SUPERVISOR'S USE ONLY

90839



Level 1 Business Studies, 2015

90839 Apply business knowledge to an operational problem(s) in a given small business context

9.30 a.m. Friday 27 November 2015 Credits: Four

Achievement	Achievement with Merit Achievement with Excelle	
Apply business knowledge to an operational problem(s) in a given small business context.		Apply comprehensive business knowledge to an operational problem(s) in a given small business context.

Check that the National Student Number (NSN) on your admission slip is the same as the number at the top of this page.

You should attempt ALL the questions in this booklet.

Pull out Resource Booklet 90839R from the centre of this booklet.

Refer to relevant business knowledge and/or Māori business concepts in your answers.

If you need more room for any answer, use the extra space provided at the back of this booklet.

Check that this booklet has pages 2–12 in the correct order and that none of these pages is blank.

YOU MUST HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION.

TOTAL

Read ALL of the resources in Resource Booklet 90839R before you begin answering the questions in this booklet.

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QUESTION ONE: RECRUITMENT

Kate has a habit of hiring people she likes but who may not have the most appropriate skills or be the right fit for the organisation.

(a) Discuss why following proper procedures for recruiting new staff is important to a business. In your answer: define the term "recruitment" describe TWO recruitment procedures a business should follow, and fully explain how each procedure contributes to recruiting the right person for the job.

(b)

Discuss the impacts on the business of not employing the right person for the job. In your answer:			
•	explain ONE impact on <i>The Real Event Company</i> of employing the wrong person, Chloe, for the job		
•	fully explain TWO ways to improve the recruitment process that Kate uses at <i>The Real Event Company</i> .		

More space for this answer is available on the next page.

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QUESTION TWO: WORKPLACE CONFLICT

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Kate does not get on with the administrators. She has recently employed Chloe, who is also having problems. Eve is feeling bullied by the two women.

• ´	our answer: explain what has caused the initial conflict between Kate and Eve
•	fully explain, with TWO reasons, why Chloe may not get on with Eve.

(b)

Discuss solutions to resolve the conflict. n your answer:		
	explain TWO solutions for resolving the conflict	
	select the better solution, and fully explain how it would resolve the conflict.	

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QUESTION THREE: COMPETITION

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Simon is cautious of becoming a new competitor in the small events market, because it is so competitive.

(a)	Discuss the impacts of competition in the small events market. In your answer:			
	 explain how the competition could negatively affect Simon's business 			
	 fully explain TWO benefits to the customers of having more competition in the small events market. 			

(b)

Diso new	cuss solutions for <i>The Real Event Company</i> which would deal with the issue of being a competitor in the small events market.	ASSESSOR'S USE ONLY
In y	our answer:	
•	explain TWO appropriate solutions	
•	select the better solution, and fully explain how it would deal with the issue.	
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