**PATFIN HIGH SCHOOL, AKESAN, LAGOS STATE**

**FIRST TERM EXAMINATION [2018/2019]**

**SUBJECT: BUSINESS STUDIES CLASS: J. S. S. 3**

**SECTION A OBJECTIVES**

**Instruction: answer all questions in this section. DURATION: 1 hour 30 mins**

1. One of these is evidence that money is collected.
2. Pay advice b) Receipt c) Voucher d) Express
3. A cheque may be dishonoured if it is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
4. State b)Too colourful c) Stale d) Signed by an illiterate
5. A type of advertising which entices people to buy a particular product is called \_\_\_\_\_\_\_\_\_ advertising.
6. Direct b) Informative c) Enticing d) Persuasive
7. Which of these is not a form of electronic advertising media?
8. Radio b) Television c) Internet d) Billboard
9. Organs of consumer protection can be categorised into \_\_\_\_\_\_\_\_\_\_\_.
10. 5 b) 2 c) 8 d) 6
11. Which of the following is not a characteristic of a business plan?
12. Clear b) Tough c) Reasonable d) Measurable
13. A \_\_\_\_\_\_\_\_\_ complaint is a complaint that has a good or defendable basis.
14. Justified b) Restoring c) Resolving d) Unjustified
15. The commission of postal order is called \_\_\_\_\_\_\_\_\_\_\_\_\_.
16. Postage b) Postacam c) Poundage d) All
17. \_\_\_\_\_\_\_\_\_\_\_\_ does not have courier services.
18. FEDEX b) UPS c) MTN d) DHL
19. The response to message sent and received is called \_\_\_\_\_\_\_\_\_\_\_\_\_\_.
20. Received message b) Medium c) Enclosed d) Feedback
21. Calls made within a town or city are called \_\_\_\_\_\_\_\_\_ calls.
22. Local b) Telegram c) City d) Telecity
23. One of the following protects the consumer
24. NNCP b) NAFDAC c) NECDR d) CSP
25. Which of these is the most suitable for carrying heavy industrial equipment?
26. Trains b) Cars c) Trailers d) Helicopters
27. Which of these means of transportation is different in terms of carrying people and goods?
28. Land b) Air c) Sea d) Pipeline
29. There are \_\_\_\_\_\_\_\_\_\_\_\_\_ means of transport.
30. 3 b) 7 c) 6 d) 2

**SECTION B SUB-OBJECTIVES**

**FILL IN THE GAPS**

1. The \_\_\_\_\_\_\_\_\_\_\_\_\_ is the fastest means of transportation.
2. The passing of idea, information and messages from person to another is \_\_\_\_\_\_\_\_\_.
3. The two Remittances in services rendered by Communication Agencies are \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_.
4. Write in full NAFDAC.
5. SON means \_\_\_\_\_\_\_\_\_\_\_\_.

**SECTION C THEORY**

**ANSWER FOUR (4) QUESTIONS ONLY.**

1. a) What is consumer protection?
2. List three (3) organs of Consumer Protection.

2 State five (5) reasons why Air Transport is preferable to Road Transport.

3 a) DefineCommunication.

b) State three (3) importance of Communication to a Business Organization.

4 a) Explain Business Plan.

b) Enumerate three (3) Characteristics of a Business Plan.

5 a) What is Advertising?

b) Write out five (5) Advertising Jingles.

6 a) Differentiate between a Justified Complaint and an Unjustified Complaint.

b) Outline steps in Lodging a Complaint.