

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

**2006**

**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, 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  
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*  
↙

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- 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

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Centre Number

Section II

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Student Number

35 marks

Attempt Questions 16–20

Allow about 45 minutes for this section

Answer the questions in the spaces provided.

	<b>Marks</b>
<b>Question 16</b> (6 marks)	
(a) Define <i>technology consumables</i> .	<b>2</b>
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(b) List input devices a business could use to produce a document.	<b>2</b>
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(c) Choose an input device and explain how it can improve the quality of a product brochure.	<b>2</b>
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Centre Number

Section II (continued)

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Student Number

**Marks**

**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. **3**

Complete the following credit note to correct this inaccuracy, filling in your answers in the spaces marked ①, ② and ③.

<b>CREDIT NOTE</b>				
<b>DATE:</b> 17 July 2006			<b>Credit Note No:</b> 1041	
<b>Your Order No:</b> 10541				
<b>Our Invoice No:</b> 31962				
ABN: 24 925 321 046				
	Quantity	Description	Unit price	Total
J1250M	①	Ream of white copy paper	5.00	②
			<b>GST:</b>	
			<b>Freight</b>	③
<b>Total including GST and freight</b>				

**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? **1**

GST = .....

- (c) Explain the procedures of reconciliation prior to the payment of an invoice. **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** (6 marks)

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

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Centre Number

Section II (continued)

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Student Number

**Marks**

**Question 19** (7 marks)

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

- (a) Outline the advantages of electronic storage. **2**

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- (b) Describe security measures businesses need to consider when moving to electronic storage. **2**

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- (c) Explain how businesses maintain the integrity of their records. **3**

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Centre Number

Section II (continued)

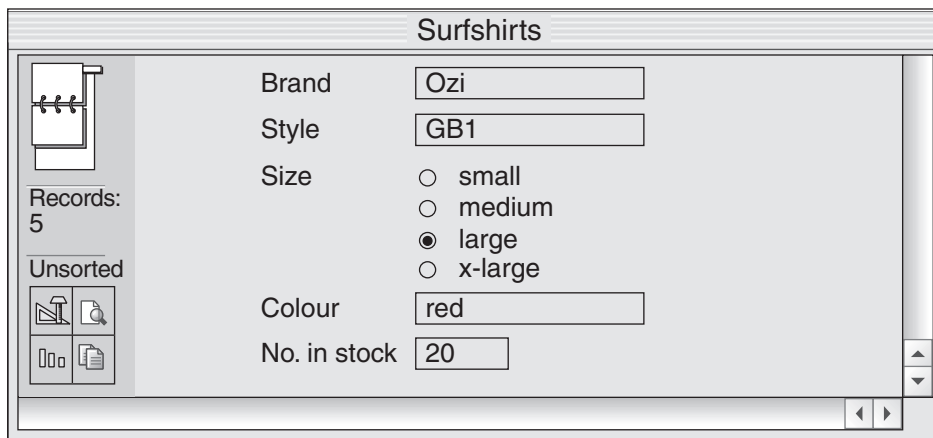
Eight empty boxes for Student Number

Student Number

Marks

Question 20 (8 marks)

The diagram below shows one view of a database.



- (a) (i) What type of view is shown? 1  
.....
- (ii) How many records are shown in this view of the database? 1  
.....
- (iii) How many fields are shown in this view of the database? 1  
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Question 20 continues on page 18

Question 20 (continued)

- (b) Explain how databases and spreadsheets can be effectively used in a business services environment. **5**

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**End of Question 20**

## Business Services

### Section III

**30 marks**

**Attempt TWO questions from Questions 21–23**

**Allow about 1 hour for this section**

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

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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 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**

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