



STUDENT SECTION

Name				Class	
Student MOE number (SIS)		School MOE Number		STUDENT SIGNATURE	
School name					

BUSINESS STUDIES

Grade 11 General Sample Exam Term 1

Date: November 2017

Time: TBC

Duration: 30 minutes


STUDENT INSTRUCTIONS –

Students must attempt **all** questions. All Questions are worth **one mark**.

For this examination, you must have:

1. An ink pen – blue.
2. A pencil.

TEACHER NOTES & INSTRUCTIONS

Please tick  the correct answers in **RED INK** and then write the mark awarded in the marking columns. With multiple mark answers highlight where the mark is awarded by **underlining** or by using an extra tick.

FOR ADMIN ONLY

MARKING RECORD

Section	Section TOTALS
Section 1	
Section 2	
Section 3	
Section 4	
Section 5	
MARKER SIGNATURE	TOTAL MARKS
MODERATOR SIGNATURE	

SECTION 1 – Multiple choice

Choose and circle the correct answer A, B, C or D.

Example: A **personal inventory** helps you?

- A: find gaps in your skills
- B: your bank balance
- C: provides you a SWOT analysis
- D: a list of products and services

Q1. The letter **S** in SWOT Analysis means _____

- A: strategies
- B: strengths
- C: standards
- D: strong

Q2. The letter "**M**" in SMART goals means _____

- A: major
- B: minor
- C: money
- D: measurable

Q3. **Teamwork** is _____

- A: people working together to reach a shared goal.
- B: a group of people working on a project
- C: a game played between a group of people
- D: friends working together at home

Q4. In team building "**forming**" means _____

- A: the group begins to exchange ideas
- B: the group turns into a high performance-team
- C: when a group of people first meet
- D: the group begins to share ideas and team begins to form

Q5. When you are **making a phone call**, you are the _____.

- A: receiver
- B: sender
- C: boss
- D: receptionist

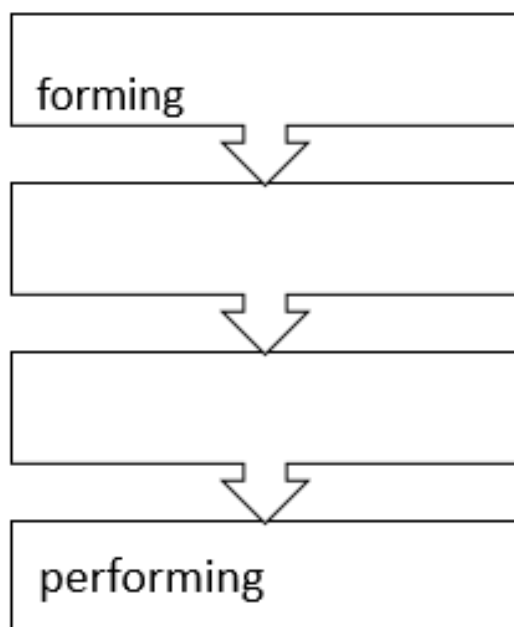
SECTION 2 – Match the word

Write the matching letter in the correct box. The first one has been done for you.

HEADING	Letter	PHRASES	Letter
Example: Norming	C	this is when a group of people first meet	A
1) Performing		group begins to share ideas and a team begins to come together	B
2) Forming		group begins to exchange ideas, but there are no clear plans	C
3) Storming		group turns into a high-performance team	D

4) Write the above terms in the correct order.

The first and last one have been done as an example.



SECTION 3 – Sentence Completion

Complete the sentences below using **one** of the words from the word box. Do not use the same word for more than one answer. **Three** words will **NOT** be used. The first one has been done for you.

Word Box:

temporary	weaknesses	PowerPoint
target	impressions	introduce
letters	Excel	effectively

Example: As a team we need to communicate effectively to achieve goals.

- Q1. When we first meet people, it is said that first _____ counts the most.
- Q2. Sending emails and _____ to your manager is a formal type of communication.
- Q3. _____ teams are set up for a short term to perform specific tasks.
- Q4. A good software tool to use when creating a presentation is Microsoft _____.
- Q5. When making a call it is important to _____ yourself first.

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SECTION 4 – True / False Questions

Choose and circle the correct answer TRUE or FALSE.

Example: Verbal communication is sending an email.

TRUE **FALSE**

- Q1. **Eye contact** is giving **Non-verbal communication** to another person. TRUE FALSE
- Q2. A **letter** is an **informal** method of communication. TRUE FALSE
- Q3. **Norming** is when a group of people start performing. TRUE FALSE
- Q4. When talking to people, our tone of voice must be loud for all to hear. TRUE FALSE
- Q5. A good presentation has a clear topic, objectives and an introduction. TRUE FALSE

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SECTION 5 – Short Answers

Answer the following questions.

Q1. Identify one way we communicate with people.

Q2. Give one example of a **formal written** communication.

Q3. Give one example what will happen if teams work poorly together.

Q4. One way **NOT** to treat a customer is to _____

Q5. Give one example of when you would use a PowerPoint presentation.

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You have now finished the examination.