



**BOARD OF STUDIES**  
NEW SOUTH WALES

**2005**

**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 2–7

**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 (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** 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

6 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.

7 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

8 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

9 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.

| Petty Cash Book |             |             |               |               |                           |                 |             |
|-----------------|-------------|-------------|---------------|---------------|---------------------------|-----------------|-------------|
| Date            | Particulars | Voucher No. | Receipts (\$) | Payments (\$) | Classification of expense |                 |             |
|                 |             |             |               |               | Staff amenities (\$)      | Stationery (\$) | Sundry (\$) |
| 1.10.05         | Advance     | 36 017      | 250.00        |               |                           |                 |             |
| 1.10.05         | Tea/coffee  | 1           |               | 14.35         | 14.35                     |                 |             |
| 1.10.05         | Milk        | 2           |               | 7.80          | 7.80                      |                 |             |
| 2.10.05         | Newspaper   | 3           |               | 3.60          |                           |                 | 3.60        |
| <b>Totals</b>   |             |             | <b>\$</b>     | <b>\$</b>     | <b>\$</b>                 | <b>\$</b>       | <b>\$</b>   |

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.

|   | A          | B       |
|---|------------|---------|
| 1 | State      | Sales   |
| 2 | NSW        | \$3 689 |
| 3 | Queensland | \$5 897 |
| 4 | Victoria   | \$2 320 |

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

- 15 The table summarises the cash to be deposited at a bank.

**CASH**

| <i>Notes</i> | <i>Number of notes</i> | <i>Coins</i> | <i>Number of coins</i> |
|--------------|------------------------|--------------|------------------------|
| \$100        | (5)                    | \$2          | (29)                   |
| \$50         | (14)                   | \$1          | (34)                   |
| \$20         | (21)                   | 50c          | (26)                   |
| \$10         | (42)                   | 20c          | (24)                   |
| \$5          | (38)                   | 10c          | (16)                   |
|              |                        | 5c           | (12)                   |

What is the total amount of coins to be deposited?

- (A) \$110.40
- (B) \$112.00
- (C) \$2118.40
- (D) \$2342.00

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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.

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Marks

Question 16 (4 marks)

- (a) Identify a strategy you would use to assist a team to work effectively as a group. **1**

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- (b) Outline the characteristics of a successful working team. **3**

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Centre Number

Section II (continued)

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Student Number

Marks

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.

|   |         |
|---|---------|
| <b>MEMORANDUM</b>   |         |
| .....   | : ..... |
| .....   | : ..... |
| .....   | : ..... |
| .....   | : ..... |
| <p>It has come to my attention that equipment faults have not been dealt with correctly . . .</p> |         |

Question 17 continues on page 12

Question 17 (continued)

(c) Your manager has returned your draft memorandum and suggested the following corrections. 3

- (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. 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** (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. **3**

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- (b) Outline the formatting features you would use to create a spreadsheet to display this information. **3**

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**Question 18 continues on page 14**

Question 18 (continued)

- (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. **6**

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**End of Question 18**

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Centre Number

Section II (continued)

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Student Number

**Marks**

**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. **2**

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- (b) Explain why the incoming mail register is important to the workplace. **3**

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- (c) Explain the actions you would take if damaged items arrive in the mail. **4**

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## 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.

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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 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**

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