



BOARD OF STUDIES
NEW SOUTH WALES

2004

**HIGHER SCHOOL CERTIFICATE
EXAMINATION**

Business Services

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 2–6

15 marks

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

Section II Pages 9–16

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** Which of the following forms of written communication would be most appropriate for advising a supplier that the goods received did not meet the client's expectations?
- (A) Order
 - (B) Claim
 - (C) Adjustment
 - (D) Reply to an enquiry
- 2** Which of the following is necessary for effective teamwork in the workplace?
- (A) Having clear guidelines, cooperating, dominating discussions
 - (B) Listening, having a shared decision-making process, withholding information
 - (C) Asserting individual preferences, listening, cooperating, having clear guidelines
 - (D) Having clear guidelines, listening, cooperating, having a shared decision-making process
- 3** Which of the following is an example of a psychological hazard?
- (A) Stress
 - (B) Sore back
 - (C) Skin irritation
 - (D) Occupational overuse syndrome
- 4** Which of the following is the most correct when processing incoming mail?
- (A) Date stamp and enter items in mail register
 - (B) Open, date stamp, enter in mail register and distribute items
 - (C) Separate 'confidential' items, open other items, date stamp and enter items in mail register
 - (D) Open all items, separate 'confidential' items, date stamp, enter in mail register and distribute all items
- 5** Which of the following files should be indexed first?
- (A) Drew Smyth
 - (B) Donald Smyth
 - (C) David Smythe
 - (D) Dexter Smythe

- 6 Which of the following items are all considered technological consumables?
- (A) Toner cartridges, CDs, floppy disks
 - (B) Pens, binding materials, backup tapes
 - (C) Paper clips, labels, disks, ink cartridges
 - (D) Disks, toner cartridges, zip disks, calculator

7 The following table is a spreadsheet.

	A	B	C	D
1	Item	Price per dozen	Quantity purchased	Total price
2	Pens	\$6.99	7	
3	Pencils	\$2.49	9	

What is the formula in cell D2?

- (A) =B2*D2
 - (B) =B2+D2
 - (C) =B2*C2
 - (D) =B2+C2
- 8 In New South Wales, what parties negotiate an enterprise agreement?
- (A) An employee and a union
 - (B) A union and an employer
 - (C) A union and an employer association
 - (D) An employer and an employer association
- 9 How can daily work routines be completed most efficiently?
- (A) By prioritising tasks
 - (B) By setting long-term goals
 - (C) By attending to interruptions immediately
 - (D) By attempting to complete all tasks at once

10 The following table is a database.

	A	B	C
1	Last name	First name	Annual salary
2	Hensley	Roslyn	\$57 000
3	Buizen	Roslyn	\$40 000
4	Buizen	Stephen	\$79 000
5	Hand	Rhonda	\$57 000

Which of the following must be added to the database to ensure that individual clients can be identified?

- (A) Client age
 - (B) Client address
 - (C) Client phone number
 - (D) Client reference number
- 11 Which of the following should be the initial business considerations before purchasing office equipment?
- (A) Availability and discounts applied
 - (B) Budgeting requirements and need for equipment
 - (C) Internal approval and discounts applied
 - (D) Technological change and internal approval
- 12 The following sentence has been edited.

Word 2002 has ~~many~~ ways to use ^{# in full} ① function.

Which of the following is the amended version?

- (A) Word 2002 has ways to use 1 function.
 - (B) Word 2002 has ways to use one Function.
 - (C) Word 2002 has many ways to use one function.
 - (D) Word 2002 has many ways to use one Function.
- 13 Which of the following methods of communication would be most appropriate for a business to quickly inform a large number of their existing customers about a pricing correction?
- (A) Email
 - (B) Telephone
 - (C) Fax message
 - (D) Personal approach

Refer to the following tax invoice to answer Questions 14 and 15.

<i>Setarom Juices</i>				
ABN: 12 345 678 910				
TAX INVOICE				
Delivery to: Study Tours Beach Rd Silverville NSW 1234			Date: 25 October 2004	
			Invoice No: 76	
Code	Quantity	Description	Unit price	Total
7342	250	300 mL orange juice	\$0.60	
7865	400	600 mL apple juice	\$0.40	
			Goods total:	
			+ 10% GST:	
Total including GST				
Terms: 5% discount for payment within 7 days				

- 14** What would be the amount paid if this tax invoice was settled by 31 October 2004?
- (A) \$279.95
 (B) \$310.00
 (C) \$323.95
 (D) \$358.05
- 15** On delivery, 50 of the 300 mL bottles of orange juice were damaged. What would be the amount of the adjustment note?
- (A) \$20.00
 (B) \$27.00
 (C) \$30.00
 (D) \$33.00

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Centre Number

Section II

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Student Number

35 marks

Attempt Questions 16–19

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Marks

Question 16 (8 marks)

- (a) Explain why delegation is used in the business services workplace. **2**

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- (b) Outline the reasons for conducting a performance appraisal. **2**

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- (c) Explain how technology contributes to effective communication in business services working teams. **4**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 17 (9 marks)

- (a) Use examples to illustrate different types of business resources. **2**

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- (b) Identify a business resource and explain why this resource is monitored in a business. **3**

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- (c) Explain how organisational requirements are used in determining business resources. **4**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 18 (8 marks)

- (a) Outline TWO reasons why filing systems change. **2**

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- (b) Outline the importance of following security and confidentiality procedures for workplace information. **2**

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- (c) Identify different types of information collected by a business, and explain why this information is relevant to the business' needs. **4**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 19 (10 marks)

- (a) Outline the role of WorkCover. **2**

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- (b) Explain how an employee can contribute to occupational health and safety (OHS) in a business services workplace. **4**

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Question 19 continues on page 16

Question 19 (continued)

- (c) Explain the importance of a safety audit in reducing risks in a business services workplace. **4**

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End of Question 19

Business Services

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
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Question 20 (15 marks)

Analyse how computer technology has improved the efficiency of processing financial documents in a business services environment.

Question 21 (15 marks)

Assess how the quality of the contact with clients affects the image of a business.

Question 22 (15 marks)

Explain how a business' operations are affected by government legislation.

End of paper

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