

Please check the examination details below before entering your candidate information

Candidates surname					Other names				
Centre Number					Candidate Number				

Pearson Edexcel International GCSE (9–1)

Time 1 hour 30 minutes

Paper reference **4CM1/02**

Commerce

PAPER 2: Facilitating Commercial Operations

You do not need any other materials.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*
- You must **show all your working out** with **your answer clearly identified at the end of your solution.**

Information

- The total mark for this paper is 80.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*
- Calculators may be used.

Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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Q:1/1/1/1/



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 would be received from a customer before they order?

Select **one** answer.

(1)

- ☐ **A** A payment
- ☐ **B** An enquiry
- ☐ **C** A receipt
- ☐ **D** An invoice

- (b) Which **one** of the following is a service provided by a bank?

Select **one** answer.

(1)

- ☐ **A** A current account
- ☐ **B** A government grant
- ☐ **C** A trade fair
- ☐ **D** A postal order

- (c) Define the term **money transfer**.

(1)

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

(1)

(e) *Astonmartinlagonda Global Holdings plc (AML)* makes the luxury *Aston Martin* sports cars driven by James Bond in Bond films. Despite falling sales in 2020, *AML* wanted to ensure its car designs were kept up-to-date.

(i) State **one** benefit for *AML* of a new James Bond film playing in cinemas worldwide.

(1)

(ii) State **one** reason why *AML* might choose to issue further shares as a way of raising capital.

(1)

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Figure 1 shows some financial information for *AML* in 2018.

	£m
Revenue	1 097
Gross profit	436
Operating expenses	368

Figure 1

- (iii) Calculate the profit for the year for 2018. You are advised to show your working.

(2)

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- (f) Explain **one** advantage to a business of using overseas agents.

(3)

(g) Explain **one** function of a stock exchange.

(3)

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The average price of an *Aston Martin* car is £160 000. Recently sales of *Aston Martin* cars have fallen.

- (h) Analyse why *AML* might encourage customers to use hire purchase when buying an *Aston Martin* car.

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(Total for Question 1 = 20 marks)



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- 2 (a) Which **one** of the following lists the products dispatched and is signed by the buyer?

Select **one** answer.

(1)

- ☐ **A** A quotation form
- ☐ **B** A credit note
- ☐ **C** An enquiry form
- ☐ **D** A delivery note

- (b) Which **one** of the following would use a collective advertising approach to lower costs when entering a new market in China?

Select **one** answer.

(1)

- ☐ **A** A UK bank opening a new branch
- ☐ **B** Toyota cars launching a new model
- ☐ **C** A group of famous Italian olive oil producers
- ☐ **D** Disney World opening a new ride in Hong Kong



(c) **Figure 2** shows the forecasted percentage growth of ecommerce from 2018–2023.

	Sales \$billion		Five-year growth
	2018	2023	
China	636	1 086	70.8%
United States	505	735	45.5%
Germany	70	95	35.7%
South Korea	63	80	27.0%

Figure 2

(i) Identify the country with the highest percentage of ecommerce growth from 2018–2023. (1)

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(ii) Identify the lowest value of ecommerce sales in 2018. (1)

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(d) Define the term **cheque**. (1)

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(e) Explain **one** benefit to a customer of using internet banking.

(3)

(f) Explain **one** benefit to a business of a customer using a debit card to pay for their purchases.

(3)



Kolkata and Varanasi are Indian cities. They are 422 miles apart and until recently were only connected by road and rail. Indian roads are often narrow, poorly maintained and very busy. In 2018 the river Ganges was dredged, allowing the passage of small ships capable of carrying containers.

Transporting containers by road between Kolkata and Varanasi will take 15 hours with one truck needed for every container. Transporting containers by water will take 15 days but costs 50% less than using roads. Whichever method is used, once the containers arrive in Varanasi the products would be delivered to small retailers using local transport businesses.

PepsiCo's drinks and snacks will arrive in the port of Kolkata and then its containers will be unloaded and taken to Varanasi. *PepsiCo's* market research has indicated a large demand for its products in Varanasi. *PepsiCo* is considering two transport options:

Option 1: using small container ships on the river

Option 2: using many container trucks on the road.

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

(9)

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(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.**

Bookkeeping Services Singapore (BSS) provides professional accounting and bookkeeping services to small businesses in a wide range of commercial activities and locations in Singapore and other areas throughout Asia. It is owned and run by a group of experienced bookkeepers who work from home using their own office equipment and stationery. Its services are delivered online.

The *BSS* website gives information about the different packages customers can buy. These are paid for monthly and vary from the basic 'standard' package that provides basic accounting and bookkeeping services to the most expensive 'platinum' package that provides more detailed and extensive services. Customers can pay online and upgrade to another package or add extra services.

3 (a) Which **one** of the following is an advantage of oral communication?

Select **one** answer.

(1)

- ☐ **A** The speaker may give incorrect information
- ☐ **B** The listener may mishear and misunderstand information
- ☐ **C** The speaker may demonstrate an inappropriate mood
- ☐ **D** Both listeners and speakers may discuss a topic immediately

(b) Which **one** of the following is a reason why *BSS* holds a monthly online meeting with all its bookkeepers?

Select **one** answer.

(1)

- ☐ **A** To find a new office location to work in
- ☐ **B** To produce a statement of comprehensive income
- ☐ **C** To discuss how to improve its services
- ☐ **D** To collect payments from clients

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(c) State **one** way the BSS bookkeepers could reduce their costs of buying stationery.

(1)

(d) Complete the Statement of Account to show the missing amounts.

STATEMENT OF ACCOUNT		Bookkeeping Services Singapore		
To: Lims Florist Scotts Road Shaw Centre Singapore		From: Bookkeeping Services Singapore Burn Road Trivex Singapore		
18 August 2021		Ref: 137		
Date	Ref	Amount	Credit	Amount due
02.08.2021	S1 2202	S\$ 350		S\$ 350
09.08.2021	S11 2116	S\$ 600		S\$ 600
15.08.2021	CR 31560		S\$ 100.00	(S\$ 100)
SUBTOTAL				(i)
OPENING BALANCE				S\$ 2 450
TOTAL DUE				(ii)
Payment Due by: 20 September 2021				
Please make payments to Bookkeeping Services Singapore				

Figure 3

(2)



(e) Analyse why *BSS* may prefer customers to use a standing order to pay for their package.

(6)

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Bookkeeping Services Singapore (BSS) wants to attract new customers to increase its market share and is developing a marketing campaign.

It is considering the following two methods:

Option 1: a mobile app to manage business travel as a new service

Option 2: advertising its services in specialist trade journals.

(f) Justify which **one** of these two options will help *BSS* attract new customers.

(9)



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(Total for Question 3 = 20 marks)

TOTAL FOR SECTION B = 20 MARKS



SECTION C

Answer ALL questions.

Read the following extract before answering the questions.

Write your answers in the spaces provided.

The global market for construction toys was worth \$7 260 million in 2020 and is forecast to grow annually by 4% up to 2023. *Meccano* makes a build-your-own robot toy, 'The Meccanoid'.

Meccano was aware of the potential growth in the construction toys market many years earlier and in 2013 it invested in new technology for its existing French factory at a cost of €2 million. The aim was to increase production of construction toys over the next 10 years to meet an expected increase in demand.

- 4 (a) Outline **one** reason why *Meccano* publishes the instructions on how to build the robot on its website.

(2)

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- (b) Analyse why *Meccano* may have chosen a mortgage to raise the capital it needed to improve its French factory.

(6)

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(Total for Question 4 = 20 marks)

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

Source information

<https://www.astonmartinlagonda.com/investors/annual-report> last visited 19/02/2020

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https://niti.gov.in/writereaddata/files/document_publication/Freight_report.pdf

<https://blogs.worldbank.org/endpovertyinsouthasia/inland-waterways-revive-south-asia-arteries-trade>

<https://bookkeepingservices.sg/>

