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Write your **student number** in the boxes above.

Letter

VET Business

Question and Answer Book

VCE Examination – Thursday 31 October 2024

- Reading time is **15 minutes**: 9.00 am to 9.15 am
- Writing time is **1 hour 30 minutes**: 9.15 am to 10.45 am

Materials supplied

- Question and Answer Book of 20 pages
- Multiple-Choice Answer Sheet

Instructions

- Follow the instructions on your Multiple-Choice Answer Sheet.
- At the end of the examination, place your Multiple-Choice Answer Sheet inside the front cover of this book.

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

Contents	pages
Section A (20 questions, 20 marks) _____	2–5
Section B (12 questions, 80 marks) _____	6–18

Section A – Multiple-choice questions

Instructions

- Answer **all** questions in pencil on your Multiple-Choice Answer Sheet.
 - 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 each question.
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Question 1

Which type of software application is best suited to performing calculations?

- A. database
- B. scheduling
- C. spreadsheet
- D. desktop publishing

Question 2

An administration assistant needs to distribute a confidential record to colleagues. Which method of communication is appropriate for this task?

- A. Send a link to a password-protected folder containing the file.
- B. Send the information by email, as an attached file.
- C. Publish the information on the company intranet.
- D. Publish the information in a social media group.

Question 3

Why would a business develop a set of standard document templates?

- A. to ensure information meets organisational requirements for style
- B. to minimise the amount of digital storage space needed
- C. to ensure the accuracy of the information presented
- D. to make sure that information is stored securely

Question 4

A business regularly gathers information from consumers to understand their needs and wants. This is an example of

- A. sales research.
- B. market research.
- C. product research.
- D. secondary research.

Question 5

A business analyst gathers information from a source that is not credible. There is a risk that the information will not be

- A. clear.
- B. accurate.
- C. sufficient.
- D. challenging.

Question 6

To build rapport with a customer, a sales representative can

- A. conduct a product demonstration.
- B. collect the customer's personal details.
- C. explain product benefits to the customer.
- D. have a conversation on a topic that interests the customer.

Question 7

Reviewing an employee's success against their work goals is a part of

- A. team building.
- B. staff induction.
- C. quality control.
- D. performance management.

Question 8

An administration assistant identifies a gap in their skills. This is a result of

- A. self-reflection.
- B. goals analysis.
- C. personal study.
- D. recognition of prior learning.

Question 9

Which of the following tasks is both important and urgent?

- A. undertaking an annual audit
- B. answering a telemarketing call
- C. addressing a customer complaint
- D. scanning hard copy files to store electronically

Question 10

Which of the following software types are best suited to storing customer information?

- A. spreadsheet, database
- B. database, desktop publisher
- C. spreadsheet, word processor
- D. word processor, desktop publisher

Question 11

An administration assistant produces a range of business documents. Which one of the following outlines the formatting requirements for business documents?

- A. software manual
- B. code of conduct
- C. ICT instructions
- D. style guide

Question 12

In a fully blocked, open punctuation letter, text should be

- A. aligned right.
- B. aligned left.
- C. justified.
- D. centred.

Question 13

In a business report, an executive summary

- A. records approval of recommendations by the board of directors.
- B. summarises key points in the document.
- C. provides an index of key terms.
- D. lists references.

Question 14

Spreadsheet software has a variety of functions to use data more efficiently. Which of the following functions is used to find out the number of values in a data range?

- A. COUNT
- B. SUM
- C. MAX
- D. IF

Question 15

Which of the following is a provision of Australian Consumer Law for a business?

- A. ensure the health and safety of customers
- B. include an option to unsubscribe when sending bulk advertising to customers
- C. only collect information that is necessary for one or more of its functions or activities
- D. provide automatic guarantees on products that apply regardless of supplier warranties

Question 16

A characteristic of cloud-based storage is that

- A. it is unlimited.
- B. it is physically portable.
- C. there is no need for back-up.
- D. it is accessible from multiple locations.

Question 17

A survey includes a question with four set responses. This is an example of

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

Question 18

Which of the following is an example of the Internet of Things?

- A. data storage on a local server
- B. a cloud computing platform
- C. the world wide web
- D. a digital device

Question 19

Which of the following methods is an example of informal communication?

- A. a telephone conversation with a supplier
- B. a conference-opening address
- C. a speech to new employees
- D. a sales presentation

Question 20

Which one of the following lists components of effective verbal communication?

- A. active listening, aggressive tone, maintaining personal space
- B. appropriate body language, paraphrasing, correct spelling
- C. respectful tone, clear voice, appropriate body language
- D. clear questioning, active listening, use of images

Section B

Instructions

- Answer **all** questions in the spaces provided.
- Write your responses in English.

Question 1 (2 marks)

Team members need listening skills to receive information from each other.

State **two** ways that team members can show they are actively listening to each other.

Question 2 (7 marks)

Noah works as an administration assistant. He is asked to research the cost of catering for upcoming events, as charged by a range of catering companies. The numbers of attendees at the upcoming events are from 25 to 120.

Noah presents the following research.

Competitor	Number of attendees	Cost per person
Competitor 1:	0–10	\$56.00
	11–35	\$52.00
	36–80	\$48.00
	81–100	\$41.00
Competitor 2:	0–20	\$47.00
	21–50	\$40.00
	50–80	\$32.00

- a. Outline the difference between clarity and accuracy of information.

2 marks

- b. Noah receives feedback that the information is presented clearly.

Identify **one** reason for this feedback, with reference to the information that Noah presented.

1 mark

- c. Noah is advised to do further research because he has not met all task requirements. In the table below:

i. Describe two requirements that Noah still needs to address.

2 marks

ii. Outline one method that Noah can use to address each requirement. Each method must be different.

2 marks

Requirement	Method

Question 3 (5 marks)

Micah works as a customer service representative. A customer telephones the business to obtain product information.

- a. Identify **two** possible resources that provide product information to customers. 2 marks

- b. Identify **two** methods by which Micah can provide product information to the customer without sending resources. 2 marks

- c. The customer asks about a product that Micah is not familiar with. What can Micah do to resolve this? 1 mark

Question 4 (5 marks)

Caleb is a sales representative. One of his key performance indicators (KPIs) is to make 25 sales calls each day. On average, Caleb makes 19 sales calls per day.

- a. i. Focusing on Caleb's work performance, identify two reasons why Caleb might not be meeting this KPI. 2 marks

1. _____

2. _____

- ii. For **one** of the reasons identified in **part a**, state a strategy to help overcome the performance issue. 1 mark

Reason number _____

Strategy _____

- b. Aside from Caleb's possible performance issues, suggest **two** work-related reasons why Caleb might not reach this KPI. 2 marks

Question 5 (7 marks)

A business receives the following email message from a customer who makes regular purchases.

I have been a customer of your business for many years. I keep returning because I have valued your consistent and problem-free service.

Of late I have been disappointed. I recently had an experience where I was promised a delivery within three business days and only received my purchase after six business days!

I have also noticed that the staff are not able to advise me about the product ranges like they used to, or make any recommendations with confidence. I valued the staff being able to narrow down my selection to best suit my needs.

I hope you can use my feedback to restore the quality of customer service.

- a.** Identify **two** customer service issues raised in the customer’s feedback. 2 marks

- b.** Outline **two** possible reasons for a decline in the quality of customer service at the business. 2 marks

- c.** Suggest a communication method to respond to the customer, and explain why this would be a suitable method. 3 marks

Method _____

Explanation _____

Do not write in this area.

Question 6 (6 marks)

A customer, Tim Olsteb, placed an order with a business on 24 October. The business will be able to supply the goods between 17 and 21 November. Tim will be notified of the exact delivery date by email the day before delivery occurs. If Tim is not home to receive the delivery, it will be left in a safe place on his property.

Amanda Brennel, a Dispatch Team member, drafts the following business letter to the customer in response to the order.

24 October 2024

Tim Olsteb
12 Harper Place
Regent Square VIC 3098

Hi Tim,

Thanks for the order. I expect the goods will be delivered on 21 November.
Any issues with this, let me know.

Amanda

- a. Examine the business letter.

Describe the tone of the message.

1 mark

- b. Write an appropriate salutation and complimentary close for this business letter.

2 marks

Salutation:

Complimentary close:

Do not write in this area.

- c. Amanda receives feedback from her supervisor that the body of the letter does not meet the requirements of the accepted business standards.

Redraft the body of the letter to meet the standards.

3 marks

Question 7 (8 marks)

Business documents play an important role in an organisation.

For each production purpose listed in the table below:

- a. Identify one suitable software application type for production (an application may only be used once).
- b. Give one example of its use in business (an example may only be used once).

4 marks

4 marks

A sample response is given.

Production purpose	Software application type	Example
producing a text-only document	<i>word processor</i>	<i>meeting minutes</i>
storing information under fields		
creating a document with text and images		
creating graphs and charts		
producing slides for a presentation		

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Question 8 (6 marks)

Minh created the following work schedule for a day. The shaded blocks show when Minh will perform the tasks.

Examine Minh’s work schedule.

Task	9 am–10 am	10 am–11 am	11 am–12 pm	12 pm–1 pm	1 pm–2 pm	2 pm–3 pm	3 pm–4 pm	4 pm–5 pm
team meeting				LUNCH				
check and respond to emails								
website updates								
process customer complaints								

- a. Using Minh’s work schedule, outline **two** reasons why Minh has scheduled multiple tasks in the periods 9–10 am and 10–11 am. 2 marks

- b. Identify **one** issue with the scheduling in the following periods. 2 marks

1–4 pm _____

4–5 pm _____

- c. Explain how poor scheduling could impact the quality of Minh’s work performance. 2 marks

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Examination continues on the next page.

Question 9 (15 marks)

Jazzi works in an administration role for a real estate agency. The role includes producing a document every three months to report on quarterly sales. The audience for the reports is subscriber customers.

The business has the following style guide for document production.

Style guide		
Section	Typography	Line spacing
Document title	Arial 14 bold	single, 12 pt after
Headings	Arial 12 bold	single, 10 pt before and after
Subheadings	Arial 10 bold	single, 6 pt before and after
Body text	Arial 10	multiple 1.15
Image labels	Arial 9	single, 4 pt before and after

This is the text of the report before it is formatted.

1	Q3 Sales Activity	
2	There were no sins of sellers being left out in the cold this winter! We had another strong sales quarter.	
	Standout sales	
3	Property address and value	
	4 Watkins Avenue, North Burfield	\$689,000
	78 Hampton Street, Burfield	\$863,000
	27 Shakespeare Drive, Burfield	\$762,500
	16 Drummer Street, North Burfield	\$714,800
4	Monthly Breakdown	
	July – 18 properties sold	
	Auction: 53%	
	Private Sale: 38%	
	Off Market: 9%	
	August – 22 properties sold	
	Auction: 58%	
	Private Sale: 37%	
	Off Market: 5%	
	September – 24 properties sold	
	Auction: 57%	
	Private Sale: 38%	
	Off Market: 5%	
5	Comparison with local agents	
	Compared with local agents, we where the strongest perfroming agency for the quarter.	
	Month	Our sails
	July	18 properties
	August	22 properties
	September	24 properties
		Local agency average
		15 properties
		20 properties
		21 properties

- a. State the formatting that should be applied to each of the sections numbered 1–4 in the report. (A response may only be used once.) 4 marks

1. _____

2. _____

3. _____

4. _____

- b. i. Identify three different graphics that can be used to improve the readability of sections 3, 4 and 5 in the Q3 Sales Activity Report. 3 marks
- ii. Describe how each graphic improves communication of the content in the report. 3 marks

Section	Graphic	Improvement to communication
3		
4		
5		

- c. Identify three spelling errors in the report and give the correct spelling. 3 marks

Error	Correct spelling

- d. Explain why the real estate agency needs a cybersecurity policy. 2 marks

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Question 10 (8 marks)

A team is reviewing its staff Code of Conduct. The team meets weekly to conduct the review. Minutes are taken at each meeting.

- a. Outline the purpose of meeting minutes. 1 mark

- b. Meeting minutes include the name, date, time and location of the meeting. List three other items that this document should include. 3 marks

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

- c. Describe what is included in a staff Code of Conduct document, and its purpose. 2 marks

- d. Outline two examples of how a staff Code of Conduct can impact workplace communication. 2 marks

- 1. _____
- 2. _____

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Question 11 (7 marks)

Raj and James meet to plan an upcoming event. Raj contributes his ideas, and James disagrees with all of them. Raj defends his ideas and they begin to argue.

- a. Identify in the table below two positive and two negative outcomes of having conflict in the workplace.

4 marks

Positive outcome	Negative outcome

- b. Outline **three** steps a team supervisor can take to help resolve conflict.

3 marks

Question 12 (4 marks)

Charli is reviewing procedures to organise workplace information. She must identify best practice for storing and accessing digital information on a shared staff drive.

- a. Identify a best practice method to meet the following requirements for storing and accessing digital information. An example is provided.

2 marks

Requirement	Best practice
downloading files	<i>set browser to nominate download location</i>
ease of locating files	
maintaining version control	

- b. Collaboration improves the quality of business performance. Charli must create a new procedure for using digital resources to collaborate.

Identify a method for using a digital platform to collaborate, and describe an example of the method in practice.

2 marks

Method _____

Example _____

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