

STUDENT NUMBER Letter

VCE VET BUSINESS

Written examination

Thursday 3 November 2022

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	10	10	80
			Total 100

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners and rulers.
- 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 19 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

Information about the intended reader of a piece of communication helps to define its

- A. style.
- B. method.
- C. purpose.
- D. audience.

Question 2

Which one of the following pieces of hardware is used to input information into a computer?

- A. printer
- B. camera
- C. monitor
- D. data projector

Question 3

What does the acronym KPI stand for?

- A. key priority idea
- B. key person involved
- C. key performance indicator
- D. key personnel information

Question 4

The junior administrator is able to raise an invoice after watching a colleague complete the task.

This is an example of

- A. performance appraisal.
- B. informal learning.
- C. formal learning.
- D. coaching.

Question 5

In order to reduce the amount of white space around the edges of a page when using a word processing application, adjust the

- A. orientation.
- B. columns.
- C. margins.
- D. breaks.

Question 6

Which one of the following involves a discussion to find out opinions about and attitudes towards a product?

- A. focus group
- B. brainstorm
- C. appraisal
- D. debrief

Question 7

Which one of the following is a business document?

- A. a meme
- B. an email
- C. a feed
- D. a blog

Question 8

When selling a product or service, it is important to highlight its features.

Which one of the following is a product feature?

- A. security
- B. time-saving
- C. rechargeable
- D. cost-efficient

Question 9

The most appropriate method of communicating effectively with a person who has a minor hearing impairment is to

- A. shout.
- B. speak slowly.
- C. simplify language.
- D. avoid competing noise.

Question 10

Acceptable line spacing for a fully-blocked business letter is

- A. double.
- B. 1.5 lines.
- C. at least 20 pt.
- D. multiple 1.15.

Question 11

Maintaining product or service standards through systematic monitoring is called

- A. market tracking.
- B. quality assurance.
- C. financial analysis.
- D. continuous improvement.

Question 12

Which legislation covers the handling of personal information?

- A. *Privacy Act 1988*
- B. the Australian Consumer Law
- C. *Work Health and Safety Act 2011*
- D. *Competition and Consumer Act 2010*

Question 13

Which process uses search criteria?

- A. back up
- B. data storage
- C. file recovery
- D. document retrieval

Question 14

Which one of the following is the best function to display an ordered list in a document?

- A. bullets
- B. headers
- C. numbering
- D. spell check

Question 15

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

- A. listen and ask questions to clarify details about the complaint
- B. call the manager to deal with the customer
- C. avoid eye contact with the customer
- D. offer a solution

Question 16

The effect that changes one slide to the next in a slide show presentation is a

- A. duration.
- B. narration.
- C. transition.
- D. animation.

Question 17

When planning a project, what is the name of an alternative plan to be used if the original one cannot be used?

- A. business plan
- B. strategic plan
- C. operations plan
- D. contingency plan

Question 18

Which one of the following is the most visual way to display a set of raw data in a report?

- A. table
- B. box plot
- C. flow chart
- D. column graph

Question 19

Which one of the following is an example of a probing question when communicating with colleagues?

- A. Which option will you use to get to the conference?
- B. Why do you want to go to the conference?
- C. Do you want to go to the conference?
- D. Did you go to the conference?

Question 20

In a spreadsheet, the cells in a horizontal line form

- A. a row.
- B. a field.
- C. an array.
- D. a column.

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SECTION B**Instructions for Section B**

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

Question 1 (4 marks)

- a. Identify **two** sources of product information. 2 marks

- b. How can information be checked for both currency and reliability? Identify one method of checking for each. 2 marks

Currency _____

Reliability _____

Question 2 (7 marks)

Zara notices her supervisor's work telephone keeps ringing and does not divert to voicemail. She answers the phone, explains that her supervisor is away from her desk and then takes a message. Zara leaves a phone message on her supervisor's desk: 'Monica called at 12.45 pm.'

- a. What was the purpose of Zara's message to her supervisor? 1 mark

- b. Zara's phone message does not include sufficient information for her supervisor.

Suggest three other important details for Zara to collect so that she takes more precise phone messages in the future. 3 marks

1. _____

2. _____

3. _____

- c. Explain why it is important for Zara to receive feedback on her communication skills and identify a source of feedback for Zara. 3 marks

Explanation _____

Source of feedback _____

Question 3 (12 marks)

Sergei is using word processing software to create a new procedure document. He must follow the style guide shown below.

STYLE GUIDE	
Text section name	Format
Cover titles	Abadi 20 Bold
Document titles	Abadi 16 Bold
Headings	Helvetica 14 Bold
Subheadings	Helvetica 12 Italics
Table headings	Helvetica 12 Bold
Body text	Helvetica 11
Labels	Helvetica 9
Headers	Helvetica 8 Italics

Text from the first page of the procedure document that Sergei is working on is shown below.

①	Review date: November, 2022		
②	Procedure – Complaints		
③	<p>Preamble</p> <p>This procedure is to ensure that any person affected by the operation of the business has clear guidelines to lodge a complaint and to have their complaint addressed to ensure a fair, equitable and transparent outcome.</p> <p>Responsibility</p> <p>Customer Service Manager</p> <p>Customer Liaison Officer</p> <p>Relevant department manager</p>		
④	Guideline	Responsibility	Timeframe
⑤	Publishing guidelines for lodging complaints on the website.	Customer Service Manager	Update as required
⑤	Refer complaint to customer service department (if not received by the customer service department)	Person who receives the complaint	Upon receipt of complaint
⑤	Open a record in the complaints register	Customer liaison officer	Upon receipt of complaint details

- a. Apply the style guide to the text from the first page of the procedure document by completing the table below. Write the text section name and the format for each of the text sections marked 2 to 5. An example has been provided. 4 marks

Text section number	Text section name	Format
1	Headers	Helvetica 8 Italics
2		
3		
4		
5		

- b. Proofread the procedure document that Sergei prepared.

Complete the table below by identifying three different spelling errors and writing the correct spelling for each. 6 marks

Spelling error	Correct spelling

- c. Outline **two** advantages of maintaining a document version control register. 2 marks

Question 4 (7 marks)

Jing works for the local school uniform supplier as a receptionist. The business manager from the local school phones Jing to book a uniform display and sales counter for orientation day at the school.

- a. Suggest one closed question and one open question that Jing can ask the business manager to find out what the requirements are for orientation day. 2 marks

Closed question _____

Open question _____

- b. The business manager has a few queries, all of which require product information that Jing does not have. 3 marks

List three actions that Jing could take to access the correct information. 3 marks

1. _____

2. _____

3. _____

- c. On orientation day several parents complain about the long wait times and limited uniform stock available at the uniform display and sales counter. 2 marks

Recommend two actions that the uniform supplier could take to improve their services. 2 marks

1. _____

2. _____

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Question 5 (5 marks)

Xavier is experiencing stress since a colleague left the organisation, and he is feeling burnt out. Xavier has become difficult to work with and, at times, he is angry with colleagues.

- a. Identify **two** possible sources of stress for Xavier that could have resulted from the colleague leaving the organisation. 2 marks

- b. Recommend three strategies that Xavier could use to manage stress and achieve a healthy work–life balance. 3 marks

1.

2.

3.

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Question 6 (9 marks)

Amabella's work hours are 8.30 am to 4.00 pm but she often works later than 4.00 pm so she can complete all set work tasks for the day.

The following is Amabella's planned work schedule for 14 October.

Planned work schedule for 14 October

8.30 am–10.30 am	Check and reply to emails
10.30 am–11.30 am	Finish Sunset Project Proposal – due today
11.30 am–12.30 pm	Work on Benson presentation – due 28 October
12.30 pm–1.00 pm	Finish Sunset feedback spreadsheet – due today
1.00 pm–1.20 pm	Prepare and send finance meeting invite – for 18 October meeting
1.20 pm–1.50 pm	Lunch
1.50 pm–4.00 pm	Review accounts receivable procedure – due 21 October

The following is Amabella's actual work on 14 October.

Actual work on 14 October

Amabella was on schedule until 12.30 pm. She wanted to finish the Benson presentation, so she worked on this until 1.15 pm. She then worked on the Sunset feedback spreadsheet until 2.00 pm. She sat at her desk to eat lunch while she prepared and sent the finance meeting invite. She started the review of the accounts receivable procedure at 2.45 pm and worked until 5.15 pm.

- a. Identify three problems with Amabella's planned work schedule. 3 marks

1. _____
2. _____
3. _____

- b. Select one of your responses from **part a.**, explain the impact of this problem on Amabella's work output and suggest two possible solutions to the problem. 4 marks

Selected problem _____

Explanation _____

Solution 1 _____

Solution 2 _____

- c. Apart from the problems in Amabella's planned work schedule, identify two other possible causes for Amabella often having to stay late to complete designated work tasks. 2 marks

1. _____

2. _____

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Question 7 (8 marks)

Crystelle organises meetings for the sales department and the finance department. This includes producing documents such as meeting agendas and minutes. Crystelle must organise the files using a file directory located on a cloud-based network.

a. State two advantages of storing information on a cloud-based network. 2 marks

1. _____

2. _____

b. In the box below, draw a diagram to show how folders could be organised to store the meeting documents for both departments for easy retrieval. Show three levels in the file directory. 3 marks

c. Crystelle prepares minutes of a sales meeting that occurred on 11 October 2022.
What is a suitable file name for this document? 1 mark

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- d. Identify one method that Crystelle could use to distribute the meeting minutes to sales department team members, other than emailing the minutes as an attachment. Describe one benefit of this method.

2 marks

Method _____

Benefit _____

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Question 8 (6 marks)

AAA Business collates results from customer surveys.

Customers were asked to rate six areas of customer service provision from 1 to 5, where 1 is the lowest possible rating and 5 is the highest possible rating. Results data is shown in the table below.

Customer service area	Rating (percentage of respondents)				
	1	2	3	4	5
Customer wait time for assistance	12	37	43	6	2
Product knowledge	3	6	45	30	16
Service knowledge	6	9	20	45	20
Ability to resolve customer need	0	6	17	40	37
Service representative appearance	16	18	61	5	0
Service representative manner	0	3	17	51	29

- a. Examine the data in the table above and identify the two customer service areas in most need of improvement. 2 marks

1. _____

2. _____

- b. Select one of the customer service areas from your response to **part a.** and explain a strategy that AAA Business can use to make improvements. 2 marks

Selected customer service area _____

Strategy _____

- c. The customer service manager shares the feedback results with the customer service team using a team collaboration app. Describe an advantage and a disadvantage of sharing the results using this type of application. 2 marks

Advantage _____

Disadvantage _____

Question 9 (7 marks)

Oscar uses scheduling software to prepare a meeting invitation to members of the finance department.

There are special requirements for the meeting. Prior to the meeting each member of the department must review a document named Sunset Project Proposal and record their feedback on the proposal in a shared spreadsheet named Sunset Proposal Feedback.

Oscar sends the following meeting invitation message.

🕒 Tuesday 18 October 2022, 9.30 AM–10.30 AM Meeting Rm 4	Friday 14 October 2022, 2.42 PM
<div style="border: 1px solid black; padding: 5px;"> <p>The focus of Tuesday’s meeting will be the Sunset Project Proposal (available on the server). Feedback on the proposal will be documented in a shared spreadsheet, Sunset Proposal Feedback (also available on the server).</p> </div>	

The meeting attendees were unprepared for the meeting. A few attendees brought the document to the meeting but had not read it. Some brought the wrong document. None of the attendees had entered their feedback in the shared spreadsheet.

- a.** Identify two issues with the meeting invitation message and outline how Oscar could have fixed each issue to ensure the meeting attendees were prepared. 4 marks

Issue 1 _____

Fix _____

Issue 2 _____

Fix _____

- b.** Rewrite the meeting invitation message to make the required meeting preparation clear to all attendees. 3 marks

Question 10 (15 marks)

Frankie is an administrative assistant who uses a variety of software applications to complete work tasks.

- a. Complete the table below by selecting an appropriate type of software to perform each of the work tasks. An example has been provided. 5 marks

Work task	Type of software
Prepare a slide show	<i>Presentation</i>
Maintain customer records	
Produce customer service charter	
Set up appointment reminders	
Raise invoices	
Calculate figures in a table using built-in formulas	

- b. Frankie often uses the mail merge for bulk mail-outs.
 Explain how this feature works. 3 marks

- c. Frankie is producing a brief report.
 Describe three ways that Frankie could overcome difficulties that might occur when using a software application to produce the document. 3 marks

1. _____

2. _____

3. _____

- d. Frankie receives feedback on the report.

For each item of feedback in the table below, identify the software function that Frankie should use to make the required adjustment. An example has been provided.

4 marks

Feedback	Software function
Change the colour of the text.	<i>Font colour</i>
Include the document name at the top of every page.	
Subheadings need to be larger than paragraph text.	
The title needs to be moved to the middle of the line.	
Include a photo at the bottom of the page.	