 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** | **14/05/2020** |
| **TOPIC** | **BUSINESS OPERATIONS**  | **TERM 1****REVISION** | **X** | **TERM 2 CONTENT** | **X** |
| **TIME ALLOCATION** | **30 MINUTES MARKS: 60** | **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 | Study the advertisement below and answer the questions that follow. |  |
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| **VACANCY: SENIOR ADMIN CLERK**We have a position available for an admin clerk. Only candidates with at least two years administration experience and traceable references need to apply. The successful applicant: * Must have numerical skills
* Must be computer literate
* Must be able to work under pressure

Visit our website/weekly newspaper for full details of our vacancies: www.broad.web.co.za Please fax your C.V. to Broad Enterprise @ 0861 455 6785 Closing date: 31 May 2016 Only applicants on the short list will be contacted for interviews. |

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|  | 1.1.1 | Identify the type of recruitment used by Broad Enterprise. Motivate your answer. | (4) |
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|  | 1.1.2 | Discuss FOUR advantages of this type of recruitment. | (8) |
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|  | 1.1.3 | Differentiate between job description and job specification. | (8) |
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| 1.2 | Discuss FOUR reasons why an employment contract may be terminated. | (12) |
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| 1.3 | Read the scenario below and answer the questions that follow: |  |
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| **KUYASA GENERAL DEALER**Kuyasa General Dealer buys bread directly from Woodlands Bakery in Seaview, outside Port Elizabeth.  One day after Woodlands Bakery deliveries, Mr Ben, the owner of Kuyasa General Dealer discovers that the bread was stale. Kuyasa General Dealer immediately informed Woodlands Bakery about the problem but nothing was done. Woodlands Bakery lost many customers as a result of this problem. |

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|  | 1.3.1 | Advise Woodlands Bakery on how to implement a continuous improvement cycle to improve the quality of their product. | (8) |
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|  | 1.3.2 | Discuss how total client satisfaction and the continuous improvement of processes and systems could assist Woodlands Bakery to sell good quality bread. | (8) |
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|  | 1.3.3 | Explain the benefits of implementing a good quality control system in Woodlands Bakery.  | (12) |
|  |  |  |  |
|  | EC June 2016 | **[60]** |
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