

B O A R D O F S T U D I E S
NEW SOUTH WALES

2013

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Business Services

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
Black pen is preferred
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11, 13 and 15

Total marks – 80

Section I Pages 2–5

15 marks

- Attempt Questions 1–15
- Allow about 20 minutes for this section

Section II Pages 9–15

35 marks

- Attempt Questions 16–19
- Allow about 50 minutes for this section

Section III Page 17

15 marks

- Attempt Question 20
- Allow about 25 minutes for this section

Section IV Page 18

15 marks

- Attempt Question 21
- Allow about 25 minutes for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 20 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

1 A letter which is sent to customers is later found to contain spelling errors.

Which of the following would have been most effective in reducing the chance of this occurring?

- (A) Proofreading
- (B) A grammar check
- (C) A longer turnaround time
- (D) Reference to a style guide

2 Which of the following is an external customer of a business?

- (A) A union
- (B) A supplier
- (C) An employer association
- (D) An employee of the business

3 An employee is mentored by an experienced colleague.

What is this an example of?

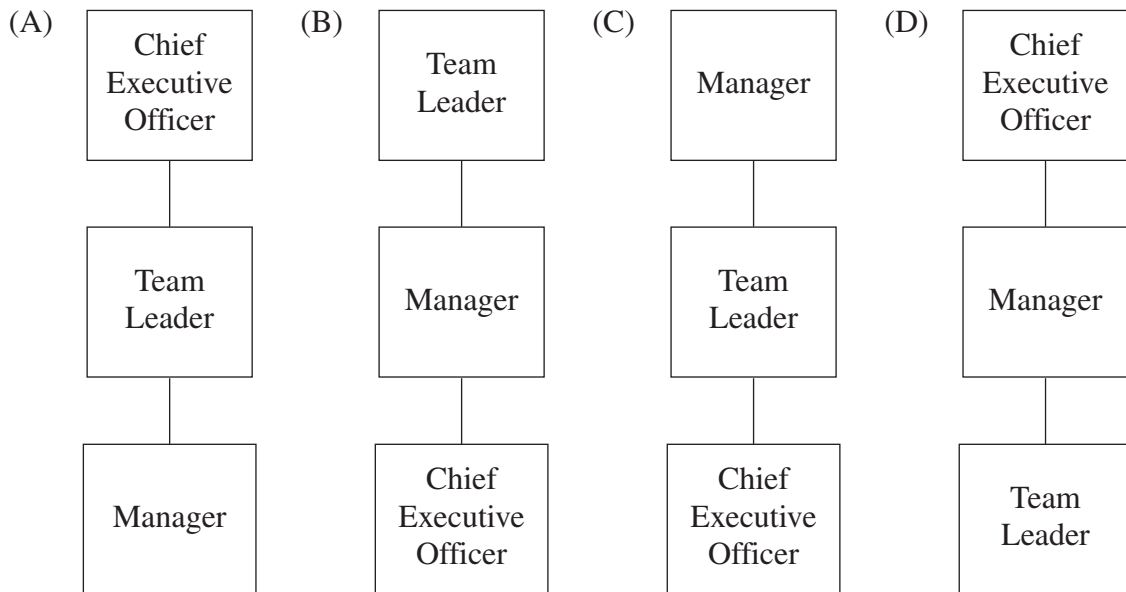
- (A) Job rotation
- (B) Personal study
- (C) On-the-job training
- (D) Off-the-job training

4 Which type of letter would a business write to advise a supplier that the goods received were damaged?

- (A) A claim
- (B) An enquiry
- (C) A confirmation
- (D) An acknowledgement

- 5 Which computer software is most suitable for analysing large volumes of numerical data?
- (A) Email
 - (B) Spreadsheet
 - (C) Word processing
 - (D) Desktop publishing

- 6 Which of the following shows the correct chain of command?

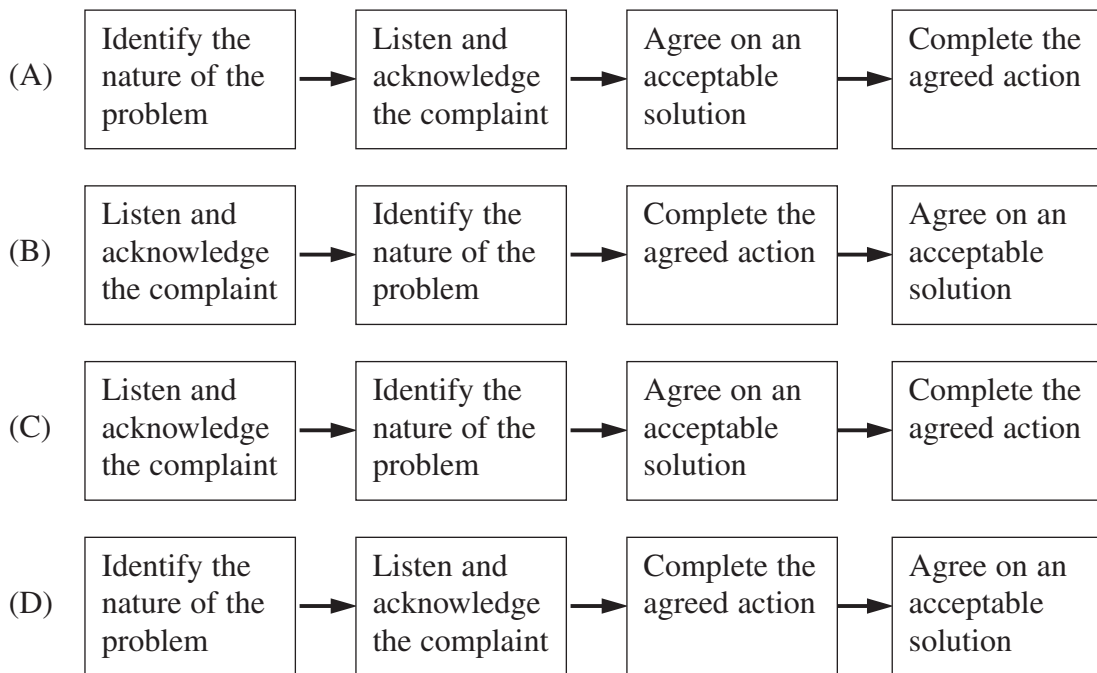


- 7 Empathy is most clearly demonstrated in the workplace when an employee
- (A) listens actively to others.
 - (B) always agrees with others.
 - (C) acknowledges the input of others.
 - (D) shows understanding of others' points of view.

8 In which of the following are all the items forms of paper-based storage?

- (A) Shelving, email, rotary storage
- (B) Lever arch files, shelving, email
- (C) Shelving, rotary storage, lever arch files
- (D) Hard drive, rotary storage, lever arch files

9 Which of the following shows the correct set of procedures for handling customer complaints?



10 What information can be found on a safety data sheet (SDS)?

- (A) Inspection report, first aid procedures, disposal methods
- (B) Inspection report, first aid procedures, correct manual handling
- (C) Directions and precautions, training, safe handling requirements
- (D) Directions and precautions, first aid procedures, disposal methods

11 Which of the following strategies could be used to minimise waste in a business?

- (A) Recycling paper
- (B) Installing solar panels
- (C) Using non-toxic materials
- (D) Arranging regular maintenance

- 12** Which of the following best helps to identify existing problems in a work group?
- (A) Setting goals
 - (B) Obtaining feedback
 - (C) Sequencing work routines
 - (D) Following the code of conduct
- 13** Which of the following is an input peripheral device?
- (A) Printer
 - (B) Speaker
 - (C) Monitor
 - (D) Keyboard
- 14** What is indicated by a workplace health and safety sign with black writing on a yellow background?
- (A) Laws and rules
 - (B) A possible hazard
 - (C) A safety procedure
 - (D) Emergency information
- 15** A business follows a set of industry guidelines aimed at improving its compliance with environmental regulations.
- What strategy has the business applied?
- (A) Innovation
 - (B) Sustainability
 - (C) Best practice
 - (D) Resource efficiency

BLANK PAGE

BLANK PAGE

BLANK PAGE

Business Services

--	--	--	--	--

Centre Number

Section II

35 marks

Attempt Questions 16–19

Allow about 50 minutes for this section

--	--	--	--	--	--	--	--	--

Student Number

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Question 16 (9 marks)

A telephone message left for an employee of Living Home Designs is shown.

LIVING HOME DESIGNS WHILE YOU WERE OUT		
Message for <i>Mark Hill</i>		
Time <i>8.36 am</i>	Date	
Who called	Phone number	
Company <i>Yellow Rock Designs</i>		
<input type="checkbox"/> TELEPHONED	<input type="checkbox"/> RETURNED YOUR CALL	<input type="checkbox"/> CALLED IN
<input checked="" type="checkbox"/> PLEASE PHONE	<input type="checkbox"/> WILL PHONE AGAIN	<input checked="" type="checkbox"/> URGENT
Signed		

- (a) Outline the potential consequences of this incomplete telephone message for Living Home Designs. 4

.....

.....

.....

.....

.....

.....

.....

.....

.....

Question 16 continues on page 10

Question 16 (continued)

(b) Explain the features of good telephone etiquette in a business.

5

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

End of Question 16

--	--	--	--	--

Centre Number

Section II (continued)

--	--	--	--	--	--	--	--	--

Student Number

Question 17 (10 marks)

- (a) What are the benefits of using an electronic diary rather than a paper-based diary? **2**

.....
.....
.....

- (b) Justify ONE time management strategy that office assistants could use to complete their regular work routine. **4**

.....
.....
.....
.....
.....
.....
.....
.....
.....

- (c) An office assistant needs to photocopy documents for a meeting scheduled at 3 pm. The photocopier breaks down at 11 am. **4**

What contingency plan can the office assistant follow to ensure the documents are available for the meeting?

.....
.....
.....
.....
.....
.....
.....
.....
.....

BLANK PAGE



--	--	--	--	--

Centre Number

Section II (continued)

--	--	--	--	--	--	--	--	--

Student Number

Question 18 (6 marks)

- (a) Identify ONE factor that influences the needs of customers. **1**

.....

- (b) Explain how an employee can use their interpersonal skills to ensure the accurate exchange of information when dealing with customers face-to-face. **5**

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

BLANK PAGE

--	--	--	--	--

Centre Number

Section II (continued)

--	--	--	--	--	--	--	--	--	--

Student Number

Question 19 (10 marks)

- (a) Outline the purpose of an employee’s individual role statement. **2**

.....
.....
.....

- (b) Describe the effect on a team if an individual does not fulfil their role. **3**

.....
.....
.....
.....
.....
.....

- (c) Explain how the use of workplace policies and procedures promotes a cooperative working environment. **5**

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

BLANK PAGE

Business Services

Section III

15 marks

Attempt Question 20

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

In your answer you will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
-

Question 20 (15 marks)

Analyse the importance of security in collecting, processing and maintaining information in a business.

Please turn over

Section IV

15 marks

Attempt Question 21

Allow about 25 minutes for this section

Answer the question in a SEPARATE writing booklet. Extra writing booklets are available.

Question 21 (15 marks)

- (a) Outline the costs of workplace injury. **3**
- (b) What are a worker's responsibilities under work health and safety legislation to reduce workplace injury? **4**
- (c) Recommend ways in which employers can ensure workers have an understanding of safe work practices and procedures. Support your answer with relevant workplace examples. **8**

End of paper