

FORMATIVE ASSESSMENT ACTIVITIES

Unit standard 119667

Activity 1 (S01, AC1) (Group Activity)

1. In a group, give at least two examples of each type of business
 - Agriculture
 - Mining and Quarrying
 - Manufacturing
 - Electricity, Gas and Water
 - Construction
 - Retail and Motor Trade and Repair Services
 - Wholesale Trade, Commercial Agents and Allied Services
 - Catering, Accommodation and other Trade
 - Transport, Storage and Communications
 - Finance and Business Services
 - Community, Social and Personal Services
2. Identify and list the value chain from the manufacturer to the spaza shop, including the transport companies.
3. If you want to supply goods to a wholesaler such as Makro, who would be the decision-maker that you have to talk to? (1)

Activity 2 (S01, AC1-2) (Group Activity)

In a group, discuss the effect the following can have on the value chain:

- ✓ Trade unions
- ✓ Government
- ✓ Transport companies
- ✓ Wholesalers
- ✓ Community

Activity 3 (SO1, AC2) (Group Activity)

In a group, draw an organogram of the typical chain of command in an organisation, using the information as quoted to assist you.

Activity 4 (SO1, AC 1-2, 4-5) (Group Activity)

1. You want to open a furniture shop. In a group determine in which industry the shop will be classified, as well as the business sector the shop will be classified in.
2. How will a strike by the employees of a furniture factory affect your business?
3. How will cheap furniture imported from overseas affect your business?

4. If we look at the value chain that milk goes through, how will it affect the value chain if the quality control on the farm is not done properly and milk is sold that goes sour before the due date?
5. How will a strike by Transnet employees affect the value chain of the iron ore from the mining company to the car dealer?
6. How is the value chain of clothes affected by cheap imports from overseas? Discuss the value chain from the clothes factory to where the product is purchased by the customer.
7. Cheap imported clothes have an effect on the economy of the country. Explain how you think cheap imports affect the economy negatively.

Activity 5: (SO1, AC3) (Group Activity)

1. In a group, discuss the following and note your conclusions: Why is it important that you talk to the decision-maker in an organisation?
2. Why should you know what the chain of command in the organisation is?
3. Why should you be aware of the communication channels in the organisation?
4. Why should you ensure that the client has a need of your product or service before you attempt to sell it to the organisation?
5. Why should you ensure that you can deliver the product in the correct quantity and quality and on time?
6. In a group, discuss what the three statements below mean and how you can use this knowledge to improve your sales pitch. You want to start a taxi service taking children to school.
7. Customers want to narrow their own focus to the few things they do best, and outsource the rest without the added overhead costs of supervising their suppliers.
8. Customers want sellers to know their business well enough to create products and services they would not have been able to design or create themselves.
9. Customers want proof – hard evidence – that their supplier has added value in excess of price.
10. In a group, discuss the seven factors of the critical salesperson role: what they mean and how you can use this knowledge to improve your sales pitch. You want to start a taxi service taking children to school.
11. In a group, discuss the five buying decisions: what they mean and how you can use this knowledge to improve your sales pitch. You want to start a taxi service taking children to school.
12. In a group, prepare a sales pitch. You want to start a taxi service taking children to school and are going to do a presentation to the headmaster at the school in order to get his approval for the taxi service.

Activity 6 (SO1, AC1, 3) (Group Activity)

1. You want to start a taxi service for the employees of the BMW plant in your area. You want the support of BMW, who is conscious of their social responsibility and their responsibility towards their employers. Who will you approach with this proposal?

2. You want to start an upholstery business, making the seats and interiors for Nissan cars. Who do you think will be the decision-maker at Nissan?
3. How will you set up an appointment with this person?

Activity 7 (S02, AC1-4) (Group Activity)

1. You want to open a furniture shop. Identify as many role players in this business sector as you can.
 - ✓ Furniture manufacturers
 - ✓ transport operators
 - ✓ furniture wholesalers
2. What role will each of them play in the success of your business?
 - ✓ furniture manufacturer
 - ✓ transport operator
 - ✓ furniture wholesaler
3. How can you go about funding your venture?
4. Which joint venture or sub-contractor relations can you establish to deliver on larger projects?
5. How will you go about obtaining business for your business idea?

Activity 8 (SO3, AC1-3) (Group Activity)

1. Explain the flow of information between stores, the production department, the purchasing department and the finance department.
2. In a group, design an order form.
3. In a group, design a delivery note.
4. In a group, design a quotation.
5. What information must be included on an order form?
6. What is the purpose of the delivery note?
7. Which form would production use to order products from the stores?
8. Why should the finance department be kept up to date with orders placed and goods delivered?

Activity 9 (SO3, AC3) (Individual Activity)

1. Describe the process of stock control.
2. What are stock records used for?
3. What is the purpose of expediting orders?
4. How is expediting done?
5. In a group, design a stock control form.
6. There are two types of returns in business. Discuss them.
7. Describe the steps involved in the receiving process.