

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

**2008**

**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 for Questions 1–15.

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1 An employee is feeling the stress of continually having to meet strict deadlines.

What type of hazard is this?

- (A) Chemical
- (B) Ergonomic
- (C) Physical
- (D) Psychological

2 What type of letter should be sent when an incorrect order is being returned?

- (A) Acknowledgement
- (B) Claim
- (C) Confirmation
- (D) Enquiry

3 What is an effective resource conservation technique in a workplace?

- (A) Storing files off site
- (B) Creating back-up files
- (C) Utilising power-save options
- (D) Shredding confidential information

4 Where can an electronic document be saved to allow all employees access to it?

- (A) On the desktop
- (B) On the hard drive
- (C) On the company network
- (D) In the 'My Documents' folder

- 5** Under award agreements, which of the following is a right of full-time permanent employees?
- (A) To set their own work hours
  - (B) To have paid holiday leave each year
  - (C) To personalise their own workstations
  - (D) To retain ownership of all work completed
- 6** Mail merge is particularly useful when creating which of the following?
- (A) Agendas
  - (B) Briefing papers
  - (C) Labels
  - (D) Minutes
- 7** What type of machine is used to print pre-paid postage?
- (A) Electronic
  - (B) Franking
  - (C) Optical printer
  - (D) Vending
- 8** What type of mail service guarantees up to \$100 compensation for a lost article without added insurance?
- (A) Certified
  - (B) Express
  - (C) Overnight
  - (D) Registered
- 9** What is the main role of a mentor in the workplace?
- (A) To complete OHS audits
  - (B) To assess resource usage
  - (C) To report equipment faults
  - (D) To advise on work goals and plans

- 10** Which process requires a business to make a formal offer of goods or services for a set price?
- (A) Tendering
  - (B) Non-tendering
  - (C) Direct ordering
  - (D) Supply contracting
- 11** Which of the following is involved in the evaluation of acquisition procedures?
- (A) Cost analysis
  - (B) Assets register
  - (C) Payment policy
  - (D) Periodic forecasts
- 12** When filing, how would *Anne J Smith-Jones* be correctly indexed?
- (A) Anne, J, Smith-Jones
  - (B) Anne, J, Smith, Jones
  - (C) Smith-Jones, Anne, J
  - (D) Smith-Jones, J, Anne
- 13** Which of the following allows employees to participate in the management of OHS in the workplace?
- (A) Assessing of OHS incidents by Workcover
  - (B) Attending formal and informal safety meetings
  - (C) Providing ergonomic furniture for all workstations
  - (D) Providing a copy of emergency procedures to employees

- 14 An invoice has a subtotal of \$1000 before GST. A 15% trade discount and GST need to be applied.

What is the total invoice amount?

- (A) \$765
- (B) \$935
- (C) \$1035
- (D) \$1265

- 15 What is the total amount of the following deposit advice?

DEPOSIT ADVICE	
Cheques tendered	
Drawer	Amount (\$)
R. Evans	\$498.05
R. Maslen	\$348.19
Cash tendered	
\$100 × 10	_____
\$ 50	_____
\$ 20 × 40	_____
\$ 10	_____
\$ 5 × 34	_____
Coin \$39.75	_____

- (A) \$969.99
- (B) \$2009.75
- (C) \$2855.99
- (D) \$2969.75

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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.

Marks

Question 16 (7 marks)

(a) When is it appropriate to use a non-centralised filing system?

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(b) How does a business benefit from using microfiche rather than microfilm for image-based storage?

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(c) Using workplace examples, explain how files can be classified.

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Centre Number

Section II (continued)

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Student Number

**Marks**

**Question 17** (6 marks)

- (a) List questions a receptionist could ask when a client requests to speak to a person who is unavailable. **2**

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- (b) Explain how various questioning techniques can create effective communication in the workplace. **4**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 18 (6 marks)

- (a) What qualifies an item to be considered as a petty cash claim? 2

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- (b) What is the difference between an imprest cheque and a reimbursement cheque? 2


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- (c) A petty cash tin contains \$7.95. Complete the cheque below to bring this total up to \$100. 2

THE BANK		1/10/2008
Pay	_____	
The sum of	_____	
		\$ _____
		 _____

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Centre Number

Section II (continued)

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Student Number

**Marks**

**Question 19** (9 marks)

- (a) In a spreadsheet, numbers have been right aligned. **1**

What change will ensure that the decimal points line up?

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- (b) In spreadsheets, why are cell addresses used in formulas? **1**

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- (c) In spreadsheets, what is the difference between absolute and relative cell addresses? **2**

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**Question 19 continues on page 16**

Question 19 (continued)

- (d) A spreadsheet has sales figures for ten different products for two consecutive years. This information is to be presented in a chart as part of an internal annual report. **2**

What is an appropriate chart to display this information? Justify your choice.

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- (e) How and why are cells in a spreadsheet formatted? **3**

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**End of Question 19**



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Centre Number

Section II (continued)

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Student Number

**Marks**

**Question 20** (7 marks)

- (a) What forms of data can be entered into a database? **1**

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- (b) A query was run on this database. **2**

Project ID	Billable Hours	Billable Amount
HE139	0.9	5650
IM265	1.1	8700
IM615	1.7	10000
LM813	4.9	2800
PO519	1.3	5000
RS115	2.2	10600
TV189	1.7	100

Record:   1   of 7

This was the result of the query.

Project ID
HE139
IM265
IM615

What TWO criteria would have been used in the query?

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**Question 20 continues on page 18**

Question 20 (continued)

- (c) How would a report created in a database be used in the business services environment? **4**

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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
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#### **Question 21** (15 marks)

Discuss how tasks could be organised to ensure that work schedules are met in the business services environment.

#### **Question 22** (15 marks)

Discuss the strategies a business could implement to improve the performance of employees.

#### **Question 23** (15 marks)

Discuss the relationship between ergonomic requirements and safe work practices in the business services environment.

**End of paper**

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