 Province of the

EASTERN CAPE

EDUCATION

**DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)**

**HOME SCHOOLING SELF-STUDY WORKSHEET**

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| **SUBJECT** | **BUSINESS STUDIES** | **GRADE** | **12** | **DATE** | **15/05/2020** |
| **TOPIC** | **BUSINESS OPERATIONS**  | **TERM 1****REVISION** | **X** | **TERM 2 CONTENT** | **X** |
| **TIME ALLOCATION** | **1 HOUR MARKS:100** | **TIPS TO KEEP HEALTHY**1. **WASH YOUR HANDS** thoroughly with soap and water for at least 20 seconds. Alternatively, use hand sanitizer with an alcohol content of at least 60%.2. **PRACTICE SOCIAL DISTANCING** – keep a distance of 1m away from other people.3. **PRACTISE GOOD RESPIRATORY HYGIENE**: cough or sneeze into your elbow or tissue and dispose of the tissue immediately after use.4. **TRY NOT TO TOUCH YOUR FACE.** The virus can be transferred from your hands to your nose, mouth and eyes. It can then enter your body and make you sick. 5. **STAY AT HOME.**  |
| **INSTRUCTIONS** | INSTRUCTIONS AND INFORMATION 11. Answer ALL questions in the ANSWER BOOK.
2. Number the answers correctly according to the numbering system used in this question paper. NO marks will be awarded for answers that are numbered incorrectly
3. Read the instructions for each question carefully and take particular note of what is required.
4. Except where other instructions are given, answers must be in full sentences.
5. Use the mark allocation and nature of each question to determine the length and depth of an answer.
6. Write neatly and legibly.
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| **QUESTION 1: BUSINESS OPERATIONS**  |  |
| 1.1 | Read the scenario below and answer the questions that follow. |  |
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| **MARGARET GUEST HOUSE (MGH**Margaret Guest House has advertised a post for a receptionist in the local newspaper. The advertisement included the following aspects regarding the position:* The receptionist is responsible for making bookings and arranging transport for guests.
* He/She manages the system for the safekeeping of the guests' valuables.
* Applicants must have a diploma in administration management.
* Speaking, reading and writing skills in English are a requirement.
* Three years' experience in the hospitality industry will be an advantage.
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|  | 1.1.1 | State TWO job analysis components that MGH used to compile the advertisement. Quote TWO examples of EACH component from the scenario above. Draw the table below in the ANSWER BOOK to present your answer.

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| **COMPONENTS** | **EXAMPLES** |
| A | 1.2. |
| B | 1.2. |

 | (8) |
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|  | 1.1.2 | Name the type of recruitment that MGH used to find suitable candidates for the vacant post. Motivate your answer. | (3) |
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|  | 1.1.3 | MGH has invited shortlisted applicants to an interview. Explain the role of the interviewee/applicant during the interview. | (8) |
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| 1.2 | Explain screening as part of the selection procedure. | (4) |
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| 1.3 | Discuss the benefits of a good quality management system. | (8) |
| 1.4 | Distinguish between quality control and quality assurance. | (4) |
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| 1.5 | Suggest quality indicators for EACH of the following business functions: |  |
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|  | 1.3.1 | General management | (4) |
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|  | 1.3.2 | Purchasing function | (4) |
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| 1.6 | Read the scenario below and answer the questions that follow. |  |
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| **COMFI LEATHER (CL)**Comfi Leather produces and sells leather products. The marketing department conducted customer surveys to analyse the needs of customers who use CL travelling and school bags. Customers were requested to comment on the quality of CL's bags and after-sales service. |

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|  | 1.6.1 | Name the TQM element that is applicable to the scenario above. Motivate your answer. | (3) |
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|  | 1.6.2 | Evaluate the impact of the TQM element identified in QUESTION 1.6.1, on CL as a large business. | (6) |
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|  | 1.6.3 | Explain how CL could use the PDCA-model/cycle to continuously improve their processes and systems. | (8) |
|  |  |  | **[60]** |
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| **QUESTION 2 BUSINESS OPERATIONS (HUMAN RESOURCES)** |  |
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|  | **SIPHO TRADERS**The management of Sipho Traders recently appointed Kobie as their marketing manager. The business is supposed to orientate and place Kobie accordingly. Kobie expects Sipho Traders to develop his managerial skills. |  |
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|  | As a human resources consultant, give a detailed report on the following human resources activities: |  |
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|  | * Explain the purpose of induction and state FIVE aspects that should be included in an induction programme.
* Advise Sipho Traders on the placement procedure they should follow.
* Discuss the implications of the Skills Development Act (SDA), 1998 (Act 97 of 1998) on the human resources function.
* Recommend SIX aspects that must be included in Kobie's employment contract.
 | [40] |
|  |  | **[100]** |
|  | DBE Nov 2016 |  |
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