

Business Services —
Office Administration

Section II (continued)

Marks

Question 19 (7 marks)

- (a) Outline the benefits of recycling to a business. 3

- The costs for the business are reduced, e.g. by photocopying on both sides of the paper, there is a greater quantity of paper that can be used.
- It increases efficiency and productivity, same amount produced with the given quantity of resources. It is environmentally friendly and a good image of the enterprise is presented to the clients.

- (b) Use examples to explain how developments in office equipment have minimised waste. 4

- Certain tasks can now be completed using technology e.g. individuals and clients can be contacted by sending an email, this is more efficient and time saving, rather than sending letters which take time and can be costly.
- By using the photocopying machine, enterprises are able to collate, bind and sort all required material. By copying both sides, paper management will allow lower costs and greater efficiency and time management.

End of Question 19