

STUDENT NUMBER           Letter

## VCE VET BUSINESS

### Written examination

Wednesday 18 November 2020

Reading time: 9.00 am to 9.15 am (15 minutes)

Writing time: 9.15 am to 10.45 am (1 hour 30 minutes)

### QUESTION AND ANSWER BOOK

#### Structure of book

<i>Section</i>	<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
A	20	20	20
B	18	18	80
			Total 100

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners, rulers and one scientific calculator.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or correction fluid/tape.

#### Materials supplied

- Question and answer book of 15 pages
- Answer sheet for multiple-choice questions

#### Instructions

- Write your **student number** in the space provided above on this page.
- Check that your **name** and **student number** as printed on your answer sheet for multiple-choice questions are correct, **and** sign your name in the space provided to verify this.
- All written responses must be in English.

#### At the end of the examination

- Place the answer sheet for multiple-choice questions inside the front cover of this book.

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

**SECTION A – Multiple-choice questions****Instructions for Section A**

Answer **all** questions in pencil on the answer sheet provided for multiple-choice questions.

Choose the response that is **correct** or that **best answers** the question.

A correct answer scores 1; an incorrect answer scores 0.

Marks will **not** be deducted for incorrect answers.

No marks will be given if more than one answer is completed for any question.

**Question 1**

The design of a business document is determined by

- A. the type of company.
- B. a company's style guide.
- C. information on a company's website.
- D. the document's audience and purpose.

**Question 2**

Consistency of design and layout across all business documents is best achieved by an employee

- A. trusting their own instincts.
- B. using the company's templates.
- C. referring to colleagues for advice.
- D. using the templates available in the software package.

**Question 3**

Which one of the following is an example of formal customer feedback?

- A. a comment to an employee
- B. an opinion given by a customer
- C. an unsolicited social media comment
- D. a response given by a customer in a focus group

**Question 4**

What should an employee do first when dealing with a complaint from an upset customer?

- A. refuse to deal with the customer
- B. demand that the customer calm down
- C. sensitively and courteously handle the customer's complaint
- D. refer the customer to a more senior member of staff in the organisation

**Question 5**

Information addressing faults in its products would be found in a company's

- A. pricing and discount policy.
- B. quality assurance procedures.
- C. replacement and refund policy.
- D. continuous improvement procedures.

**Question 6**

In an office, soundproofing would be most appropriate around the

- A. computers.
- B. photocopier.
- C. reception area.
- D. filing cabinets.

**Question 7**

The purpose of a company's automated telephone greeting is to

- A. monitor its employees.
- B. maintain quality control.
- C. create a caring impression.
- D. direct the caller to the right person.

**Question 8**

An administrative assistant always pushes the chair in when leaving their workstation.

This is in response to the company's expectation that employees

- A. be polite.
- B. keep their work area safe.
- C. keep their work area tidy.
- D. hide their mess under their desk.

**Question 9**

A vision statement is expressed in which company document?

- A. strategic plan
- B. code of conduct
- C. equal opportunity policy
- D. workplace health and safety procedures

**Question 10**

Which one of the following sentences has correct grammar, punctuation and capitalisation?

- A. In December Mr and Mrs Smith will visit our offices in Melbourne Paris and London.
- B. In December, mr and mrs Smith will visit our offices in Melbourne, Paris and London.
- C. In December, Mr and Mrs Smith will visit our offices in Melbourne, Paris and London.
- D. In December, MR and MRS Smith will visit our offices in Melbourne, Paris and London.

**Question 11**

Functions in a software application include

- A. fieldnames, styles, editing.
- B. graphs, a zip file, mail merge.
- C. autosum, proofreading, graphs.
- D. mail merge, headers and footers, tables.

**Question 12**

Which one of the following demonstrates poor service delivery when a customer is placing an order?

- A. keeping silent
- B. asking questions
- C. seeking regular feedback
- D. quoting company policies

**Question 13**

Some promotional activities include

- A. offering price discounts.
- B. collecting marketing data.
- C. dealing with customer complaints.
- D. communicating with internal departments about the services of the company.

**Question 14**

The main reason why a company uses customer satisfaction surveys is to

- A. determine what discounts are offered.
- B. allow the company to share the feedback on social media.
- C. assist the company with improving its products and services.
- D. assist the company with determining which products it sells the most of.

**Question 15**

Which one of the following is a secondary source of information?

- A. raw data
- B. journal article
- C. government website
- D. face-to-face interview

**Question 16**

Which one of the following types of business documents includes a list of attendees?

- A. minutes
- B. report
- C. tender
- D. email

**Question 17**

In a sales and marketing department, which business documents must be shredded?

- A. board papers, junk mail, notes
- B. personnel files, messages, salary levels
- C. event brochures, business plans, timesheets
- D. client data, personal details, credit card statements

**Question 18**

What is the name of an Act that protects people from discrimination?

- A. *Equal Opportunity Act 2010 (Vic)*
- B. *Work Health and Safety Act 2011*
- C. *Freedom of Information Act 1982 (Vic)*
- D. *Australian Consumer Law and Fair Trading Act 2012*

**Question 19**

A certified copy is a

- A. copy of any certificate.
- B. genuine primary document.
- C. photocopy of a primary document for a company's records.
- D. document that has been endorsed as a true copy of the original document.

**Question 20**

Which one of the following is an example of a database field?

- A. text
- B. date
- C. table
- D. record

**SECTION B****Instructions for Section B**

Answer **all** questions in the spaces provided.

**Question 1** (7 marks)

a. The process of designing and producing a business document has five steps:

- Obtain document approval.
- Design and create the document.
- Finalise the document.
- Review and edit the document.
- Plan the document.

Write the steps provided above in the correct order.

5 marks

Step 1 \_\_\_\_\_

Step 2 \_\_\_\_\_

Step 3 \_\_\_\_\_

Step 4 \_\_\_\_\_

Step 5 \_\_\_\_\_

b. Why is it important to proofread a business document? Provide two reasons.

2 marks

1. \_\_\_\_\_

2. \_\_\_\_\_

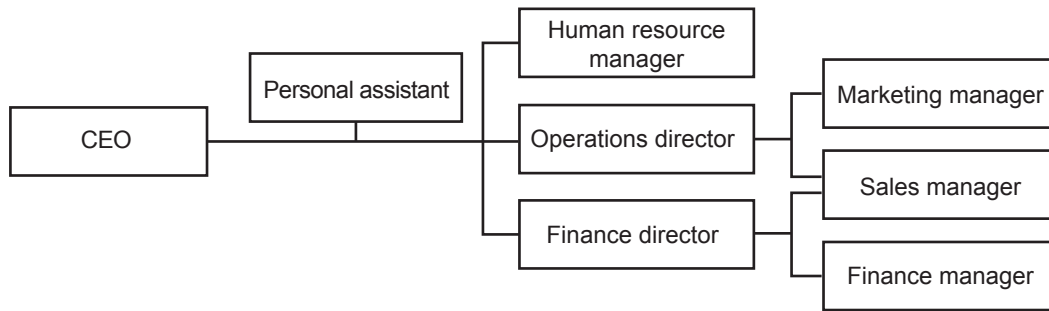
**Question 2** (3 marks)

Identify three ways in which a company can ensure its outgoing information is reliable.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Question 3** (4 marks)

Using the information in the organisational chart above, complete the table below by identifying:

- who is responsible for each type of document given
- which software application the person responsible would use to create a document.

Type of document	Person who is responsible	Software application used
staff training records		
promotional catalogue		
revenue report		
2021 company budget		

**Question 4** (2 marks)

Aiden and Amanda are team members on a project for the marketing department. The marketing manager has allocated to Amanda the task of setting up a system that monitors expenditure. Aiden is upset because he believes that task would help him increase his skills.

Identify two ways in which Aiden could resolve this situation.

1. \_\_\_\_\_
2. \_\_\_\_\_

**Question 5** (5 marks)

A customer makes a complaint regarding the service provided by a team member. The team member's supervisor follows the five steps listed in the company's customer complaints policy to resolve the complaint. These steps are given in the table below.

Complete the table by explaining how the supervisor used each step to resolve the complaint.

<b>Steps taken to resolve complaint</b>	<b>Explanation</b>
Listen to the customer.	
Respond to the customer.	
Decide on the appropriate action.	
Take action.	
Follow up with the customer.	



**Question 6 (6 marks)**

A large organisation has implemented a paper reduction campaign as part of its sustainability strategy.

- a.** Suggest two ways in which an administrative assistant can reduce the amount of paper used when preparing a document for printing. 2 marks

1. \_\_\_\_\_

2. \_\_\_\_\_

- b.** Suggest two ways in which an administrative assistant can reduce the amount of paper used when printing a document. 2 marks

1. \_\_\_\_\_

2. \_\_\_\_\_

- c.** Suggest two ways to ensure that data remains on one page when printing a spreadsheet. 2 marks

1. \_\_\_\_\_

2. \_\_\_\_\_

**Question 7 (4 marks)**

Zuleka, an enrolments clerk, uses appropriate interpersonal skills when liaising with a range of people.

In the table below, identify two interpersonal skills that Zuleka might use and provide a description of each.

Interpersonal skill	Description

**Question 8** (7 marks)

The marketing department of JSL Haberdashery is planning its exhibit at the annual trade show. The finance manager has approved the appointment of a casual employee for eight weeks to help with the workload. The casual rate is \$30.13 per hour. Casual staff work 7.5 hours, five days a week.

- a. Calculate the following and write your answers in the table provided below for the promotional activity budget: 3 marks
1. cost of the casual staff for one week
  2. total casual staff cost
  3. total cost of the promotional activity

**JSL Haberdashery promotional activity budget**

Item	Cost per hour	Cost per week	Total cost for eight weeks
exhibition space			\$30 000.00
materials			\$17 525.00
casual staff	\$30.13	1.	2.
		<b>Total cost of promotional activity</b>	3.

- b.** At JSL Haberdashery casual staff are paid weekly. The human resource manager has emailed all employees, informing them that their payment conditions have changed, effective immediately. This is due to suppliers not paying their invoices on time. Employees will now be paid monthly, to assist with the business's cash flow.
- i.** The casual staff are upset at this sudden change and refer to the Clerks – Private Sector Award, which states that employers may pay employees either weekly or fortnightly, or, by agreement with employees, monthly. The Award also states that staff must be given two weeks' notification of any changes.

Give two reasons why JSL Haberdashery is in breach of the Award.

2 marks

1. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- ii.** Explain why this change is unethical.

2 marks

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Question 9** (6 marks)

- a. A large organisation may prefer to use a centralised filing system rather than a decentralised filing system.

Identify two problems that may occur if a large organisation decides to use a decentralised filing system.

2 marks

1. \_\_\_\_\_

2. \_\_\_\_\_

- b. Explain the purpose of cross-referencing files in an office. List one advantage and one disadvantage of cross-referencing files.

4 marks

Purpose \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

**Question 10** (2 marks)

List two advantages of using an electronic diary.

1. \_\_\_\_\_

2. \_\_\_\_\_

**Question 11** (2 marks)

List two benefits of compressing electronic files.

1. \_\_\_\_\_

2. \_\_\_\_\_

**Question 12** (8 marks)

a. List **two** differences between a business letter and a personal letter.

2 marks

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b. Identify three components of a business letter and describe the purpose of each.

6 marks

Component	Purpose

**Question 13** (3 marks)

Mail merge is a software function that saves time and effort when producing mass mail-outs.

List three other advantages to an organisation of using mail merge to send correspondence to stakeholders.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**Question 14** (2 marks)

Suggest two changes an online retailer could implement to improve the delivery experience for customers.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

**Question 15** (6 marks)

In the table below, write the correct term from the following list for each example given:

- goal
- objective
- key performance indicator (KPI)

<b>Example</b>	<b>Term</b>
time taken to deal with a customer or telephone call	
use appropriate behaviour when dealing with a customer	
minimising expenses, expanding internationally, making a profit	
in addition to improving customer retention, it is also important to retain valued employees	
all companies operate to serve their customers	
gain greater knowledge of company procedures/protocols by the end of the month	

**Question 16** (4 marks)

Duyen, an administrative assistant, has eight tasks that need to be completed over the next two days.

Suggest four ways in which Duyen can prioritise the tasks.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**Question 17** (5 marks)

Explain the differences between the 'save' and 'save as' functions in word processing software.

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**Question 18** (4 marks)

Suggest four ways in which a manager could evaluate an employee's customer service skills.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_