Functional Skills Certificate
FUNCTIONAL MATHEMATICS

Level 1

Data Book (Examination)

Insert

Instructions

- This copy of the Data Book is for use in the examination. It should not be given to students in advance.

Advice

- This book will not be collected in for marking. Ensure that all working that you wish to have marked is written in the space provided in the question/answer book.

4367

QAN 500/8703/4

Data Sheet for Concert

These are the rules to work out the maximum number of people allowed in a concert hall.

Floor space

Allow at least 0.5 m^2 for each person.

Exit doors

The table shows the maximum number of people allowed for different widths of exit door.

Width of exit door	Maximum number of people per exit door
750 mm to 1050 mm	100
More than 1050 mm	200

Ignore the **widest** exit door when working out the total number of people allowed.

Example

A concert hall has 200 m^2 of floor space.

200 ÷ 0.5 = 400

There is enough floor space for 400 people.

There are three exit doors.

Their widths are 1200 mm, 1100 mm and 900 mm

Ignore the 1200 mm exit door.
The 1100 mm exit door allows a maximum of 200 people.
The 900 mm exit door allows a maximum of 100 people.

The exit doors allow a maximum of 300 people.

The maximum number of people allowed in the hall is 300

Data Sheet for Calories

Jack exercises at a gym.

He uses these exercise machines.

Treadmill

Bike

Rower

The table shows the number of calories per hour he uses up on each machine.

	Calories per hour
Treadmill	900
Bike	660
Rower	1200

Data Sheet for Customer satisfaction

Companies often ask customers to complete customer satisfaction surveys.

Here is a completed survey for a pet food company.

A. How satisfied are you with the pet food you ordered?

Very dissatisfied					**Very satisfied**
0	**1**	**2**	**3**	**4**	**5**
○	○	○	○	●	○

B. Would you recommend our company to others?

Definitely not					**Definitely**
0	**1**	**2**	**3**	**4**	**5**
○	○	○	●	○	○

The customer gave scores of 4 and 3

Customer ratings

For each question, the company uses the scores to work out a customer rating.

It wants the ratings to be as high as possible.

To work out the rating for question A

Step 1 Work out the mean of all the scores for question A
Step 2 Work out the answer to **Step 1** × 20

The answer to **Step 2** is the rating as a percentage.

Example

Step 1 Mean of all the scores = 3.9
Step 2 3.9 × 20 = 78

Customer rating = 78%

To work out the rating for question B

The company labels customers who give a score of

0, 1 or 2	as unhappy
3	as neutral
4 or 5	as happy.

Follow these steps to work out the customer rating.

Step 1 Work out number of happy customers – number of unhappy customers
Step 2 Work out answer to **Step 1** ÷ the total number of replies to the survey
Step 3 Work out answer to **Step 2** × 100

The answer to **Step 3** is the rating as a percentage.

Example

Number of happy customers = 320
Number of unhappy customers = 20
Total number of replies to the survey = 400

Step 1 320 – 20 = 300
Step 2 300 ÷ 400 = 0.75
Step 3 0.75 × 100 = 75

Customer rating = 75%

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