

SUPERVISOR TO ATTACH
PROCESSING LABEL HERE

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Write your **student number** in the boxes above.

Letter

Business Management

Question and Answer Book

VCE Examination – Thursday 6 November 2025

- Reading time is **15 minutes**: 3.00 pm to 3.15 pm
- Writing time is **2 hours**: 3.15 pm to 5.15 pm

Materials supplied

- Question and Answer Book of 24 pages

Instructions

- Use the additional space at the end of this book if you need extra space to complete an answer.

Students are **not** permitted to bring mobile phones and/or any unauthorised electronic devices into the examination room.

Contents	pages
Section A (5 questions, 50 marks) _____	2–13
Section B (6 questions, 25 marks) _____	14–20

Section A

Instructions

- Answer **all** questions in the spaces provided.
 - Write your responses in English.
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Question 1 (9 marks)

Doggy Dugout is a small pet supply business specialising in the sale of pet accessories such as collars and food bowls. The business operates in a highly competitive market. The owners of Doggy Dugout have decided to sell the business to a larger company. They are looking forward to beginning their retirement as soon as possible. Many of their employees are worried that the change of ownership will lead to redundancies.

- a. Outline **one** difference between retirement and redundancy as forms of termination. 2 marks

Section B – Case study

Instructions

- Use the case study provided to answer the questions in this section. Answers must apply to the case study.
- Answer **all** questions in the spaces provided.
- Write your responses in English.

Case study

MAXI MINI GOLF

12 minigolf holes

Player statistics

- 66% male, 30% female, 4% prefer not to say
- Average player age: 25
- 18 540 players in the first half of 2025!

Suitable for **ALL** ages!

Investment in technology **\$150 000** (2024–25)

Zero customer complaints (2022–24)

Market share has fallen from **35%** to **24%** in the last two years

Six new holes designed and built by the world's leading minigolf specialists!

Wage costs down by **40%**

16 employees in 2022

10 employees by December 2025

Additional cost savings

- Decrease in staff training costs (\$20k per year!)
- Decrease in staff absenteeism
- Decrease in the number of workplace accidents

Do not write in this area.

Maxi Mini Golf is one of three minigolf courses operating in the Melbourne suburb of Williamstown. The manager, Norma Griggs, has noticed that staffing costs have increased significantly in the last three years. This has inspired her to rethink the way she manages Maxi Mini Golf.

After seeking input from her staff, Norma has decided that by the end of 2025, the business will make the following changes:

- Two automated pay stations will be installed.
- Golf clubs will be left on the course for customers to find and use when they arrive.
- Golf balls will be provided by an automated machine when customers pay.
- Six new holes will be designed and installed by an expert team.
- Fewer staff will be rostered to work during opening hours.

Norma realises that this will be expensive in the short term, but she is confident that it will help to increase the net profit of her business in the long term.

Question 1 (2 marks)

Identify evidence from the case study that shows that Norma Griggs is using a reactive approach to change.
