

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS
GCSE
A267/01**

**BUSINESS AND COMMUNICATION
SYSTEMS**

**ICT Skills for Business
Communication Systems**

WEDNESDAY 18 JUNE 2014: Afternoon

**DURATION: 1 hour
plus your additional time allowance**

MODIFIED ENLARGED

Candidates use the data files as instructed in this paper and print out their responses.

OCR SUPPLIED MATERIALS:

**Electronic data files
Working mark sheet**

OTHER MATERIALS REQUIRED:

**Computer
Access to a printer stocked with white A4 paper
Access to a personal temporary user's file area on the centre network in which to save your work**

READ INSTRUCTIONS OVERLEAF

INSTRUCTIONS TO CANDIDATES

Read each task and question carefully. Make sure you know what you have to do before starting your work.

Complete ALL the tasks and sub-tasks.

You will complete this assessment on a computer and print out your work.

INFORMATION FOR CANDIDATES

The number of marks is given in brackets [] at the end of each task or sub-task.

The total number of marks for this paper is 60.

You may NOT use a dictionary.

Any blank pages are indicated.

INSTRUCTION TO EXAMS OFFICER/INVIGILATOR

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Complete ALL tasks and sub-tasks.

All print-outs of your work MUST show:

Your candidate name, PRINTED as part of your document.

In addition to your candidate name, the following information MUST be shown on each print-out (this information may be written onto the document after it has been printed):

Candidate number;

Centre number;

Unit code: A267;

Task number and print-out reference, eg Task 1 (a,b,c,d,e) or Task 2 (a+b).

You are advised to allocate the following amounts of time to each task:

TASK 1 – 30 MINUTES

TASK 2 – 30 MINUTES

Scenario

You are the personal assistant to James Norden. James is the Manager of The Carter Theatre in Bristol. James has just introduced database software to the Theatre to help him organise its customers' details.

TASK 1

RECALL the database file 'THEATRE' and **COPY** and **PASTE** into your temporary user's area. **OPEN** the table 'CUSTOMERS'.

Complete ALL the following sub-tasks.

- (a) (i) **Some new customers need to be added to the database. ADD their details to the database.** [8]
- (ii) **A customer has written to tell you he has moved house. Shahid Hussain now lives at 18 Dunhill Street, Bristol, BS6 9PH. Edit his details.** [2]
- (iii) **James would also like the field Email to be added to the database so he can start contacting people by email. ADD the field Email between the fields Postcode and Area of interest.** [2]

Take a screen shot of the changed database table. PASTE it into a Microsoft Word document making sure that you can clearly read all the information. SAVE the Word document as CUSTOMERS and your candidate name, for example CUSTOMERS_MARK_JONES.

PRINT your Word document. Remember your candidate name MUST appear as part of the printed document.

Title	First name	Surname	DOB	Address Line 1	Town	Postcode	Area of interest
Mr	Leslie	Morgan	12/05/1978	10 Kings Road	Bristol	BS4 7YB	Comedy
Mrs	Victoria	John	18/09/1965	12 River Lane	Bristol	BS5 9NM	Music

(b) James would like to hold special performances during the day for senior citizens at a discounted price.

(i) Create a QUERY to find and display the Title, First name and Surname of those who were born on or before 01/06/1954. The query is to be called Senior. [3]

Take a screen shot of the results of the query. PASTE it into a Microsoft Word document making sure you can clearly read all the information. SAVE the Word document as QUERY and your candidate name, for example QUERY_MARK_JONES.

PRINT your Word document. Remember your candidate name MUST appear as part of the printed document.

(ii) James would like the results of the query displayed as a report. Create a report of the query Senior. Change the title of the report to Senior Discounted. [3]

Take a screen shot of the finished report. PASTE it into a Microsoft Word document making sure you can clearly read all the information. SAVE the Word document as REPORT and your candidate name, for example REPORT_MARK_JONES.

Print your Word document. Remember your candidate name MUST appear as part of the printed document.

(c) James would like you to write a letter to all the customers whose area of interest is comedy to inform them that Floyd Funny, a comedian, will be performing at the Theatre. You need to write a mail-

merged letter using the query COMEDY which can be found in the database THEATRE. RECALL the Word file 'LETTER'. Save a copy of this letter in your temporary user's area as LETTER and your candidate name, for example LETTER_MARK_JONES.

Use this document to write the letter using the fully blocked style and open punctuation. The letter will be sent today from James Norden, The Manager.

The letter must include the following details:

Floyd Funny will be performing from 10–13 July 2014

Tickets are priced between £10 and £15

Tickets can be obtained by calling the box office on 01345 829302

Alternatively tickets can be bought on the Theatre's website

SAVE your changes using the current file name, for example LETTER_MARK_JONES. PRINT a copy of your standard document/unmerged letter. Remember your candidate name MUST appear as part of the printed document.

MERGE your letter and PRINT all copies of your merged letter. SAVE your merged letter as MERGED_LETTER and your candidate name, for example MERGED_LETTER_MARK_JONES. [12]

TASK 2

- (a) James would like to invite all performers to a meeting to discuss changes to the Theatre's performance times.**

Word process a Notice of Meeting and Agenda as one document. The meeting will be held in the Grand Ballroom at 12.00pm on 2 July 2014. As well as the standard agenda items, you must include the following items:

changes to matinee performance times

new late night performances

proposed payments for overtime.

Use software features to improve the appearance of your document making it suitable for a business audience.

SAVE your document as AGENDA and your candidate name, for example AGENDA_MARK_JONES. PRINT one copy of your document on one page. Remember your candidate name must appear as part of the printed document. [12]

- (b) James needs to obtain sponsorship to support future events at the Theatre. He does this by talking to people and using leaflets/flyers to support what he is saying.**

He now wants his presentations to be more professional. He thinks that presentation software will help him to achieve this.

RECALL the Word file 'PRESENTATION'.doc. **SAVE** a copy of the document in your temporary user's area as 'PRESENTATION' and your candidate name, for example PRESENTATION_MARK_JONES.

- (i) State and explain TWO features of presentation software which could be used by James when creating his presentations. [6]**

- (ii) Evaluate the usefulness of presentation software in enabling James to make his presentations more professional. [12]**

RESAVE your document.

PRINT a copy of your document, remember your candidate name must appear on each page of the printed document.

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