

90839R



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD  
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

## Level 1 Business Studies, 2016

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

9.30 a.m. Friday 25 November 2016  
Credits: Four

## RESOURCE BOOKLET

Refer to this booklet to answer the questions for Business Studies 90839.

Check that this booklet has pages 2–3 in the correct order and that none of these pages is blank.

**YOU MAY KEEP THIS BOOKLET AT THE END OF THE EXAMINATION.**

**RESOURCE A: CASE STUDY****Becca's Café**

*Becca's Café* is a medium-sized café that has the capacity for 60 diners. Becca is the sole owner of the business, and she has three full-time and four part-time staff. The café is located in Tauranga and is open for breakfast and lunch.

*Becca's Café* also provides outside catering for corporate customers. She has 10 regular corporate customers, and they purchase her catering services for their regular business meetings with large clients. The outside catering service represents a significant revenue stream for the café.

Becca is having problems with one of her corporate customers – *XYZ Accountancy*. Although they usually pay their accounts by the 20th of the following month, Becca has not received any payments from the firm for three months. She has had a similar problem with another corporate customer that eventually closed down, owing Becca \$3,000.

Becca's chef has recently informed her that he is moving to Australia and will be leaving in four weeks.

## RESOURCE B: INCREASING SHORTAGE OF EXPERIENCED CHEFS

Becca has read the following report on the Newshub website.

The New Zealand hospitality industry has long boasted about its growth, but now that

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

that goes through a growth period like that is always going to face a shortage, and I think that's where New Zealand is at."

Source (adapted): <http://www.newshub.co.nz/business/initiative-aims-to-alleviate-nz-chef-shortage-2015012417#ixzz3zBk3BGBr> (Accessed 24 February, 2016)

## RESOURCE C: NEGATIVE INTERNET REVIEW

Becca has recently seen a review of her business on a popular website that reviews cafés and restaurants.

### **Mice droppings on floor?**

Reviewed 15 October, 2016

Although the food tasted good, on a visit to the toilet, there looked like mice droppings on the floor.

Would not go back again.

Star rating: 1 / 5 ★☆☆☆☆

