

New
Specification

Centre Number

71

Candidate Number

General Certificate of Secondary Education
2011

Business and Communications Systems

Unit 1: Use of ICT

[GBC11]

MONDAY 23 MAY – FRIDAY 27 MAY



Number of printouts attached
(to be completed at the end
of the examination)

TIME

2 hours.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.

Save each document using the name specified in each task.

Always add your Candidate Number, Centre Number, Task Number and Printout Label to every printout produced.

All printouts must be attached to the examination paper at the end of the examination in the correct order.

Use the treasury tag provided to attach your printouts to the examination paper. At this point you should complete the checklist at the back of the examination paper.

You may **not** take the examination paper with you.

Answer **all four** tasks in order.

INFORMATION FOR CANDIDATES

The total mark for this paper is 100.

Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.

Quality of written communication will be assessed in Task **3(i)**.

Filenames to be used in the completion of this examination:

GetMobile Sales.xls

GetMobile Customers.mdb

GetMobile Images.doc

Letterhead.doc

GetMobile Customers.xls

Churchwood Presentation.ppt

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	

Total Marks	
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Introduction

GetMobile is a shop in Churchwood city centre. The shop sells mobile telephones and tariffs for various providers including O2, Vodafone and Orange. It is one branch in a chain of similar shops throughout the country, all owned by Miss Sally Oldfield, who opened her first shop in 1998.

GetMobile's opening hours are Monday to Saturday from 9.00 am to 6.00 pm. Its telephone number is 02890 66 88 88.

The Churchwood Shop is managed by Mr Paul Simpson and he is keen to implement ICT to help with administration and to enhance communication with Head Office.

Four tasks follow, which will allow you to produce some of the documentation/files that Mr Simpson thinks he might require.

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To assist your file management, create a folder in your working area called "BCS Exam Files" and any files you are asked to save should be put in this folder.

Using Word Processing/Desktop Publishing Software**Task 1**

A file named “GetMobile Images” is available to assist you with this task.

Mr Simpson is keen to increase the sales of GetMobile. He has decided as a special offer, to give a hands free kit to all new customers who purchase a new mobile phone or a new tariff during the month of June. He would like to advertise this offer locally and wants a poster designed for this.

- (a) Produce an effective A4 Poster to communicate the following information:
- The shop name
 - How to qualify for the special offer
 - Details of the special offer
- [6]
- (b) Using the “GetMobile Images” file include at least two appropriate graphics. [4]
- (c) Insert other appropriate information. [2]
- (d) Considering the audience, use appropriate fonts and styles to identify headings. [2]
- (e) Save this document as **Poster**. Print one copy of Poster. [1]
- [15]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above document.

Using Spreadsheet Software

Task 2

Mr Simpson has to report to Miss Oldfield on the sales for the first two quarters, for the Churchwood shop. He has started a spreadsheet **GetMobile Sales** to help with the task.

Part A

Open the file **GetMobile Sales** and complete the sheet **Sales Revenue Data** as follows:

- (a) In cell A1 insert the words "Pay Monthly Tariffs". [1]
- (b) Merge and centre these words across cells A1 to F1. [2]
- (c) Format cells D3 to D14 to currency. [1]
- (d) Format cells E3 to E14 to number, with no decimal places. [1]
- (e) Create a formula in cell F3 which gives the revenue for Quarter 1 for the O2 Talkmore tariff. [2]
- (f) Replicate this formulae for the other tariffs. [1]
- (g) Create a formula in cell F15 which gives the total revenue for all tariffs for Quarters 1 and 2. [2]
- (h) Format cells F3 to F15 to currency. [1]
- (i) Create a formula in cells C19 to C21 which gives the revenue for Quarter 2 for all three providers and format these cells to currency. [7]
- (j) Create a formula in cell D19 which gives the total revenue for Quarter 1 and Quarter 2 for O2. [1]
- (k) Replicate this formula for the other two providers. [1]
- (l) Create a formula in cell D22 to give total revenue for all providers for Quarters 1 and 2 and format this cell to currency. [3]

- (m) Format all text entries to bold. [2]
- (n) Save the file.
Print **one** copy of the spreadsheet data on one A4 page, making sure all the data can be seen.
Label the printout **GetMobile Sales Data**. [2]
- (o) Print **one** copy of the spreadsheet formulae on one A4 page making sure all the formulae can be seen. Label the printout **GetMobile Sales Formulae**. [2]
- [29]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

Part B

Using the file **GetMobile Sales** complete the following:

- (a) Create a bar chart showing the Half Yearly (Quarters 1 and 2) Sales Revenue Figures for each provider. Include:
- appropriate title
 - appropriate X and Y labels
 - data value for each bar on the chart.

Place the chart as a new sheet. [4]

- (b) Save the file **GetMobile Sales**. Print the bar chart on one A4 sheet.
Label the printout **Chart**. [1]

[5]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above document.

Using Database Software/Word Processing Software

Task 3

A database is being used to store customer details.

Using data in the file **GetMobile Customers** complete the following tasks:

- (a) A new customer James Smith has taken out the Talkmore 300 tariff with the O2 provider on the 1st of May 2011. His address is 22 High Street, Churchwood, BT6 6WW. Add this customer's details to the customer database. [2]
- (b) The customer who joined in December 2009 has left GetMobile to join another mobile phone shop. Delete this customer's details from the database. [1]
- (c) Stevie Hughes has switched tariff to O2 Talkmore 300. Make this change to the customer database. [1]
- (d) Carry out a search to display the details of O2 Talkmore 300 customers. Show all field headings except "Date of joining". [3]
- (e) Save the file. Print the results of the search on one A4 page. Label the print out **O2 Talkmore 300 Customers**. [1]
- (f) Carry out a search to display the details of all customers who joined in 2011. [4]
- (g) Save the file. Print the results of the search on one A4 page. Label the printout **New Customers 2011**. [1]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

The file **Letterhead** is provided for parts **(h)** to **(j)** below:

Using word processing software and the **search saved in part (g)** complete the following tasks:

- (h)** Using the file **Letterhead** create a short letter welcoming customers who joined GetMobile in 2011.

Using the mail merge facility insert only the following fields in the letter:

- Title
- Surname
- Address
- Town
- Postcode
- Date of Joining

[9]

- (i)** Print out the standard letter showing the merged fields. Label the printout **Standard Letter**.

[6]

- (j)** Print out the personalised letters.
Label the letters **Letter 1**, **Letter 2** etc. for each personalised letter.

[4]

[32]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

Using Multimedia Presentation Software

Task 4

Miss Oldfield would like Mr Simpson, to prepare and deliver a short presentation based on the half yearly performance of the Churchwood branch.

Mr Simpson is currently developing a presentation called **Churchwood Presentation**. Using this presentation, the **data** and **chart(s)** in the spreadsheet **GetMobile Sales** and the file **GetMobile Images** complete the following:

(a) Slide 1 should contain:

GetMobile's Logo. [1]

A title "Churchwood Half Yearly Sales 2011" and below this should be Mr Simpson's name. Make these changes. [2]

Two action buttons labelled "Sales Revenue Figures" and "Sales Revenue Graph", which when clicked should move to the appropriate slide. [4]

(b) Slides 2 and 3 are in the wrong order. Place Slide 2 after Slide 3. [1]

(c) Slide 2 should contain:

A title "Sales Revenue Figures"
Appropriate data from **GetMobile Sales**. [4]

(d) Slide 3 should contain:

A title "Sales Revenue Graph"
A chart/graph imported from **GetMobile Sales**. [4]

(e) Save your presentation.

Print the first two slides of your presentation, two slides per page.
Label the printout **Slides 1 and 2**. [2]

(f) Print slide 3 in full size. [1]

[19]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

PRINTOUT CHECKLIST

TASK	PRINTOUT LABEL	COMPLETED
1	Poster	
2(a)	GetMobile Sales Data	
	GetMobile Sales Formulae	
2(b)	Chart	
3	O2 Talkmore 300 Customers	
	New Customers 2011	
	Standard Letter	
	Merged Letters	
4	Slides 1 and 2	
	Slide 3	

THIS IS THE END OF THE QUESTION PAPER

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