National
Qualifications
2024

X801/75/11 Administration and IT

WEDNESDAY, 1 MAY
10:00 AM – 12:00 PM

Total marks — 50

Attempt ALL questions.

Before leaving the examination room, place your cover sheet and printouts inside the clear envelope provided.

Hand this envelope to the Invigilator; if you do not, you may lose all the marks for this paper.

SQA ©

X801751 1

Information and instructions for candidates

The electronic files listed below are provided for you to use during this examination:

- **Costings** — a spreadsheet file containing 2 worksheets (Price List and Customer Quotation)
- **Monthly Income** — a spreadsheet file containing 1 worksheet
- **Restaurant Details** — a database file containing 2 tables (Products and Suppliers)
- **The Teckle Wee Bistro** — a word-processing file
- **The Teckle Wee Bistro Logo** — a jpg file

You must:

- complete each question in order
- action and delete all comments/notes within files
- display your name and question number on each printout
- print each spreadsheet or database on one page

Use this table to make sure you have all the printouts required.

Question	The Teckle Wee Bistro printouts	Marks available	Completed (✓)
1 (a)	Database table	**3**	
1 (b)	Database query	**2**	
1 (c)	Database form	**6**	
1 (d)	Database report	**7**	
2 (a)	Spreadsheet — Price List • value view • formula view	**5**	
2 (b)	Spreadsheet — Customer Quotation • value view • formula view	**13**	
2 (c)	Spreadsheet — Monthly Income • value view with bar chart • formula view	**5**	
3	Word-processing document — The Teckle Wee Bistro	**9**	

[Turn over

MARKS

Attempt ALL questions

The Teckle Wee Bistro is a small vegan restaurant in Westport, Dundee. The owners, Ian and Jackie McGowan, are passionate about sourcing all products from ethical, local suppliers, and providing customers with outstanding food and service.

Their motto is:

Good food for you, sustainable for the planet.

Complete the following questions.

1. (a) The database file **Restaurant Details** contains information about suppliers and products. **3**

Update the **Suppliers** table with the information below and print a copy sorted by Supplier Name. Show only the Supplier Name, Contact Name, Contact E-mail and Phone No fields.

MARKS

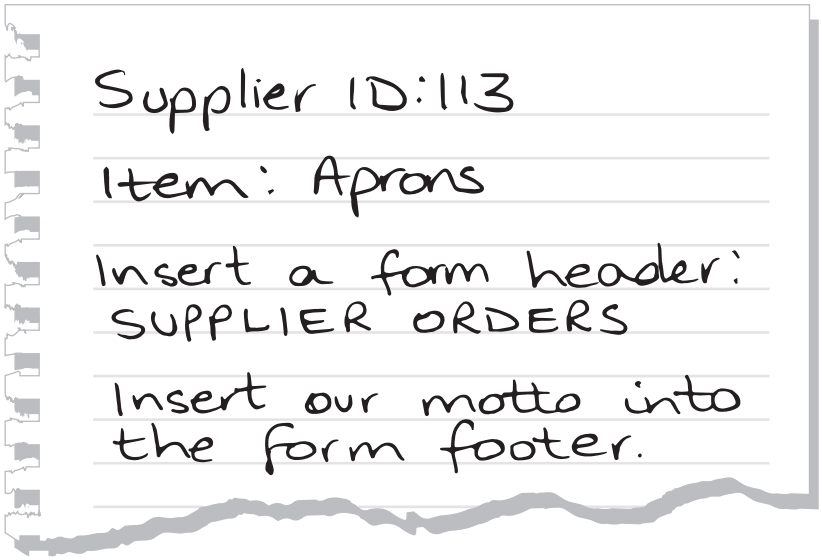
1. (continued)

(b) Our new contact, Niamh, at The Vegan Drinks Co would like to discuss our past orders. **2**

Search the database for all items ordered from them. Print a copy of your results showing only the Item and Date Last Ordered fields.

(c) The following message has been received about a new order that was placed today. Create a form showing all fields and enter the details below. **6**

Print a copy of the form for Supplier ID 113.



(d) There have been issues with some deliveries recently. Create a report showing all items ordered after 28 April 2024 from suppliers 106 and 108. Show the Supplier Name, Contact Name, Phone No, Item and Date Last Ordered fields, in that order. **7**

Sort in order of Date Last Ordered, showing the most recent first, and in alphabetical order of Item. Insert a suitable heading and our logo in the report header.

Print a copy of the report.

[Turn over

MARKS

2. (a) Ian has asked you to update the Price List. Open the spreadsheet **Costings** and complete the worksheet **Price List** following all instructions and using the information below. **5**

Print a copy in value view, portrait with gridlines only.

Print a copy in formula view, portrait with gridlines and row and column headings.

Add the following information.

SIDES	OLD PRICE
Sweet Potato Fries	£3·50
Baked Potato	£2·70

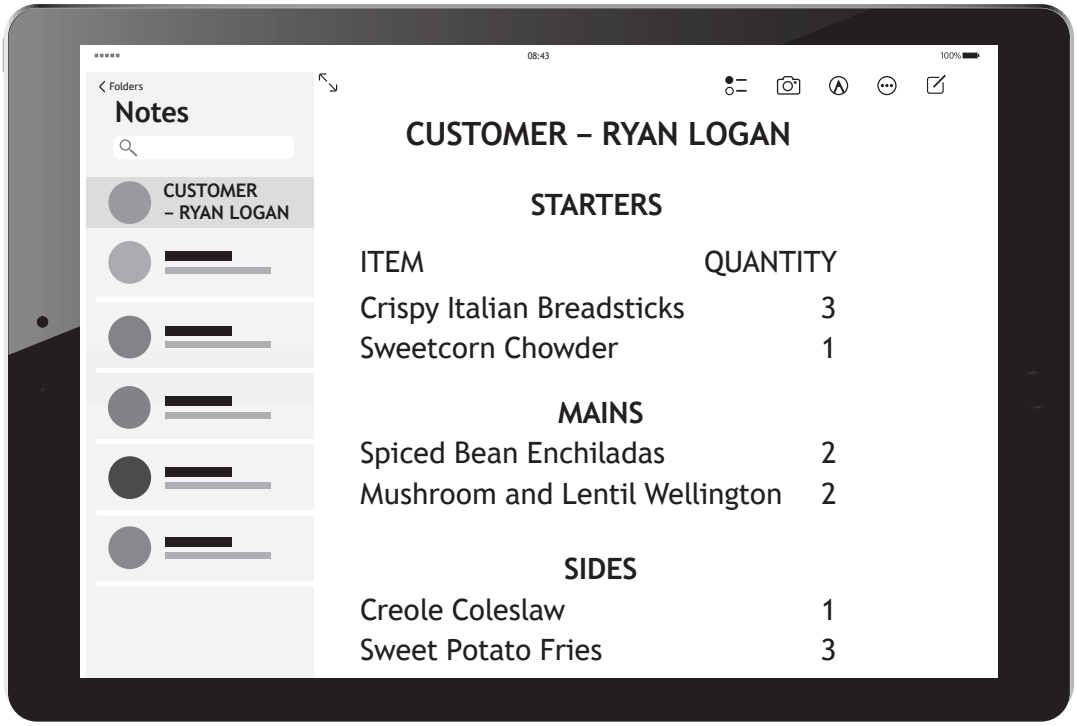
MARKS

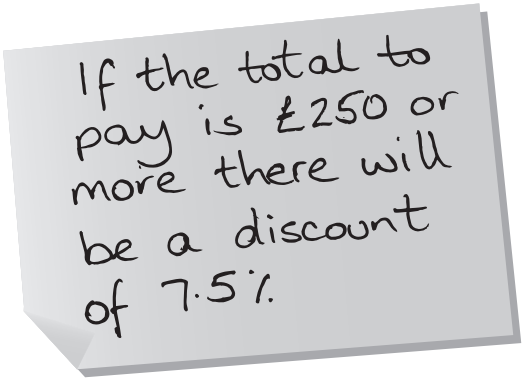
2. (continued)

(b) Jackie has asked you to finalise the quotation for Ryan Logan. Open the worksheet **Customer Quotation** and complete it following all instructions, using the information below and the **Price List** worksheet. **13**

Print a copy in value view, portrait with gridlines only.

Print a copy in formula view, landscape with gridlines and row and column headings.





(c) Open the spreadsheet **Monthly Income**, follow all instructions and create a bar chart showing the monthly income for March and April on this worksheet. **5**

Print a copy of the worksheet **Monthly Income** in value view, landscape with gridlines only. Ensure both the chart and the figures are visible.

Print a copy in formula view, landscape with gridlines and row and column headings. Ensure the formula is visible.

MARKS

3. Open the file **The Teckle Wee Bistro** and use the information below to complete it. Print a copy of the document. **9**

The Teckle Wee Bistro

1.	
2.	
3.	

Outline 3 employer responsibilities under the Fire Safety Regulations.

1.	
2.	
3.	

Explain 3 skills/qualities of an Admin Assistant.

1.	
2.	
3.	

Explain 3 benefits of good customer service to the organisation.

[END OF QUESTION PAPER]

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