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SUPERVISOR'S USE ONLY

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 Excellence
Apply business knowledge to an operational problem(s) in a given small business context.	Apply detailed 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

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QUESTION ONE: RECRUITMENT

- 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 *The Real Event Company* of employing the wrong person, Chloe, for the job
- fully explain TWO ways to improve the recruitment process that Kate uses at *The Real Event Company*.

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

(a) Discuss the causes of this internal conflict at *The Real Event Company*.

In your answer:

In your answer:

- explain TWO solutions for resolving the conflict
- select the better solution, and fully explain how it would resolve the conflict.

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

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.

- explain TWO appropriate solutions
- select the better solution, and fully explain how it would deal with the issue.

Business Studies 90839, 2015

Extra space if required.
Write the question number(s) if applicable.

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