

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

2003

**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 2–6

15 marks

- Attempt Questions 1–15
- Allow about 15 minutes for this section

Section II Pages 9–16

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 ↙

- 1** Which of the following would be considered to be sensitive material for a business?

 - (A) Client list
 - (B) Web address
 - (C) Telephone number
 - (D) Balance sheet from the annual report

- 2** What is the name of the process used to describe the recounting of a conversation to check understanding?

 - (A) Elaborating
 - (B) Paraphrasing
 - (C) Screening
 - (D) Voice messaging

- 3** What type of question should you use to encourage a client to give you feedback?

 - (A) Active
 - (B) Closed
 - (C) Open
 - (D) Reflective

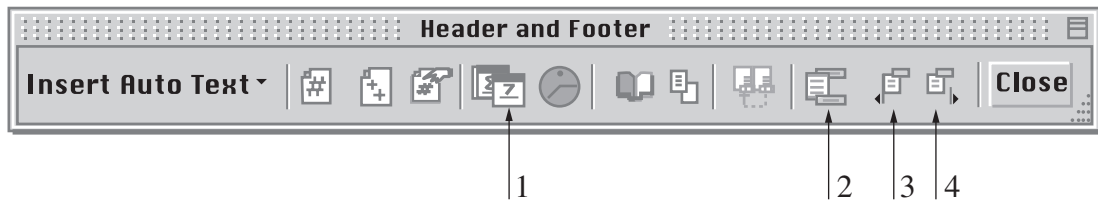
- 4** Which of the following could be included in a mission statement?

 - (A) Improve the safety of staff workstations.
 - (B) Increase sales by 5% within three months.
 - (C) Reduce the number of supervisors.
 - (D) Strengthen reputation with customers.

- 5** What type of mail is placed in an unsealed envelope addressed to a department or person?

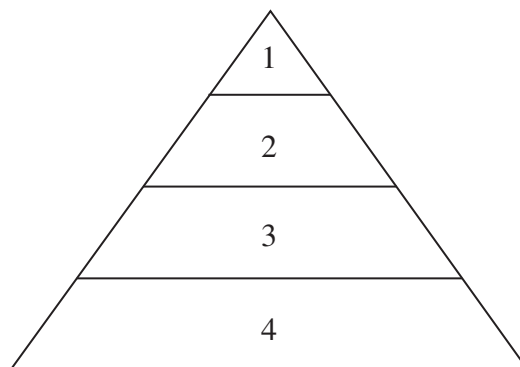
 - (A) Confidential
 - (B) Internal
 - (C) Outgoing
 - (D) Pilfered

- 6 The diagram shows a toolbar.



Which icon on the toolbar would you use to switch between a header and a footer?

- (A) 1
(B) 2
(C) 3
(D) 4
- 7 If you need to retrieve a file from the hard drive on your computer, which drive would you select?
- (A) $3\frac{1}{2}$ floppy (A:)
(B) Local disk (C:)
(C) CD-ROM (D:)
(D) Data on Nt-server (H:)
- 8 The diagram shows an organisational structure.



Which level indicates the position of the first-line management?

- (A) 1
(B) 2
(C) 3
(D) 4

- 9** What type of letter is sent in reply to a complaint?
- (A) Order
 - (B) Enquiry
 - (C) Adjustment
 - (D) Acknowledgment
- 10** A company purchased office stationery. In what order would the financial documents related to this purchase be issued?
- (A) Requisition, order form, invoice, receipt
 - (B) Order form, requisition, invoice, statement
 - (C) Delivery docket, order form, statement, receipt
 - (D) Invoice, statement, requisition, delivery docket
- 11** A business services organisation has implemented telephone etiquette procedures to be followed by all employees. This is an example of
- (A) affirmative action.
 - (B) decision-making delegation.
 - (C) ethical standards.
 - (D) quality assurance.
- 12** The value of office furniture is \$188.00 (10% GST inclusive). What is the value of the office furniture before GST?
- (A) \$17.09
 - (B) \$18.80
 - (C) \$169.20
 - (D) \$170.91

Refer to the following spreadsheet to answer Questions 13 and 14.

	A	B	C
1	Total days annual leave per person	28	
2	Staff	Annual leave days taken	Annual leave days owing
3	A. Abred	6	
4	B. Blonh	13	
5	C. Clomn	21	

13 What formula has to be entered in cell C3 to calculate the number of annual leave days owing?

- (A) =\$B1-\$B3
- (B) =B1-\$B\$3
- (C) =\$B1-B3
- (D) =\$B\$1-B3

14 Which cell is classified as having an absolute cell address?

- (A) A1
- (B) B1
- (C) B3
- (D) C4

15 Refer to the cost comparisons below.

	<i>Computer printer A</i>	<i>Computer printer B</i>
<i>Cost of printer</i>	\$590	\$390
<i>Cost of printer cartridges (per 1000 copies)</i>	\$ 70	\$100

For a business services organisation that prints an average of 250 copies per week, a yearly cost analysis would show that

- (A) the annual cost of *Printer A* is greater than that of *Printer B*.
- (B) the average weekly cost of *Printer A* is greater than that of *Printer B*.
- (C) at the end of the first quarter, the cost of *Printer A* is greater than that of *Printer B*.
- (D) at the end of the third quarter, the cost of *Printer A* is greater than that of *Printer B*.

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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.

Marks

Question 16 (7 marks)

A business is looking to develop new approaches to its written communication.

- (a) (i) As a first step the business is seeking feedback on its current communication procedures. Identify an internal source of information. 1

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- (ii) Outline how businesses can improve written communication by obtaining feedback from TWO external sources. 2

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- (b) Explain how the business’s Policy and Procedures Manual can assist in making its communication more effective. 4

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Centre Number

Section II (continued)

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Student Number

Marks

Question 17 (7 marks)

- (a) What is a *résumé*? **1**

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- (b) Describe how internal and external training can assist employees in developing job-related skills. **2**

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- (c) Explain how performance appraisals can assist employees in developing their career paths. **4**

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Five empty boxes for Centre Number

Centre Number

Section II (continued)

Eight empty boxes for Student Number

Student Number

Marks

Question 18 (11 marks)

(a) Refer to the following table from a database.

1

Client: Table							
	Client number	First name	Last name	Address	Suburb	State	Postcode
▶	301	Jonathan	Adams	38 Garrick Street	Parramatta	NSW	2150
	302	Helen	Tomkins	123 Wills Road	Rydalmere	NSW	2116
	303	James	Hand	24 Mort Street	Parramatta	NSW	2150

What is the purpose of the 'Client number' field in the database?

Two horizontal dotted lines for answer (a)

(b) Explain the difference between performing a 'sort' and a 'query', and provide an example of when each of these would be used in a business services environment.

4

Eight horizontal dotted lines for answer (b)

Question 18 continues on page 14

Question 18 (continued)

- (c) Analyse how databases have led to more effective use of resources within a business services organisation.

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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 (10 marks)

- (a) Outline security procedures to be followed when dealing with client cheques. **2**

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- (b) Refer to the following extract from the Australia Post website.

AUSTRALIA
POST

bodyContent

Search | Contact Us | Site Map

[Home](#)
[General Services](#)
[Billing & Financial Services](#)
[Business Solutions](#)
[About Us](#)

You are here: [General Services](#) > [Express Post](#) > Express Post Prices

Express Post Prices

On this page: [Envelopes and Satchels](#) | [Express Post Parcel Charges](#)

Envelopes and Satchels

Description	Per Item	1–9 Ten Packs	10 or more Ten Packs
C5 envelope	\$3.80	\$36.10	\$34.20
B4 envelope	\$4.80	\$45.60	\$43.20
B4 two-way envelope	\$8.00	\$76.00	\$72.00

Remember, if you buy packs of ten you can save up to 10%

You are required to purchase the following stationery items in the most cost-effective way. Calculate the cost for:

- (i) 80 × B4 envelopes; **1**
- (ii) 120 × C5 envelopes. **1**

Question 19 continues on page 16

Question 19 (continued)

- (c) Explain why business services organisations have policies and procedures for dealing with financial documents relating to debtors and creditors. **6**

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End of Question 19

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)

Evaluate strategies that a business could introduce to reduce stress in the business services environment.

Question 21 (15 marks)

Evaluate the factors that businesses would consider when determining the most effective choice of business resources.

Question 22 (15 marks)

Analyse how developments in business technology have impacted on the way in which businesses process and maintain workplace information.

End of paper

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