

# Business Services

## General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 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 9–16

#### 35 marks

- Attempt Questions 16–20
- Allow about 50 minutes for this section

### Section III Page 17

#### 15 marks

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

### Section IV Page 18

#### 15 marks

- Attempt Question 22
- 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.

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- 1** What type of document are the minutes of a meeting?
- (A) A strategic plan
  - (B) A business record
  - (C) A policy document
  - (D) A procedures manual
- 2** Two colleagues in a business have a discussion in order to reach an agreement regarding a workplace issue.
- What is this an example of?
- (A) Delegation
  - (B) Negotiation
  - (C) Consultation
  - (D) Prioritisation
- 3** ALM Pty Ltd employs five people.
- Which of the following types of business is ALM Pty Ltd?
- (A) Local government
  - (B) Medium-sized franchise
  - (C) Small private company
  - (D) Large multinational corporation

- 4 In preparing for a performance review, an office assistant identifies where there is a gap in his knowledge and skills in the job that he is presently doing.

What is this an example of?

- (A) Credit transfer
- (B) Self-reflection
- (C) Personal study
- (D) Recognition of prior learning

- 5 To improve resource efficiency, a business replaces its paper coffee cups with ceramic coffee cups.

What kind of resource is the ceramic coffee cup?

- (A) Recoverable
- (B) Recyclable
- (C) Renewable
- (D) Reusable

- 6 An employee has talked to her supervisor about her wish to take on higher responsibilities and advance her career within the business.

To best support the employee, the supervisor could provide

- (A) a mentor.
- (B) job-seeking training.
- (C) flexible work arrangements.
- (D) information on chain of command.

- 7 An employee's capacity to communicate effectively is likely to be reduced when they

- (A) show empathy.
- (B) rephrase to clarify.
- (C) work under pressure.
- (D) demonstrate cultural sensitivity.

**8** A supervisor criticises a worker on a daily basis with the following email message:

*Your appearance is unacceptable and your performance is disappointing. You should seek guidance.*

What form of harassment is this?

- (A) Physical
- (B) Psychological
- (C) Sexual
- (D) Verbal

**9** A business wants to improve the operational efficiency of its record-keeping practices.

Which of these strategies is likely to be the most effective?

- (A) Rotating staff on a regular basis
- (B) Providing team-building programs
- (C) Increasing the level of record security
- (D) Implementing regular maintenance of records

**10** Which of these strategies would be most useful for a business in promoting a cooperative work environment?

- (A) Facilitating communication
- (B) Providing off-the-job training
- (C) Addressing customer feedback
- (D) Strengthening codes of conduct

**11** A customer has demanded a contract of sale be sent to him within half an hour. The administration officer decides to use a fax machine rather than a courier to send the contract.

Which factor has most likely contributed to the decision to use this particular communication equipment?

- (A) Degree of urgency
- (B) Improving security
- (C) Financial considerations
- (D) Maintaining a professional standard

- 12** A receptionist answers a phone call from an angry client who says that he has not received a response to a letter of complaint addressed to the manager.

How should the receptionist best respond?

- (A) Admit fault and offer compensation
- (B) Offer to investigate if there is time
- (C) Acknowledge the issue and request details
- (D) Deny receiving the letter and ask for a new copy

- 13** Who should have access to safety data sheet (SDS) records in a business?

- (A) All workers
- (B) All customers
- (C) Only senior management
- (D) Only safety committee members

- 14** A manager has received negative feedback from a client about the attitude of an office assistant.

Which of the following is an appropriate next step for the manager to take to address the issue?

- (A) Dismiss the office assistant
- (B) Consult with other office assistants
- (C) Discuss the issue with the office assistant
- (D) Transfer the office assistant to another department

- 15** A business obtains legal advice to ensure it is meeting legislative requirements for environmental performance.

What is the business trying to achieve?

- (A) Compliance
- (B) Best practice
- (C) Sustainability
- (D) Accountability

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Centre Number

**Section II**

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Student Number

**35 marks**

**Attempt Questions 16–20**

**Allow about 50 minutes for this section**

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

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**Question 16** (8 marks)

- (a) Explain why it is important for a worker to maintain a balance between work and life. **3**

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- (b) Propose strategies that a business could implement to help workers maintain a balance between work and life. **5**

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**Question 17 (6 marks)**

(a) (i) Identify ONE advantage of using email as a form of business communication. **1**

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(ii) Identify ONE disadvantage of using email as a form of business communication. **1**

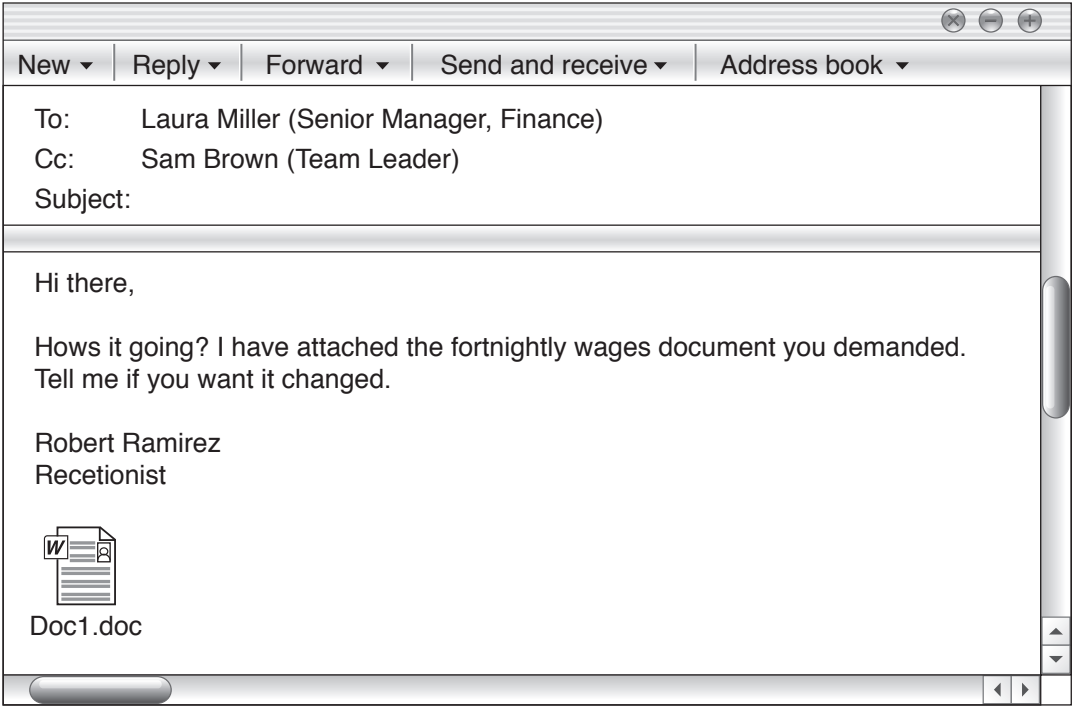
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**Question 17 continues on page 11**

Question 17 (continued)

(b) A receptionist sends this email to a manager.

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The manager has expressed several concerns in relation to the style, format and accuracy of the email.

How could this email be improved to address the concerns raised?

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**End of Question 17**

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Centre Number

Section II (continued)

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**Question 18** (9 marks)

- (a) Identify a classification system for organising personnel records in a business, and justify your choice. **2**

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- (b) What are the risks of storing personnel records in an electronic format? **3**

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- (c) Outline procedures that a business could use to create, maintain and discard personnel records. **4**

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Centre Number

Section II (continued)

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**Question 19** (7 marks)

- (a) How could a business benefit from implementing sustainable work practices? **3**

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- (b) Identify TWO current environmental issues applicable to the business services industry and suggest how businesses could address these issues. **4**

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**Question 20** (5 marks)

Explain how emerging technologies have affected work practices in the business services industry.

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**Section III**

**15 marks**

**Attempt Question 21**

**Allow about 25 minutes for this section**

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

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Your answer 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
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**Question 21** (15 marks)

Explain the role and responsibilities of a health and safety committee in ensuring compliance with work health and safety (WHS) legislation.

**Please turn over**

## Section IV

**15 marks**

**Attempt Question 22**

**Allow about 25 minutes for this section**

Answer this question in TWO SEPARATE writing booklets. Use one writing booklet to answer part (a) of the question. Use the other writing booklet to answer part (b) of the question. Extra writing booklets are available.

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### **Question 22** (15 marks)

Answer part (a) of the question in a SEPARATE writing booklet.

- (a) Explain why it is important for a business to provide quality customer service. **5**

Answer part (b) of the question in a SEPARATE writing booklet.

- (b) Explain how workplace policies and procedures can help maintain good customer service practices. **10**

Support your answer with relevant workplace examples.

**End of paper**