

# Business Services

## General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11 and 13

## Total marks – 80

### Section I Pages 2–5

#### 15 marks

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

### Section II Pages 9–14

#### 35 marks

- Attempt Questions 16–20
- Allow about 50 minutes for this section

### Section III Page 15

#### 15 marks

- Attempt Question 21
- Allow about 25 minutes for this section

### Section IV Page 16

#### 15 marks

- Attempt Question 22
- 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.

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- 1** A secretary has tripped over an electrical cord in an office and hurt her wrist.  
Who should be notified of the accident first?
- (A) Supervisor
  - (B) Safety officer
  - (C) Business owner
  - (D) Union representative
- 2** A personal assistant needs to send the minutes of a staff meeting to all staff via email.  
What level of security should be applied to the email?
- (A) Private
  - (B) Confidential
  - (C) High security
  - (D) General access
- 3** How can office workers participate in work health and safety consultative processes?
- (A) By administering first aid
  - (B) By conducting training sessions
  - (C) By using ergonomic equipment
  - (D) By contributing to staff meetings

4 This document has been obtained from an office.

A professional administrator working with an experienced consultant should have few problems reaching a final approved version by the 3rd ~~or 4th~~ draft making the whole process efficient and a pleasure.

Which of the following best describes the process that has been applied to this document?

- (A) Grammar check
- (B) Proofreading
- (C) Punctuation
- (D) Spellcheck

5 Emma, Bob and Cathy are clients of Business Printing Services.

Emma is a self-employed interior designer, Bob works in the Human Resources department of Business Printing Services and Cathy is a cleaner at a business that supplies stationery to Business Printing Services.

Which row of the table correctly classifies Emma, Bob and Cathy as internal or external customers of Business Printing Services?

	<i>Emma</i>	<i>Bob</i>	<i>Cathy</i>
(A)	Internal	Internal	Internal
(B)	External	Internal	External
(C)	External	External	Internal
(D)	Internal	External	External

6 Which of the following is usually NOT considered a business resource?

- (A) Wages
- (B) Facilities
- (C) Stock supplies
- (D) Human resources

- 7 Which of the following is likely to be found in a personnel record?
- (A) Orders
  - (B) Invoices
  - (C) Salary rates
  - (D) Customer details
- 8 An office administrator says to a client, ‘You mentioned that you needed the document urgently. Would you like me to email it to you?’
- Which combination of questioning techniques is being used by the office administrator?
- (A) Reflective and open
  - (B) Rhetorical and open
  - (C) Reflective and closed
  - (D) Rhetorical and closed
- 9 Alan is going to be the receptionist for a new department. His supervisor has given him a detailed set of written instructions for his work. However, Alan is unsure about some of the instructions.
- What is the first step that Alan should take to clarify the instructions?
- (A) Look up related company policies
  - (B) Formulate questions to ask the supervisor
  - (C) Consult colleagues in the new department
  - (D) Research receptionist duties on the internet
- 10 Which of these strategies would be most useful for a business to improve its workplace interactions with customers?
- (A) Gather information
  - (B) Increase the level of publicity
  - (C) Use structured follow-up procedures
  - (D) Update workplace procedures manuals

- 11** In which of the following are both issues environmental concerns relevant to the business services industry?
- (A) Human resources and energy use
  - (B) Ergonomics and clean-up practices
  - (C) Sustainability and waste management
  - (D) Water resources and software updates
- 12** Which of the following is generally considered best practice for reviewing the work performance of employees?
- (A) Studying work diaries
  - (B) Analysing customer reviews
  - (C) Performing efficiency studies
  - (D) Conducting supervisor appraisals
- 13** Implementing effective grievance procedures to settle workplace disputes enables a business to
- (A) act fairly and consistently.
  - (B) resolve all conflicts quickly.
  - (C) increase employee motivation.
  - (D) avoid negativity in the workplace.
- 14** What is the objective of conflict resolution?
- (A) To avoid staff turnover
  - (B) To determine the party responsible
  - (C) To promote the concept of 'win-win'
  - (D) To establish the cause of a disagreement
- 15** Which of the following is likely to be the most effective for reducing cross-cultural misunderstandings in the workplace?
- (A) Accepting individual differences
  - (B) Using non-verbal communication
  - (C) Auditing the cultural skills of staff
  - (D) Learning basic terms in another language

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Centre Number

**Section II**

**35 marks**

**Attempt Questions 16–20**

**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.

Show all relevant working in questions involving calculations.

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**Question 16** (7 marks)

- (a) Why is it important for an employee in the business services industry to understand the terms and conditions of their employment? **2**

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- (b) When can an employer dismiss an employee? **5**

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**Question 17 (7 marks)**

- (a) A business is planning to store information from supplier invoices electronically. **3**

Identify ONE type of software that would be suitable for the task and justify your choice.

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- (b) How can a business measure its resource consumption? **4**

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Centre Number

Section II (continued)

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Student Number

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**Question 18** (10 marks)

- (a) Identify TWO forms of evidence of learning applicable to an employee in the business services industry. **2**

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- (b) Explain the importance of self-reflection for an employee in the business services industry. **3**

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- (c) Explain the benefits of job rotation for both the employees and the employers of a business. **5**

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Centre Number

Section II (continued)

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Question 19 (5 marks)

- (a) Outline how a business can provide quality customer service. **2**

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- (b) A business services employee receives a phone call from a customer wanting to change their payment plan as a result of recent financial difficulty. **3**

How could the employee show discretion in dealing with this information?

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**Question 20** (6 marks)

- (a) What information is usually included in an employee’s role statement? **2**

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- (b) Outline the responsibilities of an employee when completing work tasks in the business services industry. **4**

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**Section III**

**15 marks**

**Attempt Question 21**

**Allow about 25 minutes for this section**

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

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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 21** (15 marks)

Explain how policies and procedures can be used to minimise discrimination in a business services workplace.

**Please turn over**

## Section IV

**15 marks**

**Attempt Question 22**

**Allow about 25 minutes for this section**

Answer this question in TWO SEPARATE writing booklets. Use one writing booklet to answer part (a) of the question. Use the other writing booklet to answer part (b) of the question. Extra writing booklets are available.

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

Answer part (a) of the question in a SEPARATE writing booklet.

- (a) Why is it important for a business to meet its record-keeping obligations? **3**

Answer part (b) of the question in a SEPARATE writing booklet.

- (b) Develop a workplace policy on information management for the employees of a business. **12**

**End of paper**