Please write clearly in block capitals.					
Centre number		Candidate number			
Surname					
Forename(s)					
Candidate signature					

### AS BUSINESS

Paper 1 Business 1

Thursday 18 May 2017 Afternoon

Time allowed: 1 hour 30 minutes

#### **Materials**

For this paper you must have:

• a calculator.

#### Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer all questions.
- You must answer the questions in the spaces provided. Do not write outside the box around each page or on blank pages.
- Do all rough work in this answer book. Cross through any work you do not want to be marked.

#### Information

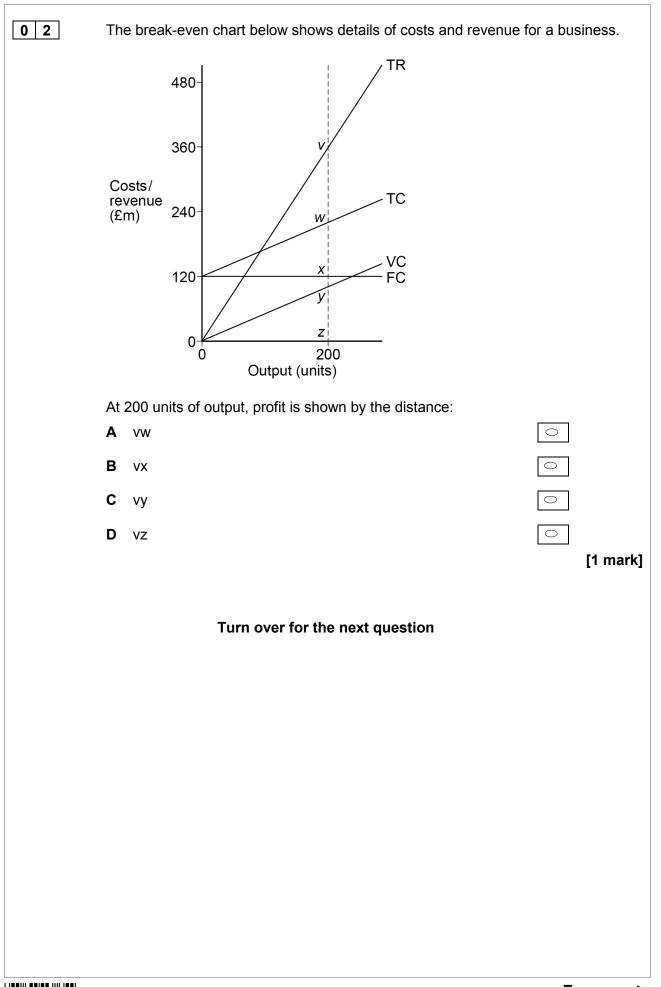
- The marks for questions are shown in brackets.
- The maximum mark for this paper is 80.

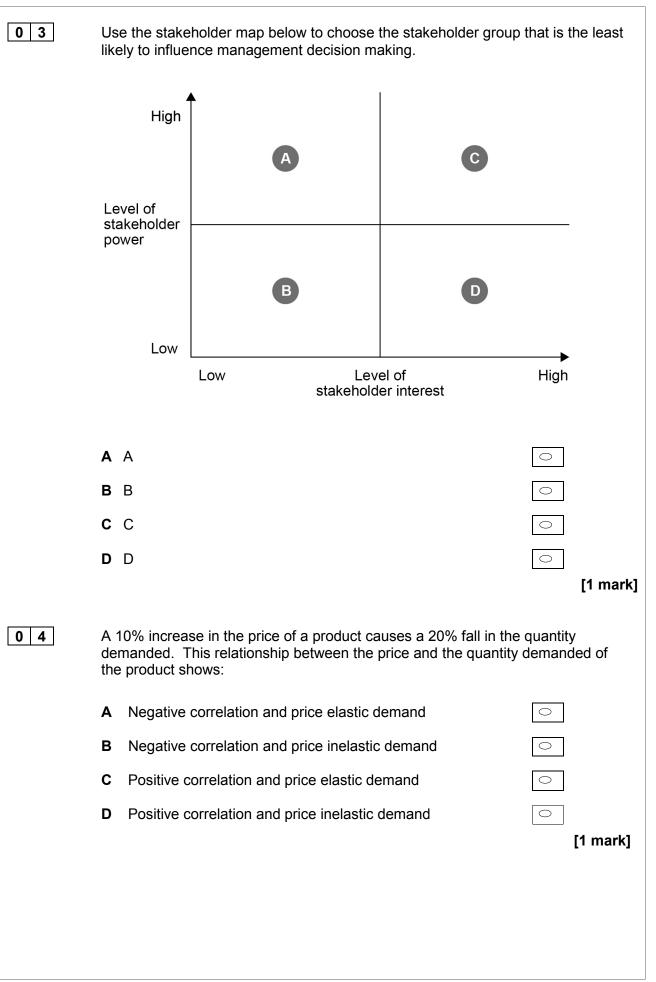
For Examiner's Use		
Question	Mark	
Section A		
11		
12		
13		
14		
15.1		
15.2		
16.1		
16.2		
TOTAL		



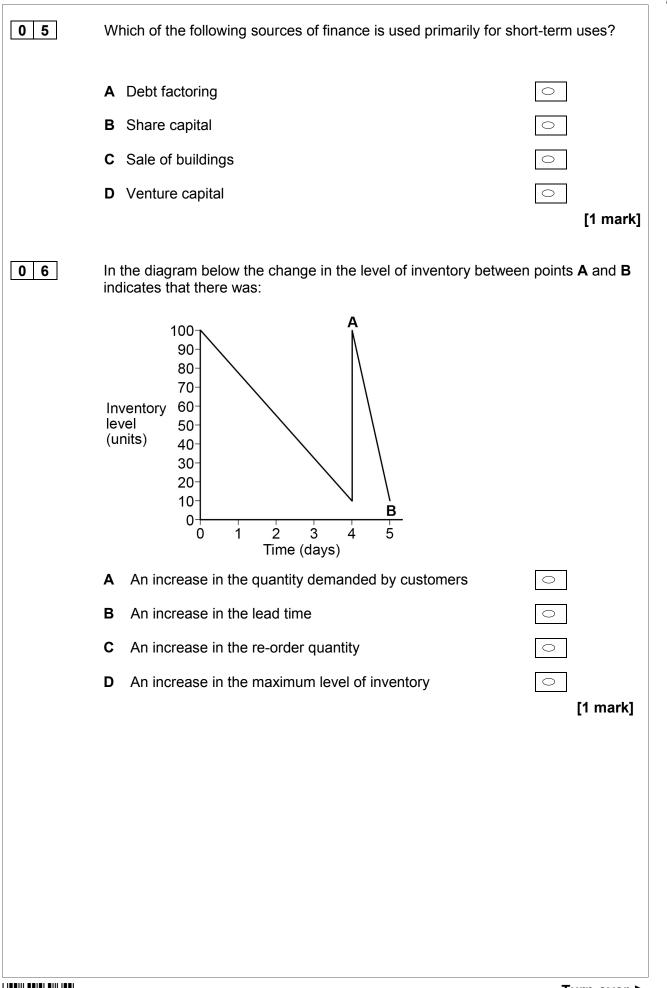
Section A				
Answer <b>all</b> questions in this section.				
Only <b>one</b> answer per question is allowed.				
For each answer completely fill in the circle alongside the appropriate answer.				
CORRECT METHOD WRONG METHODS S Constant of the second seco				
If you want to change your answer you must cross out your original answer as shown.				
If you wish to return to an answer previously crossed out, ring the answer you now wish to select as shown.				
<b>0 1</b> The sales revenue for a market has grown by 2% in 2016 compared with sales of £670 million in 2015.				
What is the new sales revenue for the market?				
A £13.4 million				
B £672.0 million				
C £683.4 million				
D £1340.0 million [1 mark]				



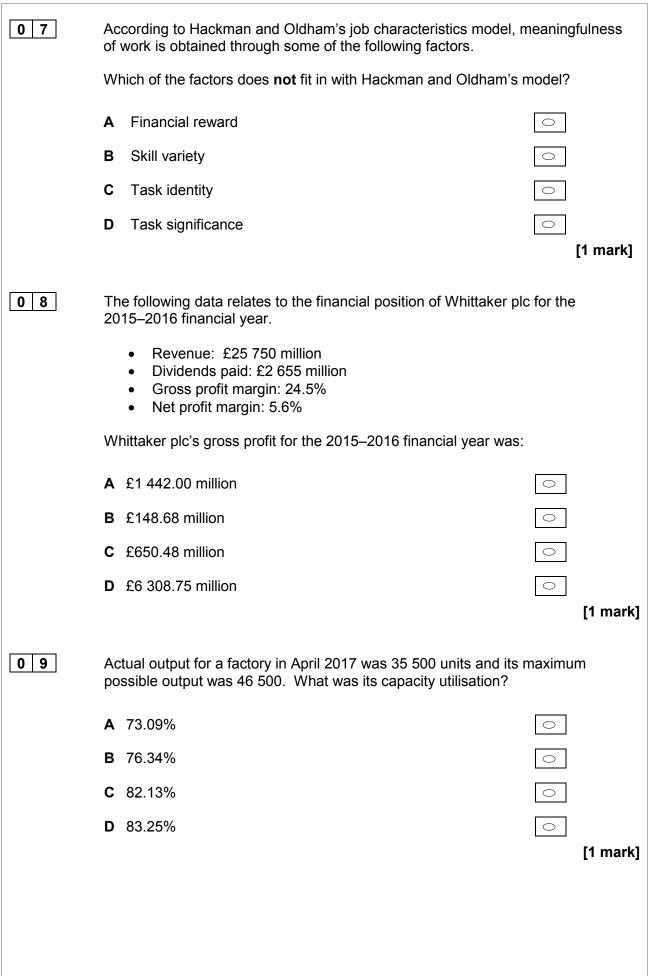












		7			Do not write outside the box
1 0	Wł	nich of the following statements is true?			
	Α	If labour productivity has increased a business must be producing more output.	$\bigcirc$		
	в	If market capitalisation increases dividends must increase.	$\bigcirc$		
	С	Quality assurance focuses more on preventing errors than identifying them.	$\bigcirc$		
	D	Redundancy occurs when a person is moved to another job within the organisation.	$\bigcirc$		
				[1 mark]	10

#### Turn over for Section B

## Section B Answer **all** questions in this section. **1 1** Calculate the operating profit variance and state whether it is adverse or favourable. Budget (£m) Actual (£m) Sales revenue 2.3 3.5 Cost of sales 1.3 1.2 1.4 1.5 Expenses Operating profit/loss [4 marks] Operating profit variance Working



Use of authority by the manager	
	Area of freedom
•	for subordinates
В	Α
	[5 marks]
Extra anaca	
Extra space	

1 3	Explain the value to a start-up business of using primary marketing research.	[5 marks]
	Extra space	



1 4	Analyse <b>one</b> way in which having seasonal patterns of demand may affect th operational decisions of a business.	e [6 marks]
	Extra space	
	Turn over for Section C	

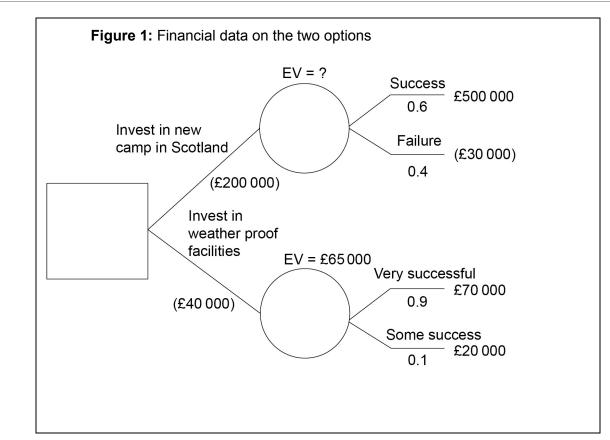


#### Section C

Answer **all** questions in this section.

1 5	AdventureCamp				
	In 2015 Sam Turner decided to leave the army and set up his own business. always enjoyed being a risk taker. He spent nearly a year establishing AdventureCamp Ltd (AC Ltd) just outside London. At the camp Sam runs out activities for adults such as zip wire and rope climbing challenges; it includes area. Sam is very 'hands on' and enjoys managing every aspect of the busine However, he has found it harder than he imagined negotiating with suppliers a banks; perhaps because the business is new and small.				
	Sam targets business customers who use his camp for team-building events. Sam designs specific activities for each business based around his specialist army training. He has offered very favourable trade credit terms and, in this first year, big discounts where necessary to win bookings. He believes that once organisations have used his services he will win their repeat business and their brand loyalty. He is well aware there are many other team-building companies that businesses could use.				
	For his first year Sam set two financial targets: to break even and to keep his short– term borrowings from the bank under £25 000. His mission is to create a number of AdventureCamps across the UK in the next few years.				
	Sam is now considering two options. He does not have the time to do both.				
	<b>Option 1:</b> Adding new facilities to the existing camp to provide some activities that are usable when the weather is bad. Sam has had to cancel bookings at the very last minute because of health and safety issues when there are high winds or heavy rain. This has led to complaints.				
	<ul> <li>Option 2: Opening a brand new and much larger camp in Scotland with the aim of targeting families wanting outdoor activities (eg for birthday parties). A friend has told Sam of some land that is available near Edinburgh and, having asked a few local families, she thinks there is potential. She has put together some financial estimates based on this. Sam is very excited at the idea of a second camp.</li> <li>Table 1: Financial extracts for AC Ltd on 31 December 2016</li> </ul>				
	Item	Data			
	Receivables	90 days			
	Payables	21 days			
	Overdraft	£35 000			
	Debt	£100 000			
	Total long-term funds invested in the business (including debt)	£150 000			
	Average contribution per customer in 2016	£25			
	Total number of customers in 2016	8000			
	Fixed costs in 2016	£207 000			
	Interest rates on existing loan	5.5%			





#### Question 15 continues on the next page

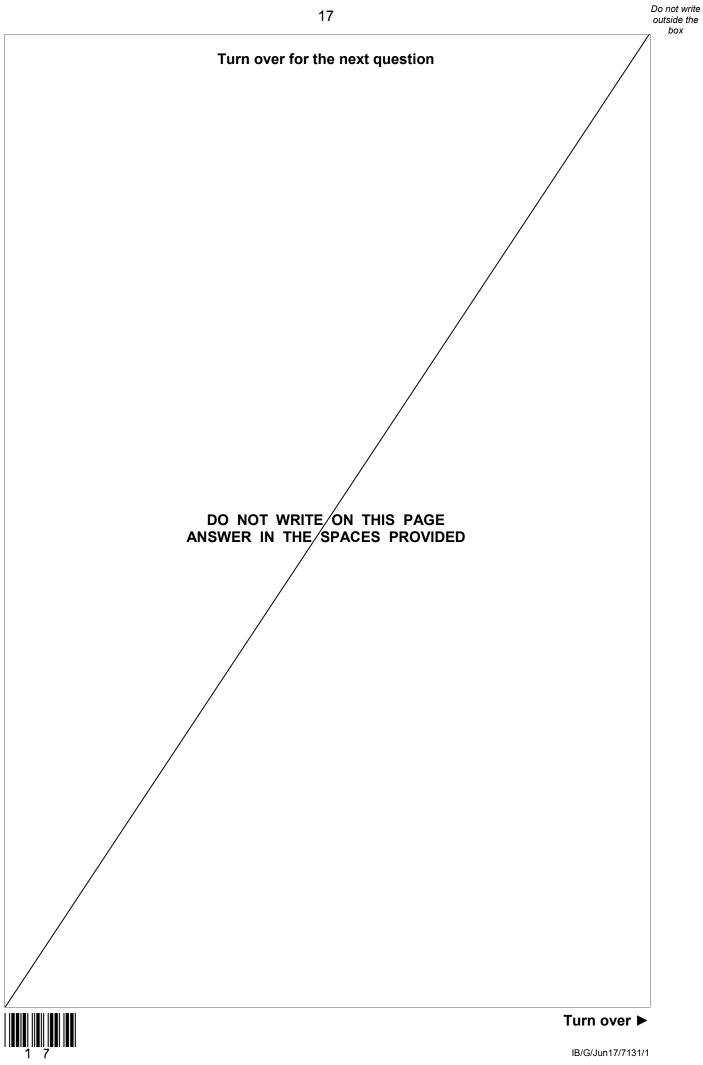


1 5 . 1	Use <b>Table 1</b> to analyse the weaknesses of AC Ltd's financial position 31 December 2016.	on IO monkal
		[9 marks]
	Extra space	





_	
-	
_	
-	
-	
-	
F	Extra space
	Extra space
-	
-	
_	
_	
_	
_	
_	
-	
-	
-	
-	
_	
_	
_	
_	
_	
_	
_	
-	
_	



#### **Richer Sounds**

Richer Sounds is a highly successful hi-fi, home cinema and TV retail specialist based in the UK. It sells through its 53 stores and online. It has won several awards for its high level of sales and for its levels of customer service. Its sales are influenced by the external environment; for example, demand is said to be income elastic. Trading conditions have been difficult in recent years as consumers have been uncertain about their jobs and incomes. The increased use of digital technology in marketing and its impact on the way customers search for information and shop is a serious threat to Richer Sounds' growth. It faces competition from rivals such as Amazon and Argos who offer a much wider range of products and are investing heavily in their online operations.

Richer Sounds' mission is 'Experience Better'. Staff aim to beat its competitors by providing customers with superior:

- knowledge and expertise
- products and pricing
- customer service.

1 6

The company recruits employees based on their natural friendliness and their passion for its products. Staff are trained regularly to keep them up to date with new products. The company is committed to providing employees with secure, well-paid jobs and a stimulating working environment. Employees receive an excellent salary, good career opportunities and a number of additional benefits linked to customer satisfaction such as free massages and facials. The company's suggestion scheme offers a cash bonus of at least £5 for each idea and incentives for the best ones. It has been remarkably successful, producing on average 20 suggestions a year from each employee.

Richer Sounds has a low price strategy. If a customer finds any product cheaper elsewhere for up to seven days after purchase, Richer Sounds will charge £100 less. To enable it to pursue this approach Richer Sounds deliberately chooses 'out of the way' locations for its shops; this means its rents are lower than its competitors. It has spent nearly 40 years building relationships with suppliers, meaning it can negotiate lower prices and pass these savings on to customers.

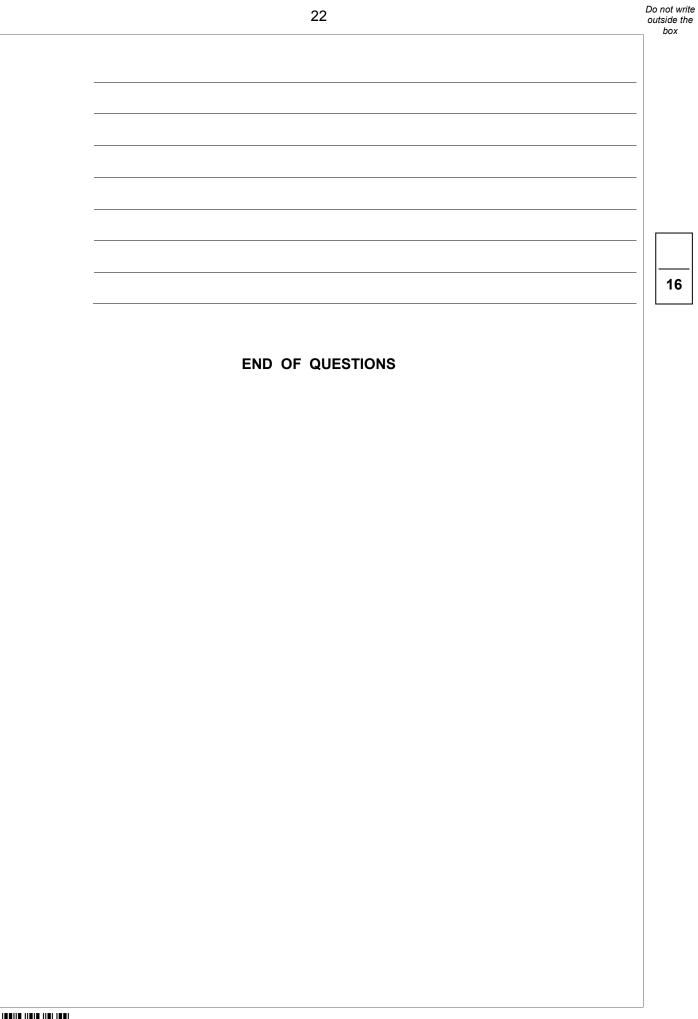


1 6 . 1	Analyse why the Richer Sounds approach to managing its human reso successful in motivating its employees. You should support your answ reference to Herzberg's hygiene <b>and</b> motivator factors.	urces is er with <b>[9 marks]</b>
	Extra space	

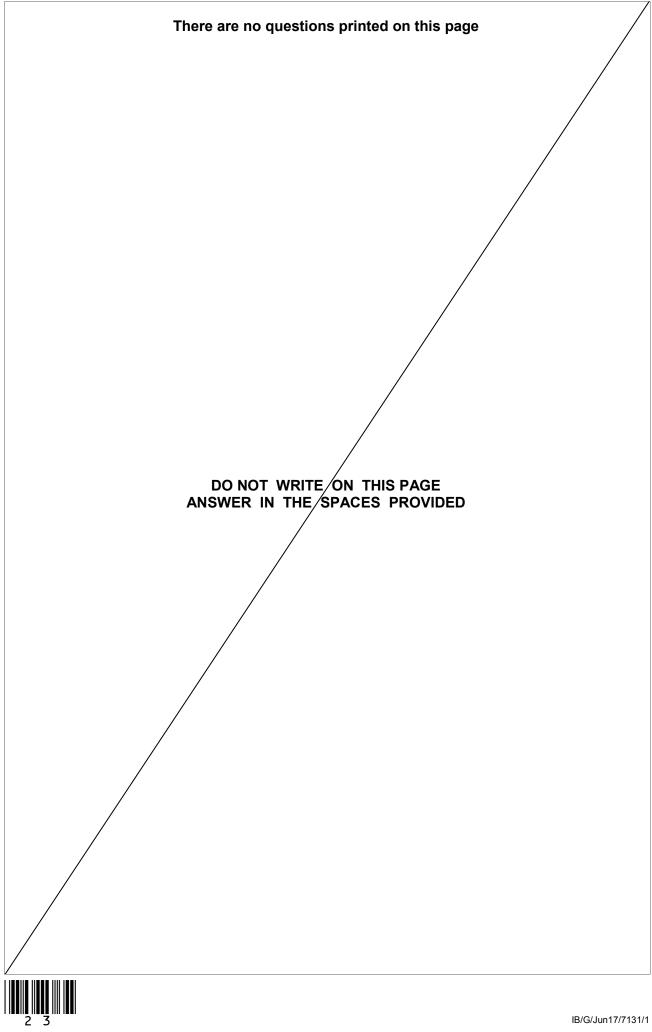
	20	Do not write outside the box
		9
1 6 . 2	determined by its external environment? Justify your view.	
	[16 marks]	

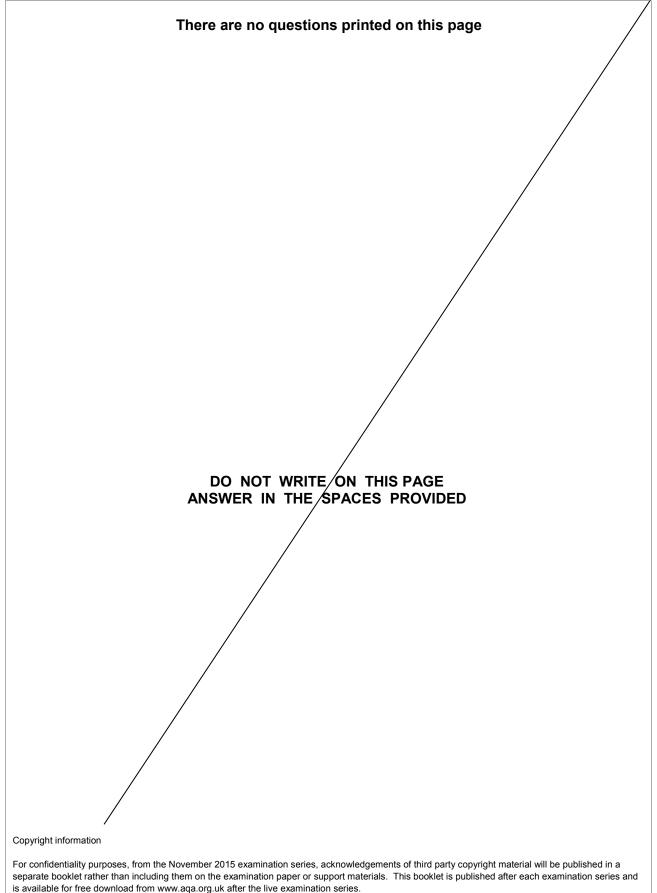
	21	
Extra space		











Permission to reproduce all copyright material has been applied for. In some cases, efforts to contact copyright-holders have been unsuccessful and AQA will be happy to rectify any omissions of acknowledgements. If you have any queries please contact the Copyright Team, AQA, Stag Hill House, Guildford, GU2 7XJ.

Copyright © 2017 AQA and its licensors. All rights reserved.

