**Victorian Certificate of Education
2008**

STUDENT NUMBER

Letter

Figures

Words

VCE VET BUSINESS ADMINISTRATION
Written examination

Wednesday 12 November 2008

**Reading time: 11.45 am to 12.00 noon (15 minutes)
Writing time: 12.00 noon to 1.30 pm (1 hour 30 minutes)**

QUESTION AND ANSWER BOOK

Structure of book

Number of questions	Number of questions to be answered	Number of marks
21	21	116

- 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 white out liquid/tape.

Materials supplied
- Question and answer book of 15 pages.
- Additional space is available at the end of the book if you need extra paper to complete an answer.

Instructions
- Write your **student number** in the space provided above on this page.
- Answer **all** questions in the spaces provided.
- All written responses must be in English.

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

The following scenario relates to all questions within this examination.

Now that you have completed Year 12, you have been asked to join the family business, **Easy-As ABC Computers**, as an **Administration Assistant to the Manager**.

You are responsible for

• organising your work schedule

• organising workplace information

• preparing and processing financial documents, including petty cash, banking documents, reconciliations and payments

• creating and using databases

• producing business documents as required, using the appropriate software.

Question 1

Define the term 'priority'.

_____

1 mark

Question 2

A sales representative from a stationery company is approaching your desk at the same time as the telephone rings.

a. Describe how you would handle the situation.

_____

_____

_____

_____

b. Justify your answer.

_____

_____

4 + 2 = 6 marks

Question 3

In your administration position, what **two** administrative skills would you need when creating a work plan?

_____

_____

2 marks

Question 4

a.   List **two** interpersonal qualities necessary in the workplace.

_____

_____

b.   Why are these **two** interpersonal qualities necessary in the workplace?

_____

_____

2 + 2 = 4 marks

Question 5

Your Manager has received a customer complaint about your work performance.

a.   As a result of the complaint, list **two** ways that feedback could be provided to you.

_____

_____

b.   Identify **two** ways in which this feedback can be used to improve your performance.

_____

_____

2 + 2 = 4 marks

Question 6

List **three** business resources you could use to find a client's telephone number.

_____

_____

_____

3 marks

Question 7

You are required to collate material for training sessions on software packages.

Explain the difference between primary sources of information and secondary sources of information. Provide **one** example of each to support your answer.

Primary source _____

_____

Secondary source _____

_____

4 marks

TURN OVER

Question 8

Explain what an information system is used for. To support your answer, provide two examples of different information systems which may be found at Easy-As ABC Computers.

_____

_____

_____

1 + 2 = 3 marks

Question 9

You are involved in preparing and processing the financial business documents. When you open a new petty cash system the first cash cheque is called the 'imprest cheque' or 'float'. When funds are used, what is the next cheque called?

_____

1 mark

Question 10

a. In a petty cash book, what do the following abbreviations mean and when are they used?

	Meaning	**Use**
c/f or c/d		
b/f or b/d		

b. What is the difference between a petty cash voucher and a petty cash book?

_____

_____

c. What is meant by the term 'sundries' in the petty cash book?

_____

4 + 2 + 1 = 7 marks

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Question 11

The following details were entered into the Easy-As ABC Computers petty cash book for October 2008. Unfortunately, mistakes were made in the entries and totals.

- **i.** 1 October, Cheque No. 547, Advance, $200.00
- **ii.** Taxi fare for Susan Smith on 18 October, for $27.50
- **iii.** A parcel sent by Parcel Post to Sydney on 15 October, costing $15.00
- **iv.** Tea and coffee were purchased on 17 October, for $16.30
- **v.** 100 × 50c stamps were purchased on 20 October
- **vi.** Flowers were given to a guest speaker on 12 October, costing $32.50
- **vii.** Envelopes were purchased on 5 October, at a cost of $19.60

Note: all amounts include GST.

a. From the information provided above, circle **eight** mistakes in **different columns** on the petty cash book below.

Easy-As ABC Computers
Petty Cash Book

Date	Reference	Particulars	Receipts	Payments	GST	Stationery	Travel	Postage	Staff amenities	Sundries
Oct 1	Chq No. 547	Advance	300.00							
Oct 5		Flowers for guest speaker		32.50					32.50	
Oct 12		Envelopes		19.60		19.60				
Oct 15		Parcel to Sydney		15.00			15.00			
Oct 17		Tea and coffee supplies		16.30					16.30	
Oct 18		Taxi Susan Smith		27.50			27.50			
Oct 20		100 × 50c stamps		25.00				25.00		
				140.90		19.60	42.50	40.00	48.80	
		Cash on hand d/c		159.10						
			300.00	300.00						
		Cash on hand d/b	139.10							
		Reimbursement cheque	160.90							

b. Enter all the correct details for October on the petty cash book below. Determine the correct amount of reimbursement required. The reimbursement cheque number will be 131.

Easy-As ABC Computers
Petty Cash Book

Date	Reference	Particulars	Receipts	Payments	GST	Stationery	Travel	Postage	Staff amenities	Sundries

8 + 8 = 16 marks

TURN OVER

Question 12

a. List **four** ways that Easy-As ABC Computers can pay its accounts.

_____

_____

_____

_____

b. Why should cheques and credit card vouchers be carefully checked before banking?

_____

c.   **i.**   What does EFTPOS stand for?

_____

    ii.   When would a customer use it?

_____

<div align="right">

4 + 1 + 2 = 7 marks
</div>

Question 13

a. What is the difference between a

    i.   'purchase requisition' and 'purchase order'

_____

_____

    ii.   'delivery docket' and 'invoice'?

_____

_____

b. Name the document that is used when the purchase order and the delivery docket do not match.

_____

<div align="right">

(2 + 2) + 1 = 5 marks
</div>

Question 14

a.   Identify **five** possible errors that may arise when preparing and processing financial documents for Easy-As ABC Computers.

_____

_____

_____

_____

_____

b.   Select **three** of these errors and explain the impact if these errors are not corrected.

_____

_____

_____

_____

_____

_____

5 + 6 = 11 marks

TURN OVER

Question 15

You have been asked to set up a new database for recording client and supplier information.

a.   Which of the following must be added to the client database to ensure that individual customers can be identified?

    i.   date of birth

    ii.   postcode

    iii.   reference number

    iv.   telephone number

b.   Identify the preferred data type for the postcode field.

Below are **four** possible filenames that could be used to name your client database.

c.   Identify the most appropriate name from the list.

    client   list   customerinfo   database

A primary key is assigned to one field in a database that contains data to identify a specific record.

d.   What are **two** advantages of having a primary key?

e.   Identify **two** benefits of a well-maintained database for Easy-As ABC Computers.

f.   Give **two** reasons why you use the Report feature.

g.   What function would you use to find out how many of your clients live in a selected postcode?

$1 + 1 + 1 + 2 + 2 + 2 + 1 = 10$ marks

Question 16

You have been asked to prepare the business documents for the monthly sales meeting at Easy-As ABC Computers. From the list below, circle the business document you would use to outline the items to be discussed at the meeting.

a.   invoice   **b.**   minutes   **c.**   letter   **d.**   agenda

1 mark

Question 17

You have just used the spell check facility on your computer and your Manager has now asked you to proofread the same business document.

a.   Explain the proofreading process.

_____

_____

_____

b.   Identify **three** types of errors that could be found during the proofreading process.

_____

_____

_____

3 + 3 = 6 marks

TURN OVER

Question 18

You were asked to type the following letter in fully blocked style with open punctuation.

1 November 2008

Mrs J Smith
24 Smith Street
Smithville 1111

Dear Ms Smith**,**

Re: Purchase of your latptop computer and printer

WE have received your letter dated 23 October and would like to asure you that we do take customer complaints seriously.

It is disapointing to read that you are disatisatisfied with your recent purchase from this company. Unfortunately your letter does not provide any of the purchase details we need in order to be able to corect the problem for you.

To help us to help you, please let us no:

1. Date of purchase
2. Descripton of product, with serial number
3. wear you given any instgructions from the sales person
4. name of sales person, if possible

Once we have recieved this information from you we will make every effort to rectify the problem for you.

Yours sincerly,

Manger

a. List **nine** of the spelling mistakes in the letter above.

_____   _____   _____

_____   _____   _____

_____   _____   _____

b. List the changes needed to present this letter in fully blocked style with open punctuation.

_____

_____

_____

_____

9 + 4 = 13 marks

Question 19

There are **two** parts to a mail merge document. What are they?

_____

_____

2 marks

Question 20

a. When would you use a memo in your business communication?

_____

b. **i.** What does the abbreviation 'cc' mean in a memo?

_____

ii. When would you use this?

_____

c. State why a business letter is signed and a memorandum is not.

_____

_____

1 + 2 + 2 = 5 marks

Question 21

You are preparing an Operations Training Manual.

How could you avoid Repetitive Strain Injury (Occupational Overuse Syndrome) while sitting at your workstation?

_____

_____

_____

_____

_____

5 marks

END OF QUESTION AND ANSWER BOOK

Extra space for responses

Clearly number all responses in this space.

A script book is available from the supervisor if you need extra paper to complete your answer. Please ensure you write your **student number** in the space provided on the front cover of the script book. **At the end of the examination, place the script book inside the front cover of this question and answer book.**