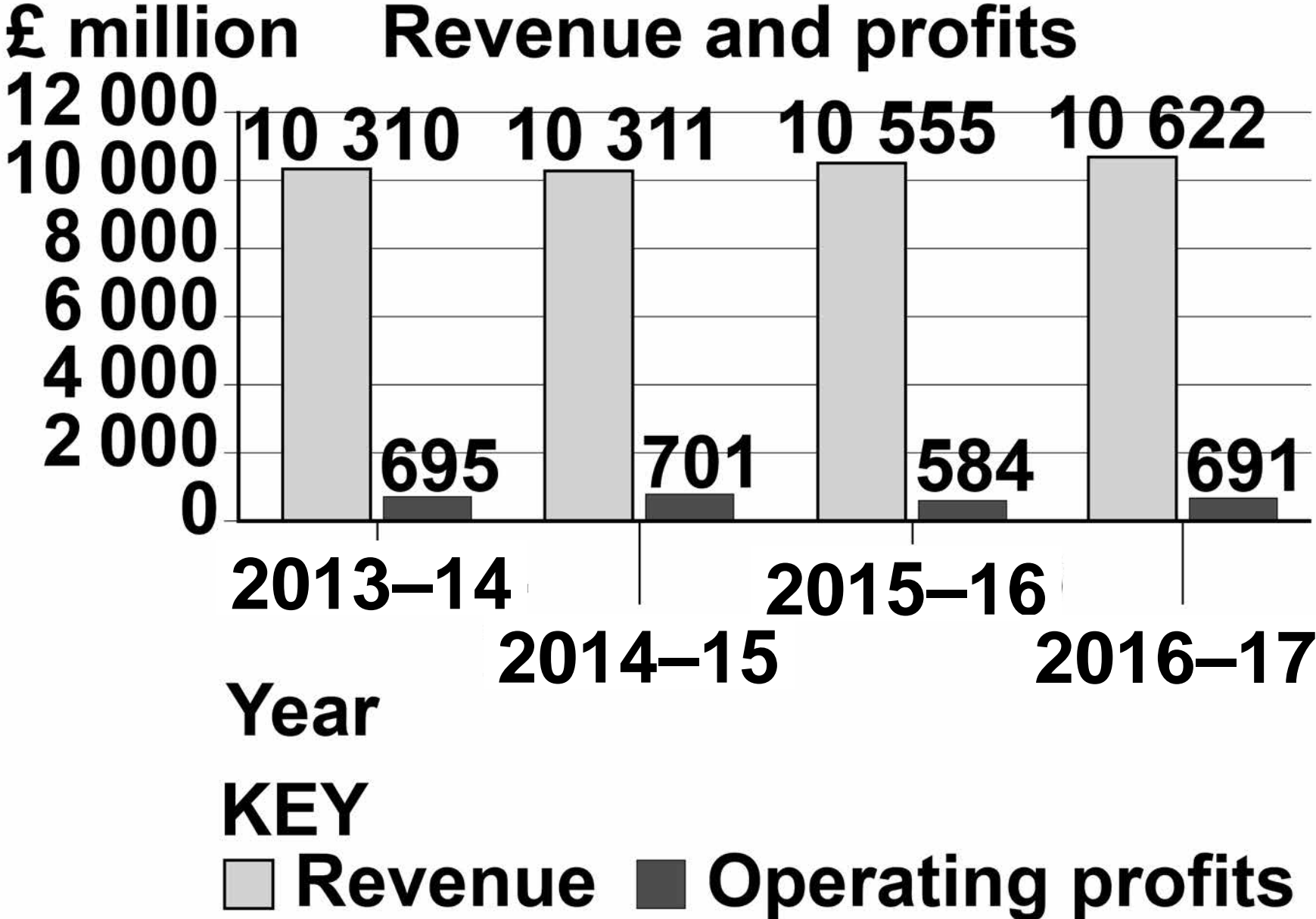
Balance sheet as at 1 April 2017

	£ MILLION
ASSETS	
Non-current assets	6 569
Current assets	1 723
LIABILITIES	
Current liabilities	2 368
Non-current liabilities	2 774
NET ASSETS	3 150
EQUITY	
Total equity	3 150

[Turn over]



APPENDIX B Marks and Spencer plc's revenue and operating profit 2013–14 to 2016–17



APPENDIX C Marks and Spencer plc customer data for financial year ending 1 April 2017

	Total number of customers	Percentage change on previous year	Average number of times a year a customer buys from Marks & Spencer	Percentage change on previous year
Food	20.5 million	+2.0%	22.5	0%
Clothing and home	24.6 million	0%	7.2	-5.3%

[Turn over]



APPENDIX D Marks and Spencer plc online data

	2016–17	Percentage change on previous year
Total online revenue	£836.3 million	+5.6%
Weekly site visits	8.3 million	+11%



APPENDIX E Information on Marks and Spencer plc's Board of Directors in 2017

International experience: directors come from the following countries

China	Germany	Hong Kong	India	Japan	Italy	
UK	Spain	Netherlands	Poland	South Africa	USA	6

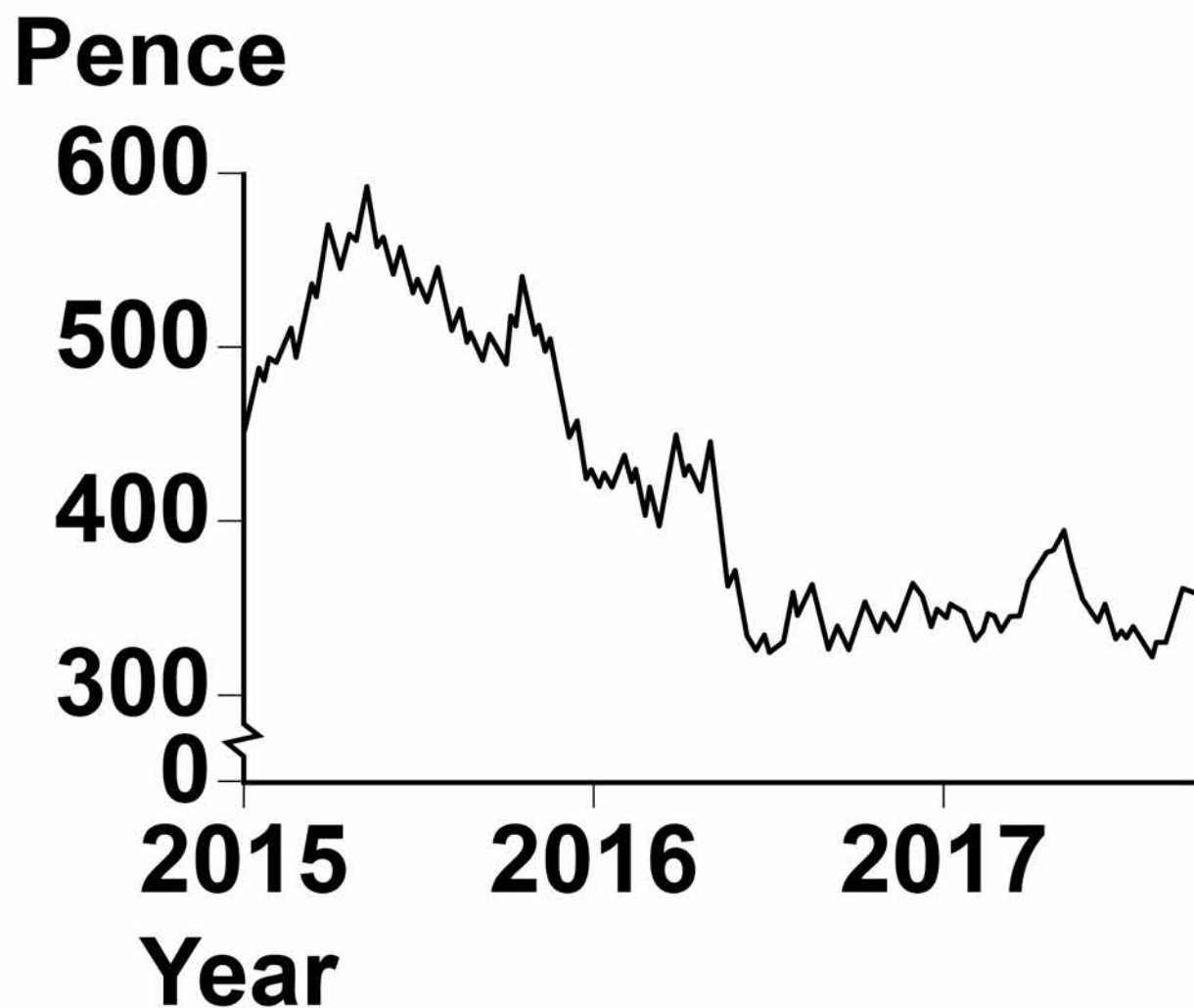
Gender diversity: 70% of directors are male, 30% female

Industry sector experience of directors: retail 90%, consumer 100%, finance 60%, e-commerce and technology 40%

[Turn over]



APPENDIX F Marks and Spencer plc's share price



0 | 1 | . | 1 Explain, with an example, what is meant by non-current assets. [2 marks]

2



The current ratio _____

Workings _____

[Turn over]



01.5 In April 2017 a rival business was considering taking over Marks and Spencer plc. How useful do you think the data provided in APPENDICES A to F, on pages 5 to 10, might have been to this rival business when deciding whether to make a take-over bid? Justify your answer. [16 marks]

[Turn over]



[Turn over]





[Turn over]





[Turn over]

16



0 2

Read the information below and then answer the questions that follow.

LEGO

The Lego Group is one of the largest manufacturers and retailers of play material in the world. It is a private limited company based in Denmark that is wholly owned by the Kristiansen family. The company's product range includes Lego, Lego Duplo, Lego Star Wars and Lego Friends.

Lego has been investing heavily in recent years; this has reduced the funds available for dividends. It is building new facilities in China and Mexico as part of its strategy to locate production nearer its markets. The company also invests significantly in attempts to



25

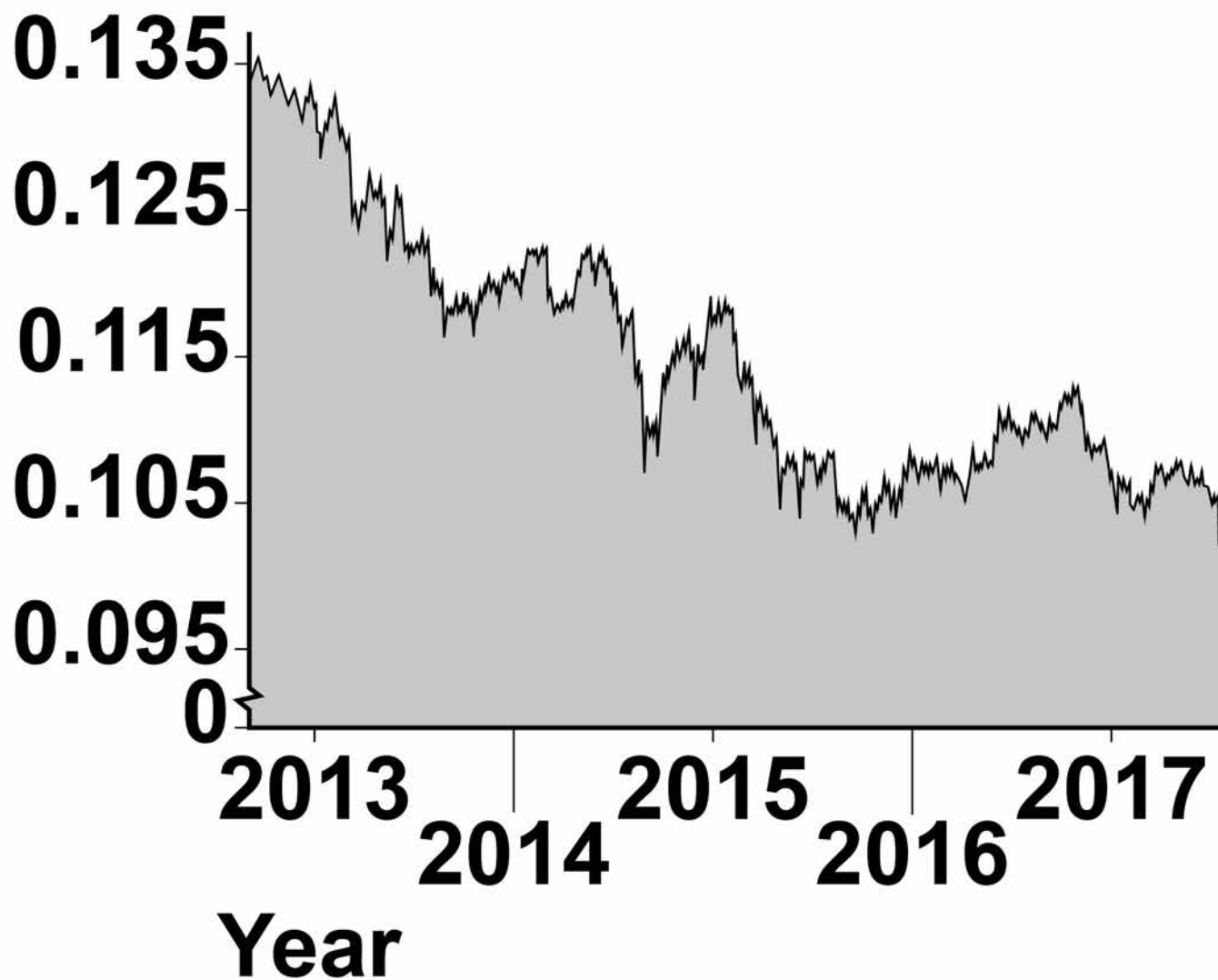
spot consumer trends through market research and in new product development. Each year, new product launches account for approximately 60% of the company's sales.

The company's profits are calculated in the Danish currency, the Krone. Given that it is a global business selling in over 130 countries and buying resources from around the world, the company's profits depend partly on exchange rates. A significant proportion of its sales are in Europe.

[Turn over]



**Value of
1 Krone
in terms
of euros**



The company's mission statement is to 'Inspire and develop the builders of tomorrow'. Its culture is based on openness, trust and its core values of 'Creativity, Imagination, Fun, Learning, Quality and Care'. Lego's managers say that its continued success is made possible by the culture of the business and that it



36



3 6

9

- 03** Read the information below and then answer the questions that follow.

GLOBAL AIRWAYS (GA)

Cabin crew are staff on an airplane who look after the passengers. The managers of Global Airways (GA) have recently proposed new pay levels for cabin crew who join the company from January 2019. Their pay would be lower than the cabin crew already employed by the company. This is part of an effort by GA to cut costs to enable the business to be more price competitive in response to aggressive price cuts by rivals. GA managers believe that cutting the price of its tickets can help to increase the airline's operating profit margins on its flights.



A trade union, called UAS, represents many of the cabin crew staff. UAS has complained about the proposed pay levels. There has been one meeting so far between the UAS and senior management about the proposal. Managers want the pay deal to go ahead, UAS does not.

Since the meeting:

- UAS is considering whether to advise GA's cabin crew that they take strike action**
- the managers of GA have arranged to lease planes and use crew from another airline if needed. Managers believe that with these contingency plans GA could operate over 99% of its normal flight schedule**
- the managers have undertaken new research (Appendix G).**

[Turn over]



APPENDIX G New research for GA's management

- **Income elasticity of demand for GA flights: +1.5**
- **Estimated annual income changes of GA's target market 2018–2020: –2%**
- **Cabin crew membership of UAS union has increased this year to 65%**



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03.1 GA is considering cutting the price of its tickets. Explain how this might increase its operating profit margin on each ticket sold. [5 marks]

[Turn over]



03.2 Lewin’s force field analysis identifies driving and restraining forces. Analyse one driving force AND one restraining force in APPENDIX G, on page 48, for the proposed change to the pay levels for cabin crew. [9 marks]

[Turn over]





03.3 To what extent do you think it is essential for an airline to undertake contingency planning? [16 marks]

[Turn over]



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[Turn over]



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There are no questions printed on this page

For Examiner's Use	
Question	Mark
1.1	
1.2	
1.3	
1.4	
1.5	
2.1	
2.2	
2.3	
3.1	
3.2	
3.3	
TOTAL	

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IB/M/Jun18/NC/7132/2/E2

