



SECTION A

Answer ALL questions. Write your answers in the spaces provided.

Some questions must be answered with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

1 (a) Which **one** of the following is in the tertiary sector?

Select **one** answer.

(1)

- A Engineering
- B Farming
- C Mining
- D Retailing

(b) Which **one** of the following types of insurance would be used to insure a ship and its cargo?

Select **one** answer.

(1)

- A Accident
- B Fire
- C Marine
- D Travel

(c) Define the term **indemnity**.

(1)

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(d) Define the term **proposal form**.

(1)

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(e) *Mit Ko Yuan* is a street market restaurant in Bangkok.

It sells a variety of Thai foods. A set meal is priced at 360 Thai baht (THB).

After 21:00 the price of the set meal is reduced by 12.5%.

(i) Calculate, the price of the set meal after 21:00. You are advised to show your working.

(2)

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(ii) State **one** possible disadvantage for *Mit Ko Yuan* of reducing the price of the set meal after 21:00.

(1)

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(iii) State **one** advantage for *Mit Ko Yuan* of reducing the price of the set meal after 21:00.

(1)

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(f) Explain **one** reason why stalls in street markets are popular.

(3)

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(g) Explain **one** reason why an insurance company requires a completed claim form for every claim made.

(3)

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2 The price of a new product is £38 400 (GBP) and the distribution cost of that product is 20% of the price.

(a) Which **one** of the following is the distribution cost?

Select **one** answer.

(1)

- A £768
- B £7 680
- C £30 720
- D £46 080

(b) Which **one** of the following is a tax on imports?

Select **one** answer.

(1)

- A An embargo
- B A quota
- C A subsidy
- D A tariff



(c) **Figure 1** shows the exchange rate against the pound (GBP) in March and August 2023 of the following countries.

Country	March	August
UAE	4.41	4.73
Albania	130.19	116.08
Algeria	164.24	173.26
Antigua	3.24	3.48
Argentina	230.89	345.71

**Figure 1**

(i) Using **Figure 1**, identify the country with a decrease in the exchange rate from March to August.

(1)

(ii) Using **Figure 1**, identify the country with the largest increase in the exchange rate from March to August.

(1)

(d) Define the term **cooperatives**.

(1)

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(e) Explain **one** way a customer could make a complaint about goods purchased from a shop.

(3)

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(f) Explain the importance of the principle of insurable interest when taking out insurance.

(3)

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*Belluni* is a shop in Vietnam that sells men's clothing. Its main aim is to focus on providing the best quality clothing and service to all its customers. There has been increased demand for fashionable clothing and *Belluni* has to decide what would be the best option when restocking its shop.

It is considering the following two options:

**Option 1:** buying direct from a local supplier

**Option 2:** buying through a wholesaler.

(g) Justify which **one** of these two options *Belluni* should choose.

(9)

Area with horizontal dotted lines for writing the answer to question (g).

(Total for Question 2 = 20 marks)

**TOTAL FOR SECTION A = 40 MARKS**



## SECTION B

Answer ALL questions.

Read the following extract before answering the questions.

Write your answers in the spaces provided.

- 3 *The Mandarin Oriental Hotel*, in Kuala Lumpur, Malaysia is a well known and popular hotel. Guests enjoy a range of foods from 10 award-winning restaurants that serve Malaysian and international meals.

It has many facilities for guests to enjoy whilst at the hotel. Guests can use the spa and wellness centre, both of which offer different treatments.

Guests can purchase a number of products from the hotel including items used in the spa and wellness centre, slippers, dressing gowns and toys for children. All these products are branded with the hotel's logo.

- (a) Which **one** of the following is a reason for a business having consumer protection?

Select **one** answer.

(1)

- A To cover claims for a customer breaking a window
- B To cover claims from an employee who is injured at work
- C To cover claims by customers for faulty goods
- D To cover the losses if business premises are damaged

The price of a two night stay at *The Mandarin Oriental Hotel* is 970.00 Malaysian ringgits (MYR).

The exchange rate is £1.00 = 5.69 MYR

- (b) Which one of the following is the price of a two night stay at *The Mandarin Oriental Hotel*?

Select **one** answer.

(1)

- A £170.47
- B £964.31
- C £975.69
- D £5 519.30

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(c) State **one** reason for *The Mandarin Oriental Hotel* of having its logo on all products it sells.

(1)

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(d) Outline **one** reason why *The Mandarin Oriental Hotel* is unable to insure against not making a profit.

(2)

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(e) Analyse why *The Mandarin Oriental Hotel* would regularly update its website.

(6)

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*The Mandarin Oriental Hotel* wants to increase the number of times guests return.

It is considering the following two options:

**Option 1:** special offers

**Option 2:** introduce a loyalty programme.

(f) Justify which **one** of these two options *The Mandarin Oriental Hotel* should choose.

(9)

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**(Total for Question 3 = 20 marks)**

**TOTAL FOR SECTION B = 20 MARKS**



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## SECTION C

Answer ALL questions

Read the following extract before answering the questions.

Write your answers in the spaces provided.

- 4 *Nintendo* manufactures game consoles in Japan. It has sold many different electronic games for the Nintendo Switch, selling over 93 million game consoles. In its first month of production, it sold over 2 million game consoles.

In 2021 the Nintendo Switch became the seventh best-selling console of all time. It is one of the fastest-selling consoles in Japan and the US. There are many different games for the consoles that people of all ages can play.

There are now additional accessories that can be bought to enhance the playing of the games, including different controllers or headsets.

To encourage more people to buy a Nintendo Switch Controller, a leading UK supermarket has offered a 7.5% discount off the purchase price of £69.99 (GBP).

- (a) Calculate, the price of the Nintendo Switch Controller after the discount of 7.5%. You are advised to show your workings.

(2)

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P 7 5 8 4 5 A 0 1 5 2 0

(b) Analyse why *Nintendo* wants a cover note when taking out insurance.

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(c) Evaluate why it is important for *Nintendo* that the goods it sells are not faulty. You should use the information provided and your own knowledge of commerce in your answer.

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(Total for Question 4 = 20 marks)

**TOTAL FOR SECTION C = 20 MARKS**  
**TOTAL FOR PAPER = 80 MARKS**



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**Source information:****Question 1**

<https://restaurantguru.com/Mit-Ko-Yuan-Bangkok>  
5/4/2023

<http://www.sausirihomes.com/>  
5/4/2023

**Question 2**

<https://www.gov.uk/government/publications/hmrc-exchange-rates-for-2023-monthly>  
5/4/2023

<https://aeonmall-tanphuceladon-en.com/shop/belluni/>  
6/4/2023

<https://travelshelper.com/vietnam/places-in-vietnam/saigon-square-shopping-mall/>  
26/08/2023

**Question 3**

<https://www.booking.com/hotel/my/mandarin-oriental-kuala-lumpur.en-gb.html>  
8/4/2023

**Question 4**

<https://www.nintendo.co.uk/Hardware/Nintendo-History/Nintendo-History-625945.html>

