

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

2002

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Business Services — Office Administration

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
- 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 2–8

15 marks

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

Section II Pages 9–15

35 marks

- Attempt Questions 16–19
- Allow about 45 minutes for this section

Section III Page 17

30 marks

- Attempt TWO questions from Questions 20–22
- Allow about 1 hour for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 15 minutes for this section

Use the multiple-choice answer sheet.

Select the alternative A, B, C or D that best answers the question. Fill in the response oval completely.

Sample: $2 + 4 =$ (A) 2 (B) 6 (C) 8 (D) 9
A B C D

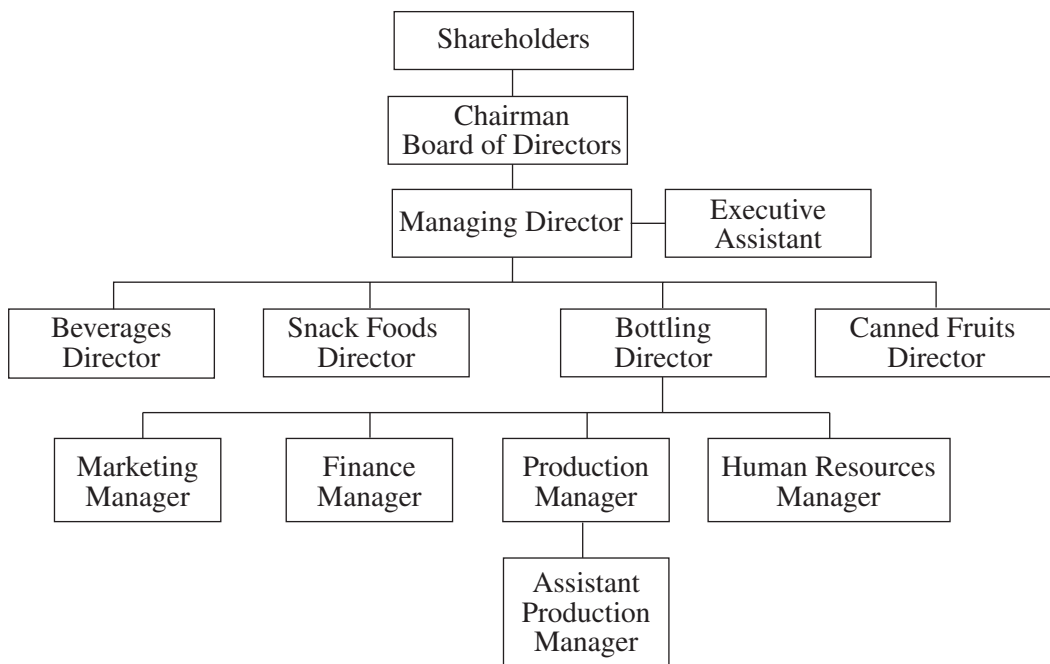
If you think you have made a mistake, put a cross through the incorrect answer and fill in the new answer.

A B C D

If you change your mind and have crossed out what you consider to be the correct answer, then indicate the correct answer by writing the word *correct* and drawing an arrow as follows.

A B C D
correct ↙

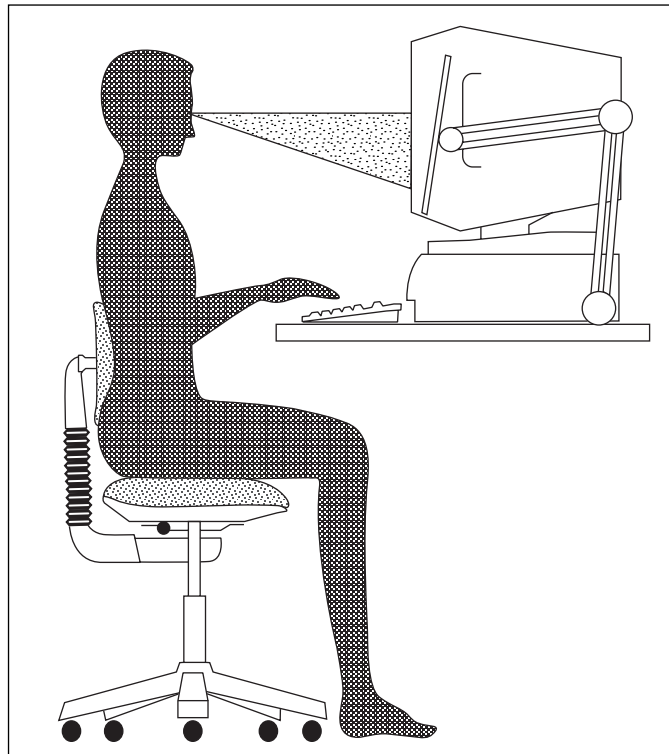
1 Refer to this organisation chart.



The Production Manager reports directly to which person?

- (A) Assistant Production Manager
- (B) Bottling Director
- (C) Finance Manager
- (D) Managing Director

2 Refer to the diagram.



Which adjustment should be made so that the person is seated correctly at the workstation?

- (A) Recline the chair backrest at an angle of 110° .
- (B) Raise the chair so that the top of the screen is at eye level.
- (C) Lower the chair so that the bottom of the screen is at eye level.
- (D) Raise the chair so that elbows are level with the bottom of the screen.

3 What is an example of a workplace behavioural hazard?

- (A) An overworked employee
- (B) Fumes from cleaning agent spillage
- (C) Exposure to electromagnetic radiation
- (D) A workstation that does not include ergonomic furniture

4 What type of mail requires proof of delivery?

- (A) Express Post
- (B) International Post
- (C) Keypost
- (D) Registered Post

- 5** Which of the following storage systems would be most suitable for a client register of a large organisation?
- (A) Electronic
 - (B) Image based
 - (C) Microfilm
 - (D) Paper based
- 6** Your stationery order was incorrectly filled. Which document would you use to compare with the order form to identify the discrepancies?
- (A) Credit note
 - (B) Delivery docket
 - (C) Receipt
 - (D) Tax invoice
- 7** Mr Craig David Bloom's file needs to be indexed. What is the first indexing unit?
- (A) Bloom
 - (B) Craig
 - (C) David
 - (D) Mr
- 8** What should occur when there is a simple paper jam in the photocopier?
- (A) A report should be made to the office manager.
 - (B) The photocopier must be switched off at the powerpoint.
 - (C) Follow instructions in the photocopier manual or on the control panel display.
 - (D) A call should be logged with the Service Difficulties Department and the photocopier switched off.

- 9 Refer to the spreadsheet.

	A	B	C	D	E	F	G
1	My Shoe Store – Sales						
2		Jan	Feb	Mar	Apr	May	June
3	Company A	5000	7200	4200	2300	4500	2500
4	Company B	4500	5200	4500	5600	6200	8600
5	Company C	3200	5690	2580	6200	56000	4500
6	Company D	4560	3280	6800	4100	6000	3200
7	TOTAL	17260	21370	18080	18200	72700	18800

What has to be entered in cell B7 so that it will calculate the total sales for January?

- (A) = 17260
 - (B) = SUM(B3:B6)
 - (C) = Average(B3:B6)
 - (D) = 5000, 4500, 3200, 4560
- 10 Refer to the text.

Text A

Be Creative
3 Garrick Street
Rosedale NSW 2187

Facsimile: 02 667 0394
Telephone: 02 667 0444

Text B

BE CREATIVE
3 GARRICK STREET
ROSEDALE NSW 2187

Telephone: 02 667 0444
Facsimile: 02 667 0394

In addition to highlighting, which of the following editing functions would have been used to change Text A to Text B?

- (A) Align, italics, change font, copy and paste
- (B) Align, bold, change case, cut and paste
- (C) Centre, bold, change case, copy and paste
- (D) Centre, bold, change case, cut and paste

- 11 Refer to the text.

The newsagency on John street is open on the weekend.

Which of the following proofreading symbols would be used to correct the error in the text?

- (A) / *lc*
- (B) / *uc*
- (C) = *lc*
- (D) = *uc*
- 12 You have been given a twelve-page document printed on A4 paper. You are required to produce a double sided booklet that when folded will be A4 size. How many sheets of paper do you need for each booklet?
- (A) Three A3
- (B) Three A5
- (C) Six A3
- (D) Six A4
- 13 How should bulk mail be prepared for posting?
- (A) Bundles must only be tied with string.
- (B) Envelopes are bundled in groups of 100.
- (C) Only DL size envelopes should be used.
- (D) Envelopes are address side up and facing the same way.
- 14 What is the amount owed by a business if it receives 2.5% discount on an invoice for \$3560?
- (A) \$89
- (B) \$890
- (C) \$3471
- (D) \$3649

15 Refer to the document.

Statement		<i>Journey Travel Co Ltd</i> ABN 020 214 520		
		GPO Box 129 Sydney NSW 2001 Phone: 02 9233 1234 Fax: 02 9233 1237		
Date: 2 September 2002				
Fox and Nguyen Pty Ltd PO Box 65 Wagga Wagga NSW 2650				
90 days and over		60 days	Last month	Balance
				326.85
Date	Reference	Debit	Credit	
Aug 1	Inv 2128	327.50		
Aug 5	Rec 7114		205.13	
	Disc All		12.74	
Aug 7	C/N 111		12.74	
This account is made up to the end of the month Accounts strictly 30 days				

What is the balance to be paid as at 2 September 2002?

- (A) \$96.89
- (B) \$229.96
- (C) \$423.74
- (D) \$474.70

**Business Services —
Office Administration**

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Centre Number

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Student Number

Section II

35 marks

Attempt Questions 16–19

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Marks

Question 16 (11 marks)

You are the personal assistant to the sales manager. The sales manager has organised a meeting for ten sales representatives tomorrow, and requires you to complete the following tasks in preparation for the meeting:

- type the minutes of the previous meeting;
- contact all sales representatives about the meeting;
- update the price list of products;
- copy and bind the product catalogue;
- book a meeting room;
- order the morning tea from the coffee shop before 11.00 am today.

(a) List TWO methods that can be used to contact the sales representatives. **1**

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Question 16 continues on page 10

Question 16 (continued)

- (b) Propose solutions to TWO problems you may encounter in producing the catalogue. **4**

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- (c) Discuss how good time management techniques will contribute to the success of this meeting. **6**

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End of Question 16

Business Services —
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Student Number

Section II (continued)

Marks

Question 17 (7 marks)

Jo plans to open up a real estate agency. You are a business adviser who is assisting Jo in setting up her business.

- (a) Identify the prime function of the business. **1**

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- (b) Justify the form of ownership that would be most suitable for Jo’s real estate agency. **2**

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- (c) Explain the purpose of having a business plan. **4**

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End of Question 17

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Centre Number

Section II (continued)

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Student Number

Marks

Question 18 (10 marks)

- (a) Identify TWO duties of employees as outlined in the Occupational Health and Safety (OHS) Act. **2**

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- (b) Identify TWO duties of employers as outlined in the Occupational Health and Safety (OHS) Act. **2**

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Question 18 continues on page 14

Question 18 (continued)

- (c) Recommend strategies that can be implemented to prevent health risks in the office environment.

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End of Question 18

**Business Services —
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Centre Number

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Student Number

Section II (continued)

Marks

Question 19 (7 marks)

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

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

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End of Question 19

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**Business Services —
Office Administration**

Section III

30 marks

Attempt TWO questions from Questions 20–22

Allow about 1 hour for this section

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

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

- demonstrate relevant knowledge and understanding
 - communicate ideas and information, using precise industry terminology and appropriate workplace examples
 - organise information in a well-reasoned and cohesive response
 - solve proposed issues or problems
-

Question 20 (15 marks)

Fenton's Business Services has identified a number of problems in their work teams. These include projects not meeting deadlines and the standard of both individual and team tasks not being satisfactory.

Analyse strategies Fenton's could implement to create more effective work teams.

Question 21 (15 marks)

Changes in technology and changes in employment patterns and opportunities have impacted on the workplace.

Analyse the effects of these changes on the business services work environment.

Question 22 (15 marks)



Critically evaluate how the quality of oral and written communication can contribute to the positive image of a business services organisation.

End of paper

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