



# T155

**08:30 – 11:30 AM**

**Names**

**Index number**

**TVET NATIONAL EXAMINATIONS, LEVEL 5, 2022-2023**

# QUESTIONS and ANSWERS BOOKLET

**OPTION/ TRADE : BUSINESS SERVICES**

**SUBJECT/EXAM:** BUSINESS MANAGEMENT

**DURATION:** 3 Hours

Read carefully the instructions on page 1 & 2.

**FOR EXAMINER'S USE ONLY**

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# **TVET NATIONAL EXAMINATIONS, LEVEL 5, 2022-2023**

## **INSTRUCTIONS TO CANDIDATES (ANSWER BOOKLET)**

1. A candidate should fill in the actual names and the Index number on the cover of this questions and answer booklet on the provided place.
  2. It is illegal for a candidate to write any of names, Index number or school name inside the answer booklet.
  3. No candidate should remove or tear any pages or part of it in the answer booklet.
  4. A candidate should answer in the language in which the examination is set.
  5. A candidate should sign on the sitting plan when submitting the answer booklet. He/she has also to check if the answer booklet is well sealed.
  6. No extra paper is allowed in the examinations room. If a candidate is caught with it his/her results will be nullified.
  7. No candidate is allowed to write answers not related to the subject being sat for, otherwise it will be considered as a cheating case.
  8. Write your answers on the 16 lined pages (From page 7 to page 22).
  9. Use the last non-lined pages as draft.
  10. Results for any candidate who is caught in examination malpractices are nullified. The cheating can be recognized during examinations administration, marking exercise or even thereafter.
- N.B:** 1) After results publication, there is no remarking and no candidate is given his/her answer booklet for review. This answer booklet is a property of NESAs.
- 2) Claims are only received online within 30 days after results publication. A link will be provided after results publication.

**TVET NATIONAL EXAMINATIONS, LEVEL 5, 2022-2023**

**OPTION/TRADE: BUSINESS SERVICES**

**SUBJECT/EXAM: BUSINESS MANAGEMENT**

**DURATION: 3 HOURS**

**INSTRUCTIONS TO CANDIDATES (QUESTION PAPER)**

**This Exam paper is composed of Three Sections (A, B, and C). Follow the instructions given below, and answer the indicated questions for a total of 100 marks**

Section **A**: Fourteen (**14**) questions, all **Compulsory** **55 marks**

Section **B**: Among the five (**5**) questions, attempt any three (3) **30 marks**

Section **C**: Among the two (**2**) questions, attempt any one (1) **15 marks**

**Allowed materials:**

- Blue or black pen
- Mathematical set

**Note:**

***Every candidate is required to carefully comply with the provided assessment instructions.***

**SECTION A: Attempt all questions**

**(55 marks)**

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- 01.** Define the following terms: **(3marks)**
- a)** Insurance:
  - b)** Indemnity:
  - c)** Re-insurance:
- 02.** State the five (5) characteristics of insurance contract. **(5marks)**
- 03.** With examples, explain the importance of insurance. **(3marks)**
- 04.** List the five (5) ways to be followed in analyzing your competitions. **(5marks)**
- 05.** Name the ways you can use to pay insurance premium. **(5marks)**
- 06.** Outline any three (3) Ethics of clearing and forwarding agent. **(3marks)**
- 07.** Explain any two (2) principles of logistics. **(4marks)**
- 08.** Briefly describe any three (3) ways of identifying your business customers. **(3marks)**
- 09.** Outline the five (5) steps to follow when handling customer complaints. **(5marks)**
- 10.** Identify any five (5) benefits of real estate marketing techniques. **(5marks)**
- 11.** Propose the proper ways of caring for the existing customers. **(3marks)**
- 12.** Enumerate the factors affecting the real estate properties. **(4marks)**
- 13.** Explain the change management process. **(5marks)**
- 14.** Differentiate forwarding agents from clearing agents. **(2marks)**

## **T155\_ Business management**

### **Section B: Attempt any three (3) questions**

**(30 marks)**

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- 15.** You are appointed as the Manager of BK Insurance company. **(10marks)**  
Describe any five (5) business effective communication skills that will be appropriately used to deliver the message to BK insurance clients.
- 16.** Discuss any five (5) types of insurance covers. **(10marks)**
- 17.** A supplier is a person or organization that provides something needed such as products or services. Briefly explain the steps of supplier selection process. **(10marks)**
- 18.** Suppose that you are the Head of department. Identify different ways you can use to improve collaboration among departmental staff. **(10marks)**
- 19.** Give all the types of logistic channels with brief explanations. **(10marks)**

### **Section C: Attempt only one (1) question**

**(15 marks)**

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- 20.** Discuss any three (3) types of real estate. **(15marks)**
- 21.** A customer complaint refers to when a business does not deliver on its commitment and does not meet customer's expectation, in terms of product and services. Explain clearly how a customer's complaints can be a tool of a business growth. **(15marks)**

**END OF ASSESSMENT**

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