

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

2007

**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 for Questions 1–15.

- 1 Which is the most appropriate classification for junk emails?
 - (A) General
 - (B) Personal
 - (C) Suspicious
 - (D) Unsolicited

- 2 What is the main aim of team work?
 - (A) To ensure designated goals are met
 - (B) To provide opportunities for flexible working hours
 - (C) To ensure each employee receives the same bonus to their salary
 - (D) To provide opportunities to all employees to be trained as managers

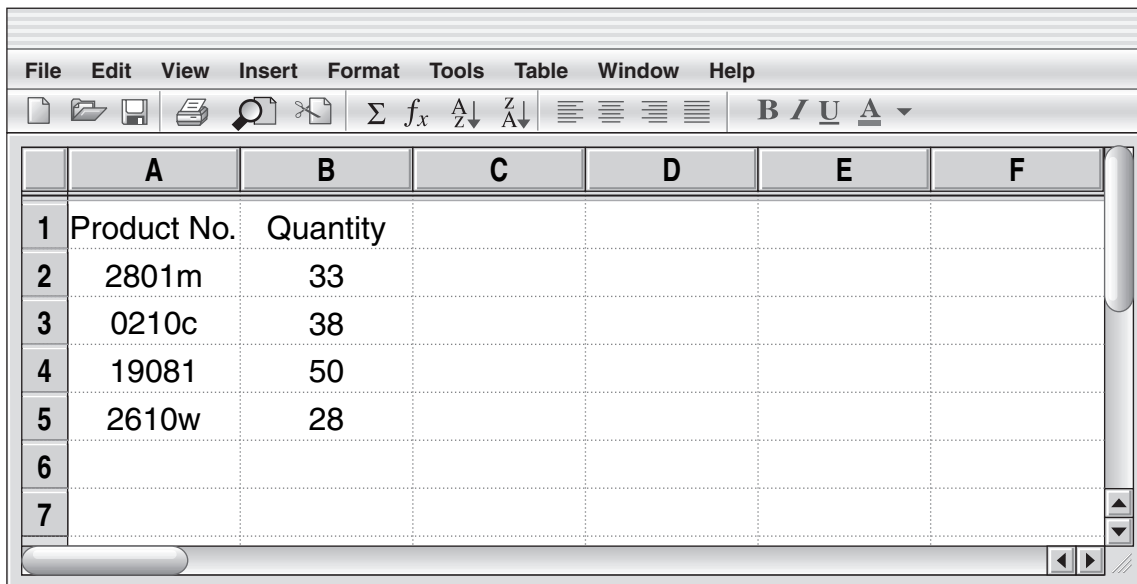
- 3 What is the main responsibility of an Occupational Health and Safety (OHS) committee?
 - (A) To clean chemical spills
 - (B) To liaise with WorkCover NSW
 - (C) To ensure EEO principles are applied
 - (D) To consistently monitor safety issues in the workplace

- 4 What key aspects should be considered when organising daily tasks in the workplace?
 - (A) Goal setting and business mission
 - (B) Prioritising and time management
 - (C) Business protocols and equity principles
 - (D) Physical environment and ethnic background of the team

- 5** What name is given to the pre-set format that appears when a word-processing program is opened?
- (A) Templates
 - (B) Page layout
 - (C) Default settings
 - (D) Document orientation
- 6** A national company is preparing its annual report.
- What filing classification would be most appropriate to compare information between states?
- (A) Numerical
 - (B) Alphabetical
 - (C) Geographical
 - (D) Chronological
- 7** When providing information to a client over the phone, which of the following would help you best promote the business?
- (A) Personal presentation
 - (B) Recording details as the client speaks
 - (C) Displaying knowledge of industry codes and practices
 - (D) Demonstrating in-depth knowledge of the business's operations
- 8** What is the purpose of virus protection on a computer system?
- (A) To block and delete junk emails
 - (B) To allow quicker internet connection
 - (C) To prevent corruption of files by outside influences
 - (D) To prevent emails and stored data from being deleted by mistake

- 9** Which of the following is reduced by using proformas?
- (A) Drafting
 - (B) Archiving
 - (C) Photocopying
 - (D) Using a letterhead
- 10** Against which source document should an invoice first be checked?
- (A) The credit note
 - (B) The purchase order
 - (C) The bank statement
 - (D) The delivery docket
- 11** Bulk purchasing is an example of which of the following?
- (A) The tendering process
 - (B) Cost effective practice
 - (C) Cost analysis procedure
 - (D) Time management policy
- 12** Which process could a business use to ensure that employees meet organisational requirements?
- (A) Mission statement assessment
 - (B) Formal performance appraisal
 - (C) Meeting industry codes of practice
 - (D) Modification of work environment

Use the spreadsheet to answer Questions 13 and 14.



	A	B	C	D	E	F
1	Product No.	Quantity				
2	2801m	33				
3	0210c	38				
4	19081	50				
5	2610w	28				
6						
7						

13 Which icon should be used to calculate the total quantity of products?

- (A) Σ
- (B) f_x
- (C) $\frac{A}{Z} \downarrow$
- (D) $\frac{Z}{A} \downarrow$

14 The spreadsheet shows sales for January 2007.

Which formula would calculate the quantity sold?

- (A) =MAX(B1:B5)
- (B) =SUM(B1:B5)
- (C) =SUM(B2:B5)
- (D) =TOTAL(B2:B5)

- 15 An extract from a database of paper stock is shown.

Colour	Size	Quantity (reams)
Blue	A4	72
White	A3	43
Green	A4	4
Orange	A3	20
Yellow	A4	74
Red	A3	52
Pink	A4	46
Blue	A3	33

What colour and size of paper would appear at the top of the list if you do a sort by Quantity (reams) ascending?

- (A) Blue A4
- (B) Blue A3
- (C) Green A4
- (D) Yellow A4

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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) On the diagram below, circle the icon used when fully justifying text.

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(b) Explain how formatting the font enhances the appearance of a document.

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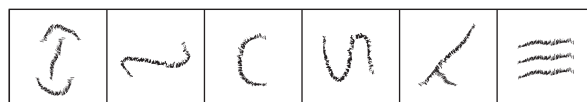
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Question 16 continues on page 10

Question 16 (continued)

(c) Proofread the following passage, using the proofreading symbols provided.

3

Proofreading symbols

proofreading of paper copies of documents is necessary to indicate where corrections should be made. Special symbols are used. They take up less space on the page than writing out the corrections by longhand. The symbols are often written in both text) and in the margin.

End of Question 16

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Centre Number

Section II (continued)

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Student Number

Marks

Question 17 (8 marks)

- (a) What information should be recorded when taking a telephone message? **2**

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- (b) How should written information be presented so that the intended meaning is understood by the reader? **2**

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- (c) Name and justify the type of letter you would create in response to the following scenarios:

- (i) arrival of a job application letter; **2**

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- (ii) request for a catalogue. **2**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 18 (9 marks)

- (a) List the FOUR main components of goal setting. **2**

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- (b) Outline the factors an employee could consider when determining future career directions. **3**

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- (c) Describe the training options available to employees in the business services area. **4**

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Centre Number

Section II (continued)

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Student Number

Marks

Question 19 (11 marks)

- (a) Why should equipment usage be monitored? **2**

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- (b) Other than monitoring equipment usage, give reasons for maintaining an assets register. **3**

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Question 19 continues on page 16

Question 19 (continued)

- (c) Explain the factors that a business should consider in determining the most economical choice of equipment and material. **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
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Question 20 (15 marks)

Explain procedures for effectively managing incoming and outgoing mail.

Question 21 (15 marks)

Explain procedures for hazard identification and risk control for both employers and employees in a business services environment.

Question 22 (15 marks)

Explain procedures for ensuring the accuracy and security of financial transactions.

Your response must include petty cash, invoicing and banking transactions.

End of paper

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