

**Victorian Certificate of Education
2018**

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER Letter

VCE VET BUSINESS

Written examination

Wednesday 7 November 2018

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

<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 16 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

'Fade' is a term associated with which application software program?

- A. accounting
- B. presentation
- C. spreadsheet
- D. word processing

Question 2

The & sign is called

- A. a parenthesis.
- B. a semicolon.
- C. an ampersand.
- D. an exclamation mark.

Question 3

Paper is used in an office for many different purposes and there are several paper sizes.

Which one of the following lists the paper sizes from smallest to largest?

- A. A2, A3, A4, A5
- B. A3, A2, A5, A4
- C. A4, A5, A2, A3
- D. A5, A4, A3, A2

Question 4

Which one of the following is the preferred letter and punctuation style that is designed to save time?

- A. semi-blocked letter style with open punctuation
- B. fully blocked letter style with open punctuation
- C. fully blocked letter style with mixed punctuation
- D. semi-blocked letter style with closed punctuation

Question 5

If a letter has an item attached, which abbreviation should appear at the bottom of the letter?

- A. bcc
- B. enc.
- C. ins.
- D. usc

Question 6

In the absence of a style guide, for ease of editing a draft hard copy document, the line spacing should be

- A. single or double.
- B. 1.5 lines or double.
- C. 1.5 lines or multiple.
- D. multiple or exactly.

Question 7

Which of the following are input devices?

- A. scanner, cables, soundcard
- B. keyboard, modem, multimedia projector
- C. webcam, barcode reader, wireless mouse
- D. speakers, headphones, electronic whiteboard

Question 8

A chart that documents the procedures used in an organisation is a

- A. flow chart.
- B. line chart.
- C. PERT chart.
- D. scatter chart.

Question 9**Fire extinguisher chart**

Type of fire extinguisher			
Water	Foam	Dry powder	Carbon dioxide
solids (wood, paper, cloth, etc.)	solids (wood, paper, cloth, etc.) flammable liquids cooking oils and fats	solids (wood, paper, cloth, etc.) flammable gases and liquids electrical equipment	flammable liquids electrical equipment cooking oils and fats

According to the table above, which fire extinguisher would be suitable in the event of a fire in an office environment?

- A. water
- B. foam
- C. dry powder
- D. carbon dioxide

Question 10

Sources for collecting reliable information include

- A. blogs and forums.
- B. surveys and tweets.
- C. journals and textbooks.
- D. the internet and personal research.

Question 11

A medical records department stores all of a hospital's patient records.

What is this system known as?

- A. centralised
- B. alphabetical
- C. decentralised
- D. chronological

Question 12

Mr Brown calls and asks to speak to the manager urgently to make an appointment.

The assistant must decide whether to

- A. check availability with the manager.
- B. proceed with making the appointment.
- C. ask Mr Brown to put his request in writing.
- D. put Mr Brown's call straight through to the manager.

Question 13

Which one of the following is an informal type of feedback from a customer?

- A. sales figures
- B. online survey
- C. instore questionnaire
- D. comments from the customer

Question 14

A team member has greeted a customer and established that the customer is from a non-English-speaking background.

When speaking with the customer, the team member should consider

- A. speaking loudly and slowly.
- B. questioning individual differences.
- C. the customer's cultural differences.
- D. taking the customer into a quiet room.

Question 15

A team member asks a customer, 'What are your concerns?'

This is an example of

- A. an open question.
- B. a closed question.
- C. a leading question.
- D. a rhetorical question.

Question 16

The frequency of a product being returned because it is faulty is high.
This is an indication of

- A. the process used to give a customer a refund.
- B. poor handling of the product at the point of sale.
- C. a customer wanting to return a product they have misused.
- D. poor quality control in the manufacturing and distribution processes.

Question 17

A company runs a promotional activity for six months.

Which authoritative source of information will the company use to evaluate the success of the promotional activity?

- A. sales report
- B. staff exit interviews
- C. social media reviews
- D. informal discussions among staff

Question 18

Role confusion occurs when an employee

- A. has two different managers.
- B. has a position description.
- C. is uncertain of their work function.
- D. has two different roles in an organisation.

Question 19

The statement 'To be a leading global organisation delivering products and services of the best quality' is an example of a

- A. strategic plan.
- B. vision statement.
- C. mission statement.
- D. customer service charter.

Question 20

Which one of the following is a potential cause of workplace stress for an employee?

- A. poor work performance
- B. inadequate training
- C. absence from work
- D. lack of sleep

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SECTION B**Instructions for Section B**

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

Question 1 (2 marks)

Tarek, an administrative assistant, often has trouble formatting information in a document.

Suggest two ways Tarek can solve the problem without access to a user manual.

1. _____

2. _____

Question 2 (2 marks)

An elderly person comes into a doctor's surgery as a new patient.

Identify two ways the elderly person could be assisted by the receptionist at the doctor's surgery.

1. _____

2. _____

Question 3 (6 marks)

Explain how each method given in the table below can be used by an employee to self-assess their work performance.

Self-assessment method	Explanation
returned work	
additional responsibilities	
informal feedback	
comparison of productivity with colleagues	
self-reflection	
peer-to-peer assessment	

Question 4 (11 marks)

On 23 October, Mr Owen Doran, owner and operator of The Pool Shop, wrote the following invoice for Ms Jelita Gurney, who had repairs made on her pool heater (Job Reference BCN10457A).

Ms Gurney paid a deposit of \$500 on the day of the repairs and the remaining payment is due in 14 days.

Tax invoice		
Mr Owen Doran ABN: 88 333 234 111		The Pool Shop 493 Fishman Boulevard Beach Way VIC 3199
Customer name:	Mrs Jelita Gruney 16 Fish Place Beach Way VIC 3199	Date: 23/9/2018 Invoice Number: 1042331 Job Reference: BNC10457A
Qty	Description	Price
1	pool heater	\$2712.45
3	pavers @ \$35.00 each	\$105.00
	disposal of old pool heater and pipes	\$157.00
	installation	\$174.50
Balance due: 6/11/2018		Deposit \$500.00
		Total incl. GST \$2658.95

a. Identify **five** errors by circling each error on the invoice above. 5 marks

b. Filenames that Owen considered using when saving the invoice are given in the table below.

Provide a reason why each filename is acceptable or unacceptable. All reasons must be different. 3 marks

Filename	Reason
Invoice No: 1042331	
Repairs	
Gurney 1042331	

- c. Owen prepares to mail merge a letter that will be sent to 500 customers.

Name the three documents involved in merging.

3 marks

1. _____

2. _____

3. _____

Question 5 (5 marks)

Complete the table below by describing the purpose of each business document given.

Document	Purpose
credit note	
minutes	
receipt	
purchase order	
short report	

Question 6 (8 marks)

Describe each of the following font effects and provide an example of its use.

Font effect	Description	Example
subscript		
superscript		
strikethrough		
change case		

Question 7 (2 marks)

Source: vinz89/Shutterstock.com

The image above shows a Quick Response (QR) code.

Identify two advantages of using QR codes as a promotional opportunity for a business.

1. _____

2. _____

Question 8 (10 marks)

At LSJ Engineers, organisational guidelines require agendas and supporting documentation to be sent out four days prior to a sales meeting. Xingchai, the administrative officer, knows from experience that the demand for meeting rooms is high. It is 9 am on Monday morning and she is planning her day. Some of the tasks to be undertaken include the following:

- A. Finalise the sales report for Friday's meeting at 3 pm.
- B. Distribute urgent mail.
- C. File a number of documents in client files.
- D. Complete all staff reimbursement of expenses in time for Thursday's payroll run.
- E. Collect the team's sales figures, which will be incorporated into the sales report for Friday's meeting.
- F. Email sales staff the agenda and sales report for Friday's meeting.
- G. Book a meeting room for Friday's meeting at 3 pm.
- H. Dispatch invoices to customers.
- I. Complete daily accounting entries.
- J. Scan and email the contract to the company lawyer for a new client's conveyer installation next month.

- a. Complete the to-do list below, in order of priority, by writing the task letters that indicate the first five tasks that Xingchai needs to undertake.

5 marks

To-do list	
Priority	Task letter
1	
2	
3	
4	
5	

- b. Identify two examples of business technologies that could assist Xingchai in organising the work schedule for the tasks listed in **part a**.

2 marks

1. _____
2. _____

- c. Suggest three ways in which Xingchai could ensure the sales report remains confidential.

3 marks

1. _____
2. _____
3. _____

Question 9 (4 marks)

The following client names are **not** presented in alphabetical order.

4 Squares Sandwich Cafe
McKnights' Butcher Shop

McKnights Surveillance Systems
44th Dance Company

In the numbered spaces provided below, write the names in the correct order for filing hard copies of the clients' documents.

- 1. _____
- 2. _____
- 3. _____
- 4. _____

Question 10 (4 marks)

a. Explain the difference between a complementary product and a complimentary product. 2 marks

b. Provide an example of each product. 2 marks

Product	Example
complementary	
complimentary	

Question 11 (3 marks)

In 2018 a business had sales figures of \$3 million and a promotional activities budget of \$600 000.

- a. What is the promotional activities budget as a percentage of sales in 2018? 1 mark

_____ %

- b. The marketing manager predicts an increase in sales of 15% in 2019.

Calculate the promotional activities budget for 2019. The promotional activities budget as a percentage of sales will be the same as in 2018.

1 mark

\$ _____

- c. The promotional activities budget includes:

- 30% on print media advertising
- 10% on radio advertising.

Calculate the dollar amount that can be spent on print media advertising in 2019.

1 mark

\$ _____

Question 12 (3 marks)

Jacqui is the office supervisor at a dental clinic. Her job includes recommending dental products to patients.

Explain why Jacqui would perform the following tasks:

- Regularly check that supplier information and price lists are current.
- Contact suppliers to get information on new products.
- Attend product launches/seminars.

Question 13 (3 marks)

There are two types of page breaks – hard and soft.

When would hard and soft page breaks be used when creating a multi-page document?

Question 14 (4 marks)

In the table below, identify and explain two different areas of legislation that every organisation must follow.

Legislation	Explanation

Question 15 (3 marks)

An organisation can have several types of customers.

Describe each type of customer listed in the table below.

Type of customer	Description
internal customer	
external customer	
loyal customer	

Question 16 (3 marks)

Suggest three effects of losing customers on a business.

1. _____
2. _____
3. _____

Question 17 (4 marks)

Tweedle Office Services is a small company. One morning, several team members attend an external training course. Khan is the receptionist at Tweedle. Khan deals with clients, answers the telephone and ensures that the photocopier's consumables are maintained. That morning, Josephine, a staff member, approaches Khan and tells him that in the middle of routine photocopying, the photocopier ran out of paper. Khan abruptly tells Josephine, 'I'll fix it after lunch'. She is not impressed.

Explain how Khan should have responded to Josephine using appropriate communication practices. In your response, include **two** ways Khan could have been more supportive of Josephine when she was performing her photocopying task.

Question 18 (3 marks)

Tax invoice				
Teacher's Stationery Pty Ltd ABN: 32 456 123 987		34 Sidney Road Fordham VIC 3455 Date: 16 November 2018 Invoice Number: 429876		
To: Local Secondary College 453 Bushell Street Fordham VIC 3455				
Qty	Description	Unit price	GST	Total
20	Devil pens – red	\$1.50	0.15	\$33.00
20	whiteboard markers – black	\$2.20	0.22	\$48.40
15	whiteboard markers – red	\$2.20	0.22	\$36.30
10	whiteboard markers – green	\$2.20	0.22	\$24.20
40	notebooks – A4 lined	\$4.40	0.44	\$193.60
80	student diaries – A5	\$8.50	0.85	\$748.00
Total amount payable				\$1835.30
The total price includes GST.				

The tax invoice above was sent to Local Secondary College.

After payment of the tax invoice for \$1835.30 was received, Tess, the bookkeeper at Teacher's Stationery Pty Ltd, noticed an error had been made on the original tax invoice and, as a result of this, Local Secondary College had made an overpayment.

- a. What is the correct total amount payable? 1 mark

- b. Provide **two** reasons why Tess should organise a refund of the overpaid amount. 2 marks
