

'2017 Examination Package' - Trial Examination 5 of 7

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	STUDENT	Γ NUMBE	R			_	Letter
Figures							
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BUSINESS MANAGEMENT

Units 3 & 4 – Written examination (TSSM's 2014 trial exam updated for the current study design)

Reading time: 15 minutes
Writing time: 2 hours

QUESTION & ANSWER BOOK

Structure of Book

Section	Number of	Number of questions	Number of
	questions	to be answered	marks
Section A	5	5	50
Section B	1	1	25
			Total 75

- 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 white out liquid/tape.
- No calculator is permitted in this examination.

Materials supplied

• Question and answer book of 17 pages.

Instructions

- Print your name in the space provided on the top of this page.
- All written responses must be in English.

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

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SECTION A

	Instructions	
A	Answer all question in the spaces provided.	
Qι	uestion 1 (5 marks)	
a.	All businesses set financial objectives. Define one financial objective. 1 n	nark
b.	Government Business Enterprises are an example of a type of business. Outline two key features of a Government Business Enterprise. 2 m.	arks

SECTION A – Question 1 - continued

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c. Outline two key features of another type of business ownership. 2 ma	arks
Question 2 (20 marks)	
Snap Coffee was established in 2010 and has grown to become a major supplier of a range of Italian coffee to cafes, restaurants and bars around Australia. It offers fair trade and certified organic coffee and its core focus is the customer. The 230 employees located at the main office Melbourne enjoy flexible working hours, exemplary working conditions and even receive discounted coffee on a monthly basis. Last year Snap Coffee was recognised as an 'employer choice' with employee surveys indicating a high level of staff morale.	
a. Identify and describe a management style that would be suitable for Snap Coffee. Justify y choice.	'our
5 ma	arks

SECTION A – Question 2 – continued TURN OVER

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BU	JSMAN EXAM
b.	The human resources manager has been considering using Locke and Latham's Goal Setting Theory to try to increase motivation and productivity levels at the three factory sites. Explain the key elements of this theory and how it could be applied to the staff at each of the factory sites.
	4 marks
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 $\begin{center} \textbf{SECTION A} - \textbf{Question 2} - \textbf{continued} \end{center}$

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c.	Outline the impact of a positive corporate culture on a business like Snap Coffee.	2 marks
d.	Identify and justify two key performance indicators that could be used to support the 'employer of choice' recognition that Snap Coffee has received.	4 marks

SECTION A – Question 2 – continued TURN OVER

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e.	The human resources department and staff have negotiated a new collective agreement at Snap Coffee.					
	i. Define the term collective agreement.					
	1 mar					
	ii. Describe one advantage and one disadvantage of Snap Coffee using a collective agreement.					
	4 mark					

SECTION A – continued

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Question 3 (6 marks) Two management strategies to improve employee performance are training and performance management. Explain how performance management may be linked to training. Include a definition of each term in your answer.

SECTION A – continued TURN OVER

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Question 4 (9 marks)
Stakeholders of businesses expect them to behave in both an ethically and socially responsible manner.

a.	Define stakeholders and compare the interests of two stakeholders.	3 marks
b.	Analyse the statement above, referring to how both operations and human resource can be more ethically and socially responsible.	managers
	J. M. P. C.	6 marks

SECTION A – Question 4 – continued

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BUSMAN EXAM
 Question 5 (10 marks) The management team of a large chocolate and confectionery company with over 400 employers is exploring ways to increase its competiveness and productivity levels. Describe a technology strategy and a waste minimisation strategy that the operations manager could adopt to improve productivity and/or competitiveness Outline both low risk and high risk practices that the management team could adopt who implementing change at the chocolate and confectionery company

SECTION A – Question 5 – continued TURN OVER

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BUSMAN EXA	M			
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END OF SECTION A

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SECTION B - Case study

Instructions for Section B

Use the case study provided to answer the questions in this section. Answers must apply to the case study. Answer all questions in the spaces provided.

Question 1

'We want to become the most loved and recommended service brand in Australia' says Kevin Russell the CEO of Optus in Australia since 2012.

Today Optus is the second largest telecommunication company in Australia providing services directly to end users as well as acting as a wholesaler for other service providers. Since 2005 Optus has outsourced some of its customer service functions to India, the Philippines and Singapore, although it still has over 3,000 employees at call centers in Australia.

a.	Describe the management skill of leading and how it may be applied at Optus.	2 marks
b.	Describe two other management skills that would be important for a manager at Optu	s. 4 marks

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SECTION B – Question 1 – continued

TURN OVER

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2.	Explain two transitional issues the human resource manager will be involved with when employees are made redundant as a result of their jobs being outsourced offshore. 4 mark

SECTION B – Question 1 – continued

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Evaluate the importance of leadership during a period of change at Optus.	4 marks
Identify and explain one driving force for change that would have affected Optus.	2 marks

SECTION B – Question 1 – continued TURN OVER

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f.	Optus provides a range of telecommunication services. Compare the elements of the operations system of a manufacturer to those of a service organisation like Optus.			
		4 marks		
g.	Identify and describe two key performance indicators that could be used to assess the of Optus in achieving its objective of becoming ' the most loved and recommended brand in Australia'.			
		5 marks		

SECTION B - Question 1 - continued

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END OF QUESTION AND ANSWER BOOK

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Extra space for responses.

Clearly number all responses in this space.

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