

OCR

Oxford Cambridge and RSA

Level 3 Cambridge Technical in Business

05834/05835/05836/05837/05878

Unit 2: Working in business

Friday 13 January 2017 – Morning

Time allowed: 1 hour 30 minutes

You may use:

- a calculator

First Name						Last Name					
Centre Number						Candidate Number					
Date of Birth											

INSTRUCTIONS

- Use black ink.
- Complete the boxes above with your name, centre number, candidate number and date of birth.
- Answer **all** the questions.
- Write your answer to each question in the space provided.
- Additional paper may be used if required but you must clearly show your candidate number centre number and question number(s).

INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [].
- This document consists of **12** pages.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/6
2	/22
3	/24
4	/8
Total	/60

Answer **all** questions.

Text 1

Peter Bolt is the founder of *A-star Plumbers Ltd*, a well-established business in the Midlands. The company prides itself on the quality of its services. It provides reliable and prompt responses to the plumbing needs of commercial and residential customers.

A-star Plumbers Ltd currently employs a team of 10 plumbers including Peter and his son, Jake. The company provides uniforms for all of its plumbers. It is the responsibility of the plumbers to make sure that their uniform is cleaned regularly. Every morning employees are expected to arrive at the office by 7:30am for a meeting. At the meeting the employees are given their jobs for the day. There is a sickness and absence policy which requires employees to phone in by 7:15am on each day they are unable to attend work.

Employee, customer and supplier details are stored on a computer and measures are in place to ensure that information is held securely.

1 Refer to Text 1.

(a) Explain **one** possible consequence to *A-star Plumbers Ltd* if:

- some employees failed to arrive at work by 7:30am

.....

.....

.....

.....

[2]

- some employees turned up in dirty uniform.

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.....

.....

[2]

(b) Identify **two** ways information stored on a computer can be protected.

Way 1.....

.....

Way 2

.....

[2]

Text 2

A-star Plumbers Ltd charges £50 per hour for labour. Customers are also charged for any parts that are required for a particular job. Jake has recently fitted a new toilet for Daniel Jones, a residential customer. The job is to be charged as follows:

Cost of new toilet and parts	£105.00
Number of labour hours	3

2 Refer to Text 2.

(a) Complete the invoice using the information given in **Text 2**.

A-star Plumbers Ltd	
7b Privet Lane, Nottingham NG11 4QG	
Tel: 0115 349 4129	
To Daniel Jones Brood Street Nottingham NG12 7ZU	Invoice 3251 January 2017
Description: Supply and fit a new toilet	
	£
Supply new toilet and parts	
Labour charges for three hours @ £50 per hour	
Subtotal	
VAT @ 20%	
Total	

[5]

- (c) The revenues and costs for *A-star Plumbers Ltd* in 2016 are shown in **Table 1** below.

	£
Revenue from services	780 000
Plumbing supplies	118 000
Salaries	320 000
Rent and rates	102 000
Transport	32 500
Overheads	10 150

Table 1

- (i) Using the information given in **Table 1**, calculate the profit that *A-star Plumbers Ltd* made in 2016.

Show your workings:

Profit = £

[3]

- (ii) Identify **two** ways *A-star Plumbers Ltd* could improve its profit level.

Way 1.....

.....

Way 2

.....

[2]

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Question 3 begins on page 7

Text 3

Today's jobs were planned to be as follows:

- install new bathroom suite
- fix leaky kitchen tap
- unblock toilet
- visit potential customer to quote for installing an outside tap.

However, six of Peter's employees have called in sick so it will be impossible for *A-star Plumbers Ltd* to do all of the jobs today. In addition, Peter has received calls from four of his regular customers about repairing burst pipes which are flooding their premises.

3 Refer to Text 3.

- (a) Prioritise the jobs listed in the table below as low, medium or high and explain your decisions.

Jobs	Priority? Low, medium or high	Explanation
Visit potential customer to quote for installing an outside tap		
Repair the four regular customers' burst pipes		
Unblock toilet		
Fix leaky kitchen tap		

[12]

- (b) Peter decides to delay the installation of the new bathroom suite. The customer is Julie Smith of 76 Priory Drive, Nottingham, NG3 5UO.
Compose a letter to the customer to apologise for the company's failure to start installing the new bathroom suite on time.

In your letter:

- give reasons for failing to start the work on time
- inform the customer that the work could be done on the same day next week
- request confirmation from the customer as to whether the new date is convenient.

You will be assessed on the content, tone and layout used in your letter.

Use the letterhead on the **opposite page** to write your letter.

You **may** use the space below to draft your letter. You will **not** receive marks for the draft.

You may use this box for drafting your letter.

A-star Plumbers Ltd

7b Privet Lane, Nottingham NG11 4QG

Tel: 0115 349 4129

Text 4

Peter would like to attend a plumbers' convention which is taking place in London next month. He has decided to take the train. The convention starts at 9:30am. Peter would like to arrive in time for the start of the convention. He needs to be back in Nottingham by 6pm on the same day. He wants to spend as much time as possible at the convention.

Trains from Nottingham arrive at London St Pancras station. Peter will need to decide on a method of travel to and from London St Pancras station to the venue in Chelsea. Train timetables from Nottingham station to London St Pancras station are shown below, together with the prices.

	Outward – Nottingham (NOT) to London St Pancras (STP)				Return – London St Pancras (STP) to Nottingham (NOT)			
Depart	NOT 06:30	NOT 06:52	NOT 07:10	NOT 07:55	STP 15:29	STP 15:32	STP 16:15	STP 16:26
Arrive	STP 08:23	STP 08:42	STP 09:00	STP 09:26	NOT 17:18	NOT 17:35	NOT 17:55	NOT 18:14
Duration	1h 53m	1h 50m	1h 50m	1h 31m	1h 49m	2h 3m	1h 40m	1h 48m
Cheapest standard single	£81.00	£53.50	£53.50	£53.50	£69.00	£65.50	£28.00	£81.00

The following methods of travel are available between London St Pancras and the venue in Chelsea:

Method of travel	Duration and cost for a single journey
Tube	25 minutes, £2.90
Bus	59 minutes, £2.00
Taxi	11 minutes, £25.00

4 Refer to Text 4.

The expense budget for his whole journey is £100. Taking into consideration time and cost constraints, recommend an itinerary for Peter's journey to London by filling in the **eight** unshaded boxes in the table below.

You may use this box for your workings.

Journey:	Time of departure	Mode of transport	Cost (£)
Nottingham to London St Pancras		Train	
London St Pancras to Chelsea			
Chelsea to London St Pancras			
London St Pancras to Nottingham		Train	

[8]

END OF QUESTION PAPER

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