



# Victorian Certificate of Education 2010

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

## STUDENT NUMBER

Letter

Figures

Words


# VCE VET BUSINESS

## Written examination

Wednesday 10 November 2010

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	23	23	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 white out liquid/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.

**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**

Petty cash vouchers are only valid if

- A. items are detailed and numbered.
- B. they are dated, signed, itemised and stapled.
- C. they are signed and have an amount on them.
- D. they are dated, signed and items detailed and numbered.

**Question 2**

What document is prepared for monthly business credit transactions?

- A. receipt
- B. statement
- C. tax invoice
- D. adjustment note

**Question 3**

An adjustment note is used for

- A. faulty goods.
- B. a late delivery.
- C. an invalid guarantee.
- D. petty cash transactions.

**Question 4**

What information is typically found on an invoice?

- A. customer name and address, product delivered, quantity and date
- B. customer details, discount applicable, date, product purchased and cost
- C. customer ID number, product purchased, quantity delivered, signature and date
- D. customer details, date, product code and quantity ordered, purchase price, GST, discount if applicable

**Question 5**

In order to easily find all electronic files within a folder you create

- A. emails.
- B. passwords.
- C. subfolders.
- D. backup files.

**Question 6**

Deposit slips are reconciled with which one of the following financial documents?

- A. cheque book
- B. remittance advice
- C. statement of account
- D. monthly bank statement

**Question 7**

Organising workplace information includes the use of

- A. questionnaires.
- B. accounts payable.
- C. a telephone system.
- D. a records management system.

**Question 8**

Office information is best organised when

- A. the Office Manager knows how to delegate work to the staff.
- B. formal guidelines exist for its collection, sorting and retrieval.
- C. staff have a good working relationship across all departments.
- D. all information relating to the business is filed in shared folders.

**Question 9**

Which of the following best describes a workplace objective?

- A. the overall aim
- B. the vision of the organisation
- C. the task that needs to be completed
- D. the priority of the work that needs to be completed

**Question 10**

You are starting a new job and require training in the computer software program used by the company.

The **most proactive** course of action is to

- A. enrol in part-time training.
- B. wait until your manager arranges training.
- C. practise using the program until you understand it.
- D. continually ask other staff members to show you how to use the program.

**Question 11**

Your hard-copy diary is full of important personal and work-related tasks.

To maximise efficiency you should

- A. buy a new diary.
- B. prioritise the information.
- C. erase personal information.
- D. use a shared electronic diary.

**Question 12**

What could you use to organise and complete your own work schedule?

- A. archived files
- B. procedures manual
- C. appropriate software
- D. other staff members' advice

**Question 13**

Within the workplace, for team ground rules to be effective they must be

- A. clear.
- B. strategic.
- C. innovative.
- D. determined by the team leader.

**Question 14**

Innovation in a team environment can be promoted by members

- A. working on their own to achieve goals.
- B. working cooperatively to achieve goals.
- C. having fewer meetings in order to achieve goals.
- D. working only on assigned tasks to achieve goals.

**Question 15**

Team motivation can be achieved by

- A. doing the same jobs.
- B. not changing work direction.
- C. keeping staff in specific roles.
- D. setting clear team goals and objectives.

**Question 16**

Feedback should be used to monitor team performance because

- A. an individual can be too assertive with their own ideas.
- B. without feedback, teams can lose track of the common goal.
- C. future ideas and activities can be built upon positive feedback.
- D. both positive and negative feedback can hinder innovative ideas.

**Question 17**

What is the correct wording for this edited sentence?

**Word processing has ~~many~~ varied styles and functions.**

- A. Word processing has varied styles and functions.
- B. Word processing has varied functions and styles.
- C. Word processing has many varied styles and functions.
- D. Word processing has many varied functions and styles.

**Question 18**

Letterhead templates are used in a business because they

- A. save paper.
- B. can be preprinted.
- C. standardise all outgoing correspondence.
- D. reflect the company's current marketing image.

**Question 19**

A widow/orphan control refers to

- A. spacing.
- B. autotext.
- C. margins.
- D. pagination.

**Question 20**

Select the correct sentence format.

- A. Last october Dr and mrs jenkins had holidays in Scotland Ireland and england.
- B. Last October, DR and Mrs Jenkins had holidays in scotland, Ireland, and england.
- C. Last October, Dr and Mrs Jenkins had holidays in Scotland, Ireland and England.
- D. Last october, DR and MRS jenkins had holidays, in Scotland Ireland and England.

**SECTION B – Short answer questions****Instructions for Section B**

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

**Question 1**

A valid cheque must contain specific details. Give three examples.

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

3 marks

**Question 2**

What should you do if the petty cash does not balance?

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2 marks

**Question 3**

To function well, a work team requires good interpersonal skills among its members. Give two examples.

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

2 marks

**Question 4**

a. What is a decentralised filing system?

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1 mark

b. When a company changes its name, its filing system needs to be cross-referenced correctly. Explain what is meant by the term 'cross-referencing'.

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1 mark

**Question 5**

Explain the difference between 'prioritising tasks' and 'scheduling tasks'.

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2 marks

**Question 6**

You seem to be spending more time at work than at home, which is causing you stress. Suggest two ways you could obtain a better work/life balance.

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

\_\_\_\_\_

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

\_\_\_\_\_

2 marks

**Question 7**

a. What is the difference between a work group and a team?

\_\_\_\_\_

\_\_\_\_\_

2 marks

b. Give two reasons why time management is important for an innovative team.

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

\_\_\_\_\_

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

\_\_\_\_\_

2 marks

c. Explain why innovative work practices are important to the success of the team.

\_\_\_\_\_

\_\_\_\_\_

2 marks

**Question 8**

Why is it important to regularly back up your work computer files?

\_\_\_\_\_

1 mark

**Question 9**

a. What is Outline numbering?

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1 mark

b. Explain how Outline numbering can help you in preparing a business report.

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2 marks

**Question 10**

A standard business letter comprises the following parts.

- sender’s details (letterhead)
- date
- reference line
- inside name and address (receiver’s details)
- salutation (greeting)
- subject line
- body of letter
- complimentary close
- attachment/enclosure
- reference initials

Select five parts from the list above and explain their purpose.

Parts	Explanation

5 marks



**Question 11**

Explain the difference between Cash Discount and Trade Discount.

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2 marks

**Question 12**

Information can be received by a workplace through letters, memos, fax, email and telephone.

List two other ways information can be received.

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

2 marks

**Question 13**

Suggest two possible workplace difficulties that a team may experience in completing its duties.

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

2 marks

Use the following scenario to answer Questions 14–23.

### Scenario

DJLS Travel Agency provides personalised services to the entertainment industry by organising travel and accommodation bookings.

Ali is the Office Manager, who is responsible for the day-to-day running of the office and the team.

Julie is the Accountant, who takes care of financial matters.

Zac is the Events Manager, who coordinates client events.

Yang is the Receptionist/Administrative Assistant, who provides support to the team.

You are the business administration work-placement student, rostered through all departments and assisting where necessary.

#### Question 14

- a. Julie, the Accountant, has asked you to explain the difference between the terms ‘drawer’, ‘drawee’ and ‘payee’ when writing a cheque. Explain each term.

Terms	Explanation
Drawer	
Drawee	
Payee	

3 marks

- b. Julie has asked you to complete the GST column in the Tax Invoice.  
Calculate the GST column for the Tax Invoice below.

ABC Supplies (ABN 123 456 789) 123 Supply Road Supplyville 1234						
Tax Invoice						
<b>Sold to:</b> DJLS Travel Agency 32 Bee Boulevard Beeville 1325			<b>Tax Invoice No:</b> 223002 <b>Date:</b> 31 Oct. 2010			
Stock No.	Particulars	Quantity	Rate \$	Amount \$	GST \$	Total \$
BA234	Paper, A4 Bond, White	13 reams	12.00	156.00		171.60
BA237	Paper, A4 Bond, Light Blue	7 reams	15.00	105.00		115.50
BA239	Paper, A4 Bond, Light Green	12 reams	15.00	180.00		198.00
TOTAL INVOICE AMOUNT				441.00		485.10

1 mark

- c. Julie has asked you to complete the Petty Cash Book below. Enter the two missing figures in the appropriate places.

Date	Ref.	Particulars	Receipts \$	Payments \$	GST \$	Stationery \$	Travel \$	Postage \$	Staff Amenities \$	Sundries \$
2010 Nov. 1	Chq. 271	Advance	200.00							
9	108	2011 Diary		11.00	1.00	10.00				
10	109	Stamps		33.00	3.00			30.00		
11	110	Train fare		9.35	.85		8.50			
15	111	Post-it pads		11.55	1.05	10.50				
22	112	Tea & coffee		23.10	2.10				21.00	
23	113	Whiteboard markers		49.50	4.50	45.00				
24	114	Gift for guest		26.40	2.40					24.00
				163.90	14.90	65.50	8.50	30.00	21.00	24.00
30		Balance c/f		36.10						
			200.00	200.00						
		Balance b/f								
	Chq. 301	Reimbursement								

2 marks

**Question 15**

- a. Yang, the Receptionist/Administrative Assistant, has received correspondence that needs to be filed from the Hot Springs Jazz Quartet. He has asked you to file it. Name one filing category under which you could place this correspondence.

1 mark

- b. Yang is showing you how to file hard copies of correspondence. In the table below write the clients in the correct index order.

Clients	Correct index order
W F Smith	
Smith and Perkins, Limos to the Stars	
Smith’s Sound and Light Show	
Smith 5-Star Catering Service	

4 marks

**Question 16**

In order to maintain the agency’s travel and accommodation arrangements, Ali, the Office Manager, has asked Yang to get feedback from its clients. List three ways Ali can obtain this feedback.

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

3 marks

**Question 17**

- a. Ali is undertaking staff work performance appraisals with his team. Give an example of one self-assessment method he could use and explain why this method is important.

Example \_\_\_\_\_

Explanation \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

2 marks

- b. State two workplace behaviours that could have a negative effect on the work performance of Ali’s team.

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

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

2 marks

**Question 18**

- a. Describe two ways Yang can make clients feel welcome when they visit the travel agency.

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

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

2 marks

- b. At the weekly team meeting, Ali reminds staff of the differences between 'assertive' and 'aggressive' behaviour towards clients. What is the difference between the two?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 marks

- c. Yang needs to take one day off to attend a short training course on the latest computer software. Suggest two appropriate strategies the team can use to cover Yang's absence to ensure his work is covered.

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

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

2 marks

- d. At the completion of Yang's professional development, he discusses the benefits of the training with Ali over the phone. What term can be used to describe this type of feedback?

\_\_\_\_\_

1 mark

**Question 19**

- a. Suggest three ways DJLS Travel Agency can encourage its team to be more innovative.

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

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

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

3 marks

- b. Suggest three ways that staff can reflect on their performance as a team.

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

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

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

3 marks

**Question 20**

When organising forthcoming events, Zac, the Events Manager, wants to make the best use of the team's skills and abilities. Suggest two ways he can achieve this.

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

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

2 marks

**Question 21**

a. Zac has prepared a marketing campaign proposal. List two ways Zac could quickly send the proposal to new clients.

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

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

2 marks

b. The proposal took a few hours to prepare. Why is it important for Zac to take a break from word processing while preparing the proposal?

\_\_\_\_\_

\_\_\_\_\_

2 marks

c. Zac has used diagrams in his proposal. Why has he used diagrams?

\_\_\_\_\_

1 mark

**Question 22**

- a. Ali has given Yang the weekly hard-copy circular to clients to edit and distribute. Identify the errors in the circular and write the correct words in the table below.

To Friends of DSLJ Travel Agency

We are proud to announce the opening of a new venue catering for jazz fans. Their will be a program of jazz nights starting on 5 December and going through to 22 December. The venue has a bar and bistro and will be open from 6.00 pm until midnight. We will celebrate buy offering tickets a half price until 12 December. We look forward to seeing you there. Regards.

Error	Correction

5 marks

- b. Name the word-processing function Yang could use to send the hard-copy circular, individually addressed, to many clients.

\_\_\_\_\_

1 mark

**Question 23**

Identify two ways Yang can ensure a professional image of the DJLS Travel Agency is given when preparing the circular.

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

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

2 marks