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 2–7
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: \[ 2 + 4 = \] \[ (A) \ 2 \quad (B) \ 6 \quad (C) \ 8 \quad (D) \ 9 \]

A 〇  B 〇〇  C 〇  D 〇

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

A 〇〇  B 〇〇  C 〇  D 〇

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 \text{correct} and drawing an arrow as follows.

\[ \text{correct} \]

A 〇〇  B 〇〇  C 〇  D 〇
1. You are using a photocopier when a message is displayed to call a technician. What is the most appropriate action?
   (A) Try to fix it yourself.
   (B) Do another task that does not involve photocopying.
   (C) Follow the Policy and Procedures Manual of your organisation.
   (D) Make a sign ‘Not working’ and then find another photocopier to complete the task.

2. Which of the following is an input device?
   (A) Scanner
   (B) DVD burner
   (C) Colour printer
   (D) Flat-screen monitor

3. You receive four inquiries at the same time. Which inquiry do you deal with first?
   (A) Fax
   (B) Email
   (C) Face-to-face
   (D) Memorandum

4. When creating labels for envelopes, which word-processing feature do you use?
   (A) Format
   (B) Insert
   (C) Tools
   (D) View

5. Which document details an individual employee’s responsibilities within the workplace?
   (A) Résumé
   (B) Job description
   (C) Mission Statement
   (D) Performance appraisal
The work team you belong to was unsuccessful in winning a new account.

What could the team do to determine the reason for the failure?

(A) Replace the team leader.
(B) Replace the team members that the leader thinks did not perform.
(C) Conduct a performance appraisal to evaluate and modify the team’s performance.
(D) Conduct a performance appraisal to evaluate and modify the team leader’s performance.

Which of the following are forms of electronic storage?

(A) Email, lever arch files and microfiche
(B) Email, databases and computer files
(C) Computer files, lever arch files and email
(D) Lever arch files, microfiche and databases

It is 7 pm and you receive a vital document that needs to arrive at an interstate client’s office by 9 am the next day.

Which of the following would be the most appropriate form of delivery?

(A) Courier
(B) Express Post
(C) Hand delivery
(D) Registered mail

You are an employee covered by an award.

Which group is responsible for deciding your rights in the workplace?

(A) Employees
(B) Workcover
(C) Employer associations
(D) Industrial Relations Commission
10 Which of the following is considered a running cost?

(A) Electricity
(B) Staff Christmas function
(C) Refurbishment of meeting room
(D) Purchase of a flat-screen monitor

11 You have been asked to create a list of all customers with a specific postcode.

Which database function(s) would you use to complete this task?

(A) Sort
(B) Report
(C) Sort and report
(D) Query and report

12 An employee at your workplace refuses to follow OHS procedures.

What strategy should be implemented to ensure that correct OHS procedures are followed?

(A) Begin dismissal procedures.
(B) Restrict entry to safety zones.
(C) Rearrange office layout to eliminate the problem.
(D) Conduct a performance appraisal with the employee.
13 The following is a page from a petty cash book.

<table>
<thead>
<tr>
<th>Petty Cash Book</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>1.10.05</td>
</tr>
<tr>
<td>1.10.05</td>
</tr>
<tr>
<td>1.10.05</td>
</tr>
<tr>
<td>2.10.05</td>
</tr>
<tr>
<td>Totals</td>
</tr>
</tbody>
</table>

According to the petty cash book, what should be the amount of the reimbursement cheque?

(A) $22.15

(B) $25.75

(C) $224.25

(D) $227.85

14 The table shows part of a spreadsheet.

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>State</td>
<td>Sales</td>
</tr>
<tr>
<td>2</td>
<td>NSW</td>
<td>$3 689</td>
</tr>
<tr>
<td>3</td>
<td>Queensland</td>
<td>$5 897</td>
</tr>
<tr>
<td>4</td>
<td>Victoria</td>
<td>$2 320</td>
</tr>
</tbody>
</table>

Which formula should be used to determine the average sales across the three states?

(A) =3/(B2:B4)

(B) =3/(B2+B3+B4)

(C) =(B2+B3+B4)/3

(D) =(B2×B3×B4)/3
The table summarises the cash to be deposited at a bank.

**CASH**

<table>
<thead>
<tr>
<th>Notes</th>
<th>Number of notes</th>
<th>Coins</th>
<th>Number of coins</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100</td>
<td>(5)</td>
<td>$2</td>
<td>(29)</td>
</tr>
<tr>
<td>$50</td>
<td>(14)</td>
<td>$1</td>
<td>(34)</td>
</tr>
<tr>
<td>$20</td>
<td>(21)</td>
<td>50c</td>
<td>(26)</td>
</tr>
<tr>
<td>$10</td>
<td>(42)</td>
<td>20c</td>
<td>(24)</td>
</tr>
<tr>
<td>$5</td>
<td>(38)</td>
<td>10c</td>
<td>(16)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5c</td>
<td>(12)</td>
</tr>
</tbody>
</table>

What is the total amount of coins to be deposited?

(A) $110.40  
(B) $112.00  
(C) $2118.40  
(D) $2342.00
Question 16 (4 marks)

(a) Identify a strategy you would use to assist a team to work effectively as a group.

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(b) Outline the characteristics of a successful working team.

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Question 17 (10 marks)

A problem has developed in your workplace where equipment faults are not being dealt with correctly.

(a) Identify the purpose of manuals when dealing with equipment faults. 1

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(b) Your manager, Sam Smith, has asked you to draft a memo relating to equipment faults. This memorandum is to be sent to all staff. 2

Correctly address the memorandum below.

MEMORANDUM

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It has come to my attention that equipment faults have not been dealt with correctly . . .

Question 17 continues on page 12
Question 17 (continued)

(c) Your manager has returned your draft memorandum and suggested the following corrections.

(1) The document has printed two lines onto a second page. The font size is good. Please reduce the memorandum to just one page.

(2) The right-hand side of the document has been cut off. Please correct to ensure that all the memorandum is printed.

(3) Insert the company logo in the top right-hand corner of the memorandum.

Outline how you would make the above corrections using a word-processing program.

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(d) Discuss energy and resource conservation techniques that could be implemented within a business services environment.

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End of Question 17
Question 18 (12 marks)

You have been asked to survey the clients of your business regarding product prices, range and availability. You will have to present your findings to your supervisor.

(a) Describe the questioning techniques you would use to collect information from your clients effectively.

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(b) Outline the formatting features you would use to create a spreadsheet to display this information.

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Question 18 continues on page 14
(c) Explain the types of charts you could use to present this information. Include a description of the features you would use to enhance the chart’s appearance.

End of Question 18
**Question 19** (9 marks)

You need to design an incoming mail register for your workplace.

(a) Identify the column headings you would use in the incoming mail register.  

<table>
<thead>
<tr>
<th>Column Heading</th>
<th>Description</th>
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<tbody>
<tr>
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</tbody>
</table>

(b) Explain why the incoming mail register is important to the workplace.  

<table>
<thead>
<tr>
<th>Reason</th>
<th>Description</th>
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</table>

(c) Explain the actions you would take if damaged items arrive in the mail.  

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
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<tbody>
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2005 HIGHER SCHOOL CERTIFICATE EXAMINATION
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

Question 20 (15 marks)

Analyse a range of business practices relating to the drafting, editing and storing of written communication within a business services environment.

Question 21 (15 marks)

Effectively managing time includes strategies of prioritising, delegating, problem-solving and decision-making.

Explain these strategies to ensure deadlines are met.

Question 22 (15 marks)

Explain how business resources and equipment usage to minimise risk is monitored in a workplace.

End of paper