

90843



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD  
KĪA NOHO TAKATŪ KI TŌ ĀMUA AO!

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SUPERVISOR'S USE ONLY

## Level 2 Business Studies, 2019

### 90843 Demonstrate understanding of the internal operations of a large business

9.30 a.m. Tuesday 26 November 2019  
Credits: Four

Achievement	Achievement with Merit	Achievement with Excellence
Demonstrate understanding of the internal operations of a large business.	Demonstrate in-depth understanding of the internal operations of a large business.	Demonstrate comprehensive understanding of the internal operations of a large business.

Check that the National Student Number (NSN) on your admission slip is the same as the number at the top of this page.

**You should attempt ALL parts of the task in this booklet.**

If you need more room for any answer, use the extra space provided at the back of this booklet.

Check that this booklet has pages 2–12 in the correct order and that none of these pages is blank.

**YOU MUST HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION.**

TOTAL

ASSESSOR'S USE ONLY

**TASK**

This task has four parts, (a) to (d). Use the background information below, the supplementary information in the other boxes, and your business knowledge to complete this task. You may integrate any relevant Māori business concepts into your answer.

*Wellington Associated Sports Group (WASG) is a new business that has been formed to combine the administrative tasks, such as event management and marketing, of a variety of different sports in the Wellington region. WASG is funded mainly by local government, but also receives income through subscriptions from various sporting organisations and from sponsors, as well as by managing food stalls at venues. It began operations in March 2019, but has run into some difficulties in its first six months.*

*WASG's mission statement is: "To be Wellington's premium provider of sports administration and support." The core values of trust, integrity, and transparency are considered the most important when dealing with publicly funded income streams.*

***Note:** In this context, "transparency" means that business decisions and use of finance can easily be followed and are open to inspection by the stakeholders of the business.*

Melanie Ruawai, a well-known sports personality, has been selected to lead WASG despite having limited experience in business. Her knowledge in leading and managing people has mainly come from her time captaining Wellington representative teams on the national stage. To fill gaps in her business knowledge, Melanie has been researching successful business leaders and managers to see what has worked best for them in their businesses.

You may choose **either** *Wellington Associated Sports Group (WASG)* **or** a large business (more than 20 employees and/or with a national or regional significance) that you have studied in depth.

(a) Referring to *WASG* or your chosen business, discuss the differing roles and skills of leaders and managers in the business.

In your answer:

- explain ONE key difference between the roles of a leader and a manager in the business context
- fully explain TWO skills that leaders and/or managers would need in order to run an effective business
- justify, with TWO reasons, which skill would be more important for a new leader and/or manager in the business.

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The examination continues on the following page.**

Much of Melanie's time in the first few weeks has been spent putting together policies and procedures for WASG's staff to follow when it comes to dealing with different aspects of business operations.

You may choose **either** *Wellington Associated Sports Group (WASG)* **or** a large business (more than 20 employees and/or with a national or regional significance) that you have studied in depth.

(b) Referring to *WASG* or your chosen business, fully explain the need for a business to have clear policies and procedures for staff to follow.

In your answer:

- explain a policy or procedure that would be suitable for the business
- fully explain why the business needs to have this policy or procedure in place.

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A key income stream for WASG is running food caravans and coffee carts at venues. WASG employs a number of staff to source, prepare, and sell the food and coffee. At the first few events issues have arisen, such as lengthy delays between when a customer orders and receives their food or coffee, resulting in long lines of people at certain times of the day. Often this has been caused by staff having to order extra supplies, due either to stock running out part-way through the day or staff not following recipes and using more ingredients than necessary.

- (c) Referring to a large business (more than 20 employees and/or with a national or regional significance) that you have studied, discuss solutions the business has implemented, or could implement, to improve productivity in production processes.

In your answer:

- explain the term 'productivity' as it relates to your chosen business
- fully explain TWO ways in which the business has improved, or could improve, its productivity
- justify, with TWO reasons, which method would be the most effective for improving productivity in the business.

Name of large business:	
Goods and/or services provided:	

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Melanie has been told that it is important to gather sales and expense data from the sports events as soon as possible, to help her plan for future events and review how the previous ones have performed. The WASG board of directors is particularly interested in reports that show variance analysis for each of the events.

You may choose **either** *Wellington Associated Sports Group (WASG)* **or** a large business (more than 20 employees and/or with a national or regional significance) that you have studied in depth.

- (d) Referring to WASG or your chosen business, fully explain ONE way in which variance analysis could be used to improve decision-making for the business.

In your answer:

- explain the term 'variance analysis', using examples
- fully explain ONE way in which variance analysis improves decision-making.

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