

Business Services

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
Black pen is preferred
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9 and 13

Total marks – 80

Section I Pages 2–6

15 marks

- Attempt Questions 1–15
- Allow about 20 minutes for this section

Section II Pages 9–15

35 marks

- Attempt Questions 16–21
- Allow about 50 minutes for this section

Section III Page 17

15 marks

- Attempt Question 22
- Allow about 25 minutes for this section

Section IV Page 18

15 marks

- Attempt Question 23
- Allow about 25 minutes for this section

Section I

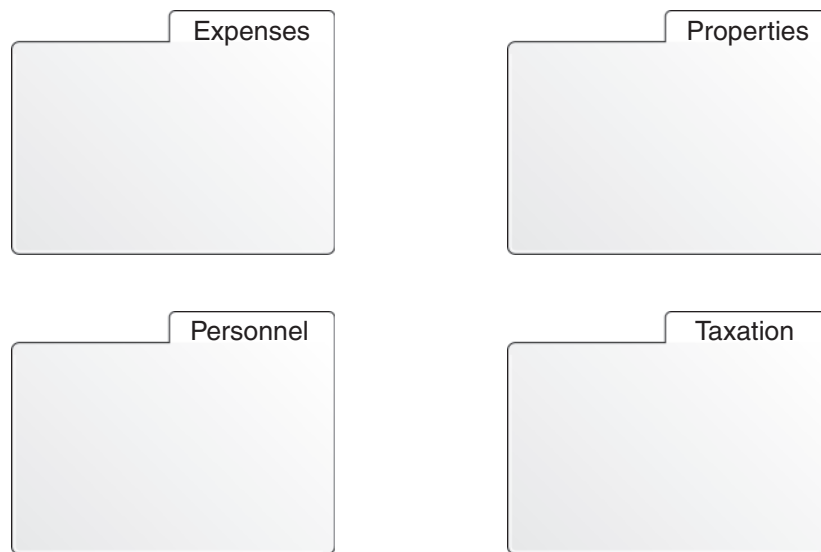
15 marks

Attempt Questions 1–15

Allow about 20 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

- 1** This diagram shows the organisation of a filing system used by a business.



Which classification system has been used?

- (A) Chronological
 - (B) Geographical
 - (C) Numerical
 - (D) Subject
- 2** In which of the following are ALL essential components of effective verbal communication?
- (A) Active listening, personal space, courteous tone
 - (B) Appropriate body language, paraphrasing, clear voice
 - (C) Good questioning techniques, active listening, clear voice
 - (D) Courteous tone, audible volume, appropriate body language

- 3 A receptionist asks a customer, 'Can I have Mr Smith call you back on Monday at 3 pm?'.

What type of questioning technique is being used?

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

- 4 An office assistant places a warning sign near a spillage of water.

Which workplace safety procedure is being followed?

- (A) Isolating the hazard
- (B) Reporting the hazard
- (C) Eliminating the hazard
- (D) Substituting the hazard

- 5 In which of the following areas would product knowledge be most beneficial?

- (A) Achieving high productivity
- (B) Building effective team work
- (C) Developing interpersonal skills
- (D) Providing quality customer service

- 6 A supervisor instructs a worker to prepare an agenda for a meeting.

Which row in the table correctly identifies the components of this communication?

	<i>Sender</i>	<i>Receiver</i>	<i>Message</i>
(A)	Supervisor	Worker	Agenda
(B)	Supervisor	Worker	Instruction
(C)	Worker	Supervisor	Instruction
(D)	Worker	Supervisor	Agenda

- 7** A worker consistently displays integrity, self-discipline and high productivity in the workplace.

The worker's behaviour is a positive example of

- (A) work ethic.
- (B) team work.
- (C) resourcefulness.
- (D) customer service.

- 8** A small parcel needs to be delivered to an interstate client by the next business day.

Which of the following delivery methods is likely to be the most cost effective for the task?

- (A) Express post
- (B) Hand delivery
- (C) Courier service
- (D) Messenger service

- 9** An organisation systematically monitors the services that it provides to make sure that they meet required standards.

What strategy is being applied?

- (A) Problem solving
- (B) Troubleshooting
- (C) Quality assurance
- (D) Performance appraisal

- 10** Which of the following is a correct method for lifting a heavy item?

- (A) Firmly place feet together, bend knees, lift
- (B) Bend knees, hold item away from the body, lift
- (C) Stand with feet shoulder-width apart, bend knees, lift
- (D) Place feet where comfortable, hold item away from body, lift

- 11** A team of workers is unable to complete a work task as they are not trained in a particular software program.

Which of the following would best enable them to complete this task?

- (A) Job rotation
- (B) Re-prioritising
- (C) Undertaking an audit
- (D) Accessing additional resources

- 12** What is the main purpose of conducting performance appraisals of workers?

- (A) To provide research data
- (B) To improve work practices
- (C) To reduce worker absenteeism
- (D) To recruit the best worker for the job

- 13** As a workplace initiative, a business aims to use renewable resources whenever possible.

What is this business trying to achieve?

- (A) Compliance
- (B) Sustainability
- (C) Accountability
- (D) Energy efficiency

- 14** With the help of their union, the workers in a small business have negotiated their terms of employment with their employer to the satisfaction of all parties.

These employment terms and conditions are set out in

- (A) an industrial award.
- (B) a union agreement.
- (C) an enterprise agreement.
- (D) a flexibility arrangement.

- 15** Which of the following is the NSW Government allowed to carry out under the *Protection of the Environment Operations Act 1997* (NSW)?
- (A) Issue fines for a business which pollutes, and enforce a clean-up notice
 - (B) Issue a prevention notice, and force a business to establish environmental policies
 - (C) Force a business to monitor resource use, and require businesses to train staff about sustainability
 - (D) Require a business to use recycled resources, and force a business to notify authorities of a pollution incident

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Centre Number

Section II

35 marks

Attempt Questions 16–21

Allow about 50 minutes for this section

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Student Number

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Question 16 (5 marks)

- (a) The diagram shows an office assistant working at his workstation.

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How can the ergonomic design of this workstation be improved?

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- (b) Outline TWO potential consequences for a business if it does not provide ergonomically designed equipment for its workers.

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Question 17 (6 marks)

Maria has just completed a course and wishes to get a job as a receptionist.

- (a) Describe what Maria should include in her job application. **3**

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- (b) Suggest how Maria should prepare herself for job interviews. **3**

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Question 18 (6 marks)

Two co-workers are constantly arguing about company procedures and deadlines.

- (a) Identify TWO possible reasons for their conflict. **2**

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- (b) Suggest conflict resolution techniques that a manager could use to resolve the issues between the co-workers. **4**

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Centre Number

Section II (continued)

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Question 19 (5 marks)

Explain the factors that a worker would consider when selecting communication methods to complete a work task.

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Question 20 (5 marks)

- (a) What are businesses required to do under the *Privacy Act 1988* (Cth)? **2**

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- (b) Why should a business have policies for its workers addressing the use of the internet? **3**

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Question 21 (8 marks)

(a) Why is courtesy important in establishing contact with customers?

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(b) Explain the benefits to customer service of having structured follow-up procedures.

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Business Services

Section III

15 marks

Attempt Question 22

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

In your answer you will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
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Question 22 (15 marks)

Explain strategies a business could use to improve its resource efficiency.

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Please turn over

Section IV

15 marks

Attempt Question 23

Allow about 25 minutes for this section

Answer the question in a SEPARATE writing booklet. Extra writing booklets are available.

Question 23 (15 marks)

A company employs a culturally diverse team of ten people. Staff morale is low with some workers having an excessive workload and experiencing difficulty in meeting deadlines. Some team members are reluctant to consult with others about their work schedules. Essential tasks are not being completed and customer complaints have increased.

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|-----|----------------------------------------------------------------------------------------------------------------------------------|----------|
| (a) | A supervisor advises team members to consult each other when organising their individual work schedules. | 3 |
| | How would this help solve the workload issue for this company? | |
| (b) | How can the sharing and updating of information between team members help to create positive work relationships in this company? | 4 |
| (c) | Recommend strategies that can be implemented by this company to deal with potential cross-cultural misunderstandings. | 8 |

End of paper