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, 15 and 17

Total marks – 80

Section I  Pages 2–5
15 marks
• Attempt Questions 1–15
• Allow about 15 minutes for this section

Section II  Pages 9–18
35 marks
• Attempt Questions 16–20
• Allow about 45 minutes for this section

Section III  Page 19
30 marks
• Attempt TWO questions from Questions 21–23
• 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

\[\begin{array}{cccc}
A & \bigcirc & B & \blacksquare \\
C & \bigcirc & D & \bigcirc
\end{array}\]

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

\[\begin{array}{cccc}
A & \blacksquare & B & \bigcirc \\
C & \bigcirc & D & \bigcirc
\end{array}\]

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.

\[\begin{array}{cccc}
correct \\
A & \blacksquare & B & \blacksquare \\
C & \bigcirc & D & \bigcirc
\end{array}\]
1. What information must be filed in an individual’s personnel records?
   (A) Customer details
   (B) Award salary scales
   (C) Employment contract
   (D) Personal liability insurance forms

2. What is the most appropriate procedure to prevent problems occurring with office technology?
   (A) Follow the maintenance program
   (B) Turn all power off at the end of the day
   (C) Have a technician service equipment weekly
   (D) Allow qualified employees to use technology

3. What business document outlines the items to be discussed at the next staff meeting?
   (A) Agenda
   (B) Flyer
   (C) Invoice
   (D) Memo

4. What determines the amount of paper a stores officer orders?
   (A) The running costs of a print room
   (B) The rate of paper usage in a print room
   (C) The availability of paper from one supplier
   (D) The number of suppliers of one particular type of paper

5. How are petty cash claims checked for accuracy and authenticity?
   (A) The receipt is checked against the claim voucher.
   (B) The invoice is checked against the delivery docket.
   (C) The claim is signed on the same date as the purchase.
   (D) The reimbursement cheque is signed before the payment is made.
6 An office supplies company has set up a database of clients for the purpose of sending them updated product information.

Which would be the most appropriate fields for this database?

(A) Name, gender, organisation
(B) Name, age, organisation
(C) Name, address, religion
(D) Name, title, address

7 What is the main reason for performing a safety audit?

(A) To satisfy the standards of the Work Committee
(B) To ensure that the business is following legislative procedure
(C) To comply with the requirements of the NSW Clerical Workers Award
(D) To enable the First Aid Officer to purchase the correct number of bandages

8 What needs to be considered when sending attachments by electronic mail?

(A) File size
(B) Cost of email
(C) Registration of the file
(D) Location of the recipient

9 What is the most effective communication skill to use when dealing with client enquiries?

(A) Listening without interrupting
(B) Repeating everything the client says
(C) Referring the client to a colleague
(D) Clarifying information by asking questions

10 In the workplace, to what does EEO refer?

(A) A policy to ensure that all staff are paid equally
(B) A policy to ensure ethical behaviour in the workplace
(C) A policy to ensure equality in employment and promotion
(D) A policy to ensure that everyone is promoted at some stage
11 Which time management strategy would be applied when developing the personal plans of members of a workgroup?

(A) Delegating  
(B) Prioritising  
(C) Problem-solving  
(D) Decision-making

12 Which information is provided in the Australian Government’s *Style manual for authors, editors and printers*?

(A) Classification codes  
(B) Proofreading symbols  
(C) Ethical behaviour guidelines  
(D) Safety standards for printing machines

13 What determines the choice of chart to be created in a spreadsheet?

(A) Accuracy of formula  
(B) Accuracy of data  
(C) Type of formula  
(D) Type of data

14 What must be selected to create a chart from a spreadsheet?

(A) Absolute cell address  
(B) Relative cell address  
(C) Active cell  
(D) Data range

15 Which would allow clients limited access to an organisation’s online network?

(A) Intranet  
(B) Internet  
(C) Extranet  
(D) Internet Explorer
Question 16 (6 marks)

(a) Define technology consumables.

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(b) List input devices a business could use to produce a document.

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(c) Choose an input device and explain how it can improve the quality of a product brochure.

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Question 17 (8 marks)

(a) A stationery company has received a phone call from a client informing them that they received 8 reams of paper instead of the 10 stated on the delivery docket.

Complete the following credit note to correct this inaccuracy, filling in your answers in the spaces marked ➀, ➁ and ➂.

<table>
<thead>
<tr>
<th>CREDIT NOTE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DATE:</strong> 17 July 2006</td>
</tr>
<tr>
<td><strong>Your Order No:</strong> 10541</td>
</tr>
<tr>
<td><strong>Our Invoice No:</strong> 31962</td>
</tr>
<tr>
<td><strong>ABN:</strong> 24 925 321 046</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Description</th>
<th>Unit price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>J1250M</td>
<td>Ream of white copy paper</td>
<td>5.00</td>
<td>②</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>③</td>
</tr>
</tbody>
</table>

GST:

Freight

Total including GST and freight

Question 17 continues on page 12
Question 17 (continued)

(b) A software company sends out a tax invoice totalling $475.00, which includes $10.00 for freight charges.

What is the GST component of this tax invoice?  

GST = .................................................................

(c) Explain the procedures of reconciliation prior to the payment of an invoice.  

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End of Question 17
Question 18 (6 marks)

Analyse procedures a business may implement in the case of an evacuation of the premises.

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Question 19 (7 marks)

A business is transferring its files from paper-based to electronic storage.

(a) Outline the advantages of electronic storage.  
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(b) Describe security measures businesses need to consider when moving to electronic storage.  
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(c) Explain how businesses maintain the integrity of their records.  
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Marks

2

2

3
Question 20 (8 marks)

The diagram below shows one view of a database.

(a)  
(i) What type of view is shown?  
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(ii) How many records are shown in this view of the database?  
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(iii) How many fields are shown in this view of the database?  
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Question 20 continues on page 18
(b) Explain how databases and spreadsheets can be effectively used in a business services environment.

End of Question 20
Question 21 (15 marks)

Explain how business values are used to develop effective internal and external client relationships.

Question 22 (15 marks)

Evaluate how the management of resources leads to cost-effective practices in business. Your answer should include the management of stock and supplies, human resources and facilities.

Question 23 (15 marks)

Analyse the advantages and disadvantages of awards and enterprise agreements for both employers and employees.

End of paper