



NSW Education Standards Authority

2019 HIGHER SCHOOL CERTIFICATE EXAMINATION

Business Services

General Instructions

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

Total marks: 80

Section I – 15 marks (pages 2–6)

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

Section II – 35 marks (pages 9–14)

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

Section III – 15 marks (page 15)

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

Section IV – 15 marks (page 16)

- 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.

- 1** To ensure they have understood a customer's enquiry, an employee outlines the main points of their conversation.

This is an example of

- A. negotiating.
 - B. questioning.
 - C. summarising.
 - D. decision making.
- 2** A manager has contacted a customer who has made a complaint. The manager has organised a meeting where she will seek to discover common ground and reach an agreement.

The manager is demonstrating which complaint-handling skill?

- A. Negotiating
 - B. Active listening
 - C. Decision making
 - D. Creative thinking
- 3** An employee has identified the need to update workplace policies in line with the introduction of new technology.

Which area would be reviewed initially?

- A. Job roles
- B. Team communication
- C. Processes and procedures
- D. The physical environment

- 4 Kevin has been employed by a business to address its short-term needs. He has been hired for a specific job at a particular rate of pay. Kevin is not entitled to holiday, sick or long-service leave.

Kevin's type of employment is

- A. contract.
 - B. full time.
 - C. part time.
 - D. permanent.
- 5 Which workplace procedure would be most effective when dealing with a customer who has a visual impairment and uses an assistance dog?
- A. Provide brief, verbal directions to the customer.
 - B. Direct customer to touch screens to enter their enquiry.
 - C. Have customer take a numbered ticket and wait to be called.
 - D. Greet customer personally and assist them to the relevant staff member.
- 6 What is the most environmentally sustainable method for a business to store records?
- A. Plastic crate
 - B. Plastic folders
 - C. Metal filing cabinet
 - D. Cardboard archive box
- 7 Petra has been made aware of a desktop printer that was overheating. She immediately replaces it with one from the store room.

This is an example of which risk minimisation control?

- A. Isolation
- B. Substitution
- C. Modification
- D. Engineering control

- 8** Creating policies and procedures that support Equal Employment Opportunity (EEO) legislation is a strategy that may eliminate
- A. bias.
 - B. bullying.
 - C. harassment.
 - D. exploitation.

- 9** A company uses a set of accounts to keep track of its financial transactions and provide information for preparing financial reports.

Which financial document would contain this set of accounts?

- A. Receipt
 - B. Deposit form
 - C. General ledger
 - D. Petty cash book
- 10** Which of the following shows the expected results of a business's decision to expand its customer base?
- A. Reduced business costs and increased productivity
 - B. Increased productivity and increased competitiveness
 - C. Enhanced business reputation and reduced business costs
 - D. Increased competitiveness and enhanced business reputation

- 11** A business's sustainability policy states that employees are to use 'print preview' and 'draft printing' prior to finalising any documents.

What is the sustainability policy trying to achieve?

- A. Best practice
- B. Accountability
- C. Time management
- D. Legislative compliance

- 12** Which of the following is the most effective software to collect, process and store customer details?
- A. Notepad
 - B. Database
 - C. Spreadsheet
 - D. Word processor

- 13** A business emails a customer to update his details. The customer replies that he is no longer using the business.

Which stages of the records continuum does this reflect?

- A. Creation → Disposal
 - B. Creation → Maintenance
 - C. Maintenance → Disposal
 - D. Disposal → Maintenance
- 14** An invoice has a subtotal of \$4500 before GST, including \$300 for the cost of freight. GST needs to be applied to the invoice.

What is the total invoice amount?

- A. \$4920
- B. \$4950
- C. \$5220
- D. \$5280

15 Which row of the table shows the responsibilities of a Health and Safety Representative?

A.	Investigates health and safety risks in the workplace	Represents workers in their work group in health and safety matters	Monitors health and safety measures implemented by the company	Investigates complaints from work group relating to health and safety
B.	Shows due diligence in meeting health and safety obligations	Investigates complaints from work group relating to health and safety	Keeps all WHS records for a minimum of seven years	Monitors health and safety measures implemented by the company
C.	Represents workers in their work group in health and safety matters	Shows due diligence in meeting health and safety obligations	Investigates health and safety risks in the workplace	Ensures work completed does not contain risk
D.	Investigates complaints from work group relating to health and safety	Ensures work completed does not contain risk	Shows due diligence in meeting health and safety obligations	Keeps all WHS records for a minimum of seven years

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Section II

35 marks

Attempt Questions 16–20

Allow about 50 minutes for this section

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.

Question 16 (7 marks)

A delivery docket is shown.

Delivery Docket				
Purchase Order #: M706086		Date: 21 July 2019		
		Docket Number: 100808		
		Dispatch Date: 24 July 2019		
Deliver to: LAMADI Pty Ltd 11 Airlieville Drive Hamilton East NSW 2897		Supplied by: Fancy Stationery PO Box 521 Burleigh Bridge NSW 2999		
Order Date: 14 July 2019		Quantity		
Product ID	Description	Ordered	Shipped	Backorder
2901	Black 1.0 Fine Point Pens	10 boxes	5 boxes	5 boxes
3003	White Recycled A4 Paper	120 reams	100 reams	20 reams
1104	C5 Plainface Envelopes	2 boxes	2 boxes	
2308	Red 1.0 Fine Point Pens	5 boxes	5 boxes	
Any shortage or damage to be reported within 72 hours of receiving goods. No goods may be returned without prior authorisation. Thank you for your business.				

On receiving this delivery the customer found there was one box of red pens missing.

- (a) Identify ONE responsibility of the customer and ONE responsibility of the supplier in relation to this delivery. **2**

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Question 16 continues on page 10

Question 16 (continued)

(b) On the following statement the amounts labelled **Y** and **Z** are missing.

Statement of Account				
			Date: 21 September 2019	
Bill to: LAMADI Pty Ltd 11 Airlieville Drive Hamilton East NSW 2897		Account Summary Previous Balance: \$3000 Payment Due Date: 21 October 2019		
Date	Invoice Description	Charges	Payments	Balance
02/08/2019	Previous Balance			\$3000
	INV225486	\$120		\$3120
	Late fee: 5% of INV225486	\$6		\$3126
	Payment Received		\$1000	\$2126
	INV225487	\$500		\$2626
	Late fee: 5% of INV225487	Y		
Current Balance				Z

(i) Identify the missing values **Y** and **Z**. **2**

Y

Z

(ii) Explain an improvement LAMADI Pty Ltd could make to their cash management operations. **3**

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End of Question 16

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Section II (continued)

Question 17 (7 marks)

- (a) Outline the benefits of using adjustable furniture in a business services workplace. 2

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- (b) How can an employee become involved in the WHS consultation and participation process to introduce adjustable furniture to a business services workplace? 2

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- (c) Hot-desking is the practice of not giving employees their own desk in the office. Instead, the business provides a pool of fully-equipped desks that are occupied as required. 3

Explain the WHS housekeeping implications of maintaining a hot-desking environment.

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Question 18 (8 marks)

(a) Describe the characteristics of effective teamwork in a business services environment. **4**

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(b) Explain how technology can help colleagues to overcome barriers in communication. Support your answer with workplace examples. **4**

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Section II (continued)

Question 19 (8 marks)

- (a) Identify ONE factor affecting a business's choice of information storage. 1

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- (b) Why is version control important when maintaining electronic files? 3

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- (c) Explain the importance of implementing security protocols for providing access to electronic files. 4

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Question 20 (5 marks)

Explain how both positive and negative customer feedback can improve service delivery.

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Business Services

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.

Question 21 (15 marks)

- (a) Describe issues that need to be considered prior to implementing any change to workplace practices. **6**
- (b) Explain the processes required to introduce an innovative idea into a new workplace practice. Support your answer using workplace examples. **9**

Please turn over

Section IV

15 marks

Attempt Question 22

Allow about 25 minutes for this section

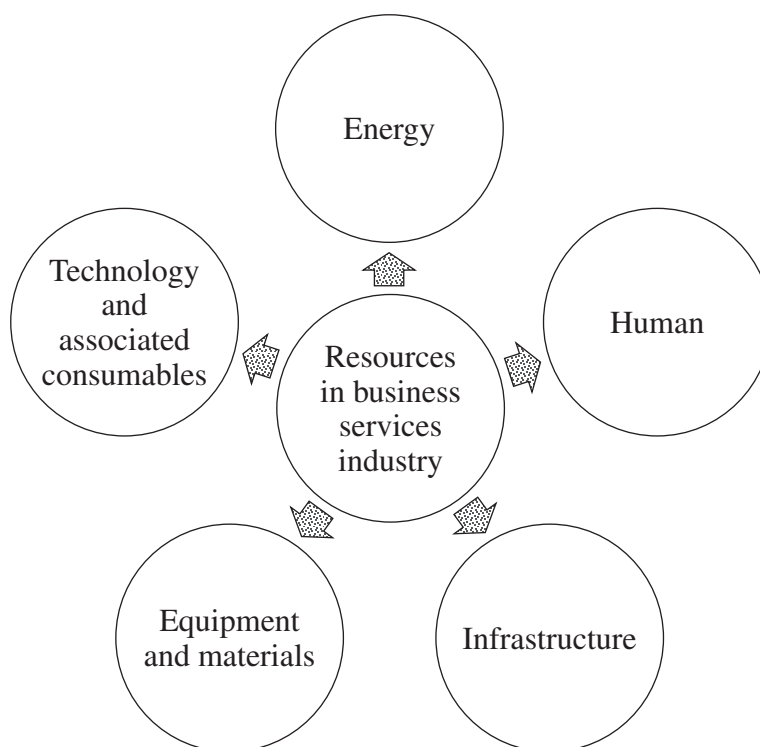
Answer the question in a SEPARATE writing booklet. Extra writing booklets are available.

Your answer 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)

The diagram shows the resources used within the business services industry.



Explain how resource efficiency can be monitored and improved in the business services industry.

End of paper