

Practice Attitude

QUIZ

Business Services

Part 1: About this Business services Resource

Guidance

This Practice Aptitude Quiz is intended to be a general illustration of some of the key learning standards required of people attempting an Australian Apprenticeships entry level qualification in the Business Services industry.

This Practice Aptitude Quiz is neither a formal assessment tool nor a direct pre-requisite for any job application.

This quiz has been developed with the assistance of Industry and Registered Training Organisations based on the needs and requirements of the industry sector.

It focuses on literacy, numeracy, comprehension and problem solving questions contextualised to this specific industry.

This Practice Aptitude Quiz does not cover aspects such as general knowledge or complex problem solving or reasoning skills. The level of reading, writing and mathematical skills assessed by this quiz is equivalent to that of a young person at Year 11 level.

This resource can be used by a number of different organisations and people such as careers practitioners with young people, Group Training Organisations and Job Services Australia providers with job seekers.

The Practice Aptitude Quiz can be:

- > Used by careers practitioners with individuals or in a class setting to provide general guidance on the level of study involved in undertaking an entry level qualification in this industry;
- > Provided to people to enable them to practice their skills before sitting an actual aptitude test;
- > Used by teachers as a guide to industry math requirements at the entry point of this particular Australian Apprenticeship career path; and
- > Used by teachers as classroom based activities for students in Year 11 and 12 and VET Business-centred studies.

The Quiz should be able to be completed in approximately 1 hour and 15 minutes.

Please note that rates quoted in this assessment for various items, including pay rates, are not meant to reflect today's values, but are used purely for mathematical purposes.

Calculators may be used to complete this practice assessment.

Answers are located at the end of the quiz.

Business Services Career, Occupational Information and Job Hunting Resources

Information and links on the Business Services Industry, careers, job prospects as well as career websites and job hunting resources can be found at www.aapathways.com.au/Career-Resources.

After the Quiz

There are a range of support services available to help you find out about courses that may help you improve your literacy and numeracy skills and also your readiness for work.

If you are still at school you should discuss any concerns you may have with your career practitioner. Further information may also be provided by a Job Services Australia provider, an Australian Apprenticeships Centre, a Group Training Organisation or a training provider.

Useful Contacts

Here are some links to job seeker support services:

- > Search for your local Australian Apprenticeships Centre - www.aapathways.com.au/aac
- > Find a local Group Training Organisation - www.grouptraining.com.au/Find/find_gto.html
- > Job Services Australia providers work with eligible job seekers to develop an individually tailored Employment Pathway Plan. The plan maps out the training, work experience and additional assistance needed to find job seekers sustainable employment - www.jobsearch.gov.au/provider/default.aspx

Part 2: The Quiz



Section 1 - Literacy, Reading and Comprehension

1. Put the following words into alphabetical order:

Conference	
Schedule	
Business	
Administration	
Meetings	
Transcription	
Communication	
Organisation	
Technology	
Customer	

2. a. File the following names under last name and then first name. The first one has been done for you.

File Name	Last Name	First Name
Quoc Nguyễn	NGUYEN	QUOC
Joanne Newland		
Raymond Nguyễn		
Allan Nicholls		
Craig Johnstone		
Aazim Jamal		
Ivan Van Der Wiel		
Yvette Johnson		

b. Now rearrange the information in the table below. Sort the information into alphabetical order by Last Name, First Name then File Name in the second table. The last one has been done for you.

Last Name	First Name	File Name
VAN DER WIEL	Ivan	Ivan Van Der Wiel

3. The following text has 10 errors in it. Identify the 10 errors (there are both spelling and grammar mistakes) and show the correct way to write them in the table below.

Good customer service is the lifeblood of any business. You can offer promotions and cut prices but, unless you can get your customers to come back, your business won't be profitable for long. Good customer service is all about bringing customer's back. and sending them away happy - happy enough to pass positive feedback about your business along too others.

List the mistakes below as you find them:

4. The five words below are misspelt. Correctly spell each one:

- a. Recruutment _____
- b. Markiting _____
- c. Servise _____
- d. Adminstration _____
- e. Pollicy _____

5. Put an apostrophe in the correct location:

- a. The mans stapler _____
- b. The teams meeting _____
- c. The womens conference _____
- d. The ladys briefcase _____
- e. One weeks pay _____

6. If Jack was hired before Bronwyn but after Lutfi, and Lutfi was hired before Thuy, and Thuy was hired before Bronwyn. Samira was hired before Jack. Which staff member was the newest? Who is the longest serving staff member?

- a. Newest staff member _____
- b. Longest serving staff member _____

7. Read the following passage then answer the questions that follow:

Melissa is a receptionist at Zig Zag Building. Her job description describes her role as:

- > Providing support to the manager;
- > Responding and redirecting telephone enquiries;
- > Updating database and producing a weekly report for the manager;
- > Managing financial requirements including purchase orders, cheque requests and courier services; and
- > Performing other duties as requested.

About one month ago, Melissa's boss asked her to take over the responsibility for managing the stationery for the entire office. Melissa agreed but she now finds that the stationery task consumes a lot of time. There were many interruptions from people wanting to find paperclips, paper or staplers. She found she needed to be very organised to cope with the work load.

Melissa started to manage her time better by prioritising. She created a to-do list. She labelled each task with:

- > A = Urgent - must be completed ASAP;
- > B = Important - must be done some time during the day; and
- > C = Can wait - must be completed some time this week.

She started by working through her list each day in order of importance. She refreshes her list twice a day. At the beginning of each day she transfers any unfinished tasks from the previous day to her fresh list. She makes sure her desk is not cluttered because a cluttered work area can have a damaging effect on her productivity and time management.

To cope with the constant interruptions, Melissa has adopted some strategies. She rearranged her office so she is not so easily distracted by people walking past her desk. She also organised the stationery cupboard better so that equipment and paper could be more easily found by the staff. She even removed the spare chair in her office because staff used to sit and chat and her time was not being used effectively.

a. How often does Melissa need to produce a report for her manager?

b. What are three financial requirements in her job role?

c. What are three labels she has created for her to-do list?

d. How many times a day does she refresh her to-do list?

e. What three things did Melissa do to minimise interruptions to her day?

8. Having good customer service is essential for any business. Write “GOOD” or “POOR” next to the following examples of customer service.

Always greet and acknowledge the customer	
Send out customer letters that do not follow the organisational style guide, and have no letterhead or return address	
Respond to customer queries promptly	
Deal with unhappy customers on the phone by hanging up quickly	
Have excellent knowledge of the products and services of your business	
Maintain a friendly attitude	
Listen to customers’ feedback and make changes as a result of customer feedback	
Respond with “I don’t know” when asked where a product is in the store	
Check customer satisfaction after a product or service has been delivered	
Keeping customers waiting or on hold on the telephone	
When dealing with an angry customer face to face, make no eye contact and look away	
Complain about your workplace to a customer	

9. Rewrite the following sentences to make the meaning clearer.

a. *‘Your speech will be followed by dinner, to begin at 7:30 pm.’*

b. *'They rented furniture for their new unit that cost \$100 per month.'*

10. Ivanka works as an Administration Officer in a school and was asked by her Team Leader to compile a list of students who were paying off a week-long excursion fee in four instalments:

a. Which of the following Microsoft Office software options would be the best way to do this?
(circle the correct response)

- i. Microsoft Word
- ii. Microsoft PowerPoint
- iii. Microsoft Excel

b. What are two advantages of the option you selected?

c. What is one other option that could be used?

11. Letter writing is a common administrative task. Below is a typical business letter. Locate each item from the following list and write the corresponding letter in the correct box.

- A Business letterhead & logo
- B Receiver's name and address
- C Greeting
- D Subject line
- E Sender's signature
- F Date
- G Body of the letter
- H Sender's name and job title

Administration Challenges Australia Ltd
75 Market Street, Manly NSW 2095

27 January 2011

Mr Brian Olaf
29 Fine Street
GEELONG 3220

Dear Mr Olaf

Bush Buddies Volunteer Days

We appreciate your willingness to volunteer your time and efforts as part of the Bush Buddies bush regeneration program. We will be working at Brimbank Park during the week starting Monday 20 November 2006.

You have indicated to us that you:

- will be available to help Monday 8.00 and to 11.00 pm

Please let the organiser know in advance if you are unable to make it on the day and times you have indicated.

Your organiser for the event is Terence Olsen, contactable by phone on 03 9140 3274 or via email at terence.olsen@admin.school.

Yours sincerely

Mary Thuy
Personal Assistant

www.secretary.com.au
ACN: 078 809 659

12. Taking telephone messages is a common administrative task. Below are some notes you have taken from a telephone call for your manager, Jerry Palau.

07-09-11
11.00 am
Jack Frost (03 4567 9872)
 - shift 9.30 meeting tomorrow to 11.00
 - JF will bring laptop and accounts notes
 - pls phone Tina about meeting time change
 - pls call JF back to confirm

Rewrite these notes in the table below:

PHONE MESSAGE	
To:	
Date:	Time:
Message from:	
Phone number:	
Message details:	
Message taken by:	

Section 2 – Mathematics

(A calculator may be used)

Numbers (Calculations, Conversions, Estimation and Rounding)

1. Convert the following:

- a. \$3.31 to cents _____
- b. 6000 cents to dollars _____
- c. 105 days to weeks _____
- d. 2 hours and 11 seconds to seconds _____
- e. 7.5 kilometres to metres _____
- f. 4.5 kilograms to grams _____

2. Arrange in ascending order (from smallest to largest):

8 -3 $\frac{1}{4}$ 4.7 0 -10

3. Circle which fraction is larger: (Circle the correct response)

- a. $\frac{3}{5}$ or $\frac{1}{2}$
- b. $\frac{4}{9}$ or $\frac{1}{3}$

4. a. How many hours and minutes are there from 8:45 am to 3:25 pm? _____

b. How many hours and minutes are there between 8:58 am and 1:20 pm? _____

5. Select the best estimate for the following (Circle the correct response to each):

a. 4249×71

- i. 28000 ii. 15000 iii. 28000 iv. 43000

b. $80000 \div 38$

- i. 200 ii. 2000 iii. 20000 iv. 4000

6. Sometimes in business it is necessary to round numbers up or down, especially when dealing with money. Round the following numbers:

- a. 789.322 to the nearest whole number _____
- b. 10.234 to the nearest whole number _____
- c. 35.6754 to two decimal places _____
- d. 425.831 to two decimal places _____

7. When writing cheques, you need to be able to interpret numbers as words or digits.

Write the following as numbers:

- a. One hundred and fifty two _____
- b. Three thousand four hundred and twenty four _____
- c. Thirty six thousand and ninety two _____
- d. Four hundred thousand _____

Write as words:

- e. 506 _____
- f. 5020 _____
- g. 100,389 _____
- h. 2,000,000 _____

8. The following is a list for a purchase order. Fill in the gaps.

Item	Cost	Quantity	Total cost
Document wallet	3.50	2	\$
White board markers	2.20 for pack of 4	2 packs	\$4.40
Plastic pocket	10.00 for box of hundred	3 boxes	\$
Document display book	13.25	3	\$
TOTAL			\$

9. Which represents the best buy? (Circle the correct response)

- a. 3 kg for \$6.60 OR b. 9 kg for \$18.00

Maths operations:

10. Work out the answers to the following:

a.
$$\begin{array}{r} 87 \\ + 95 \\ \hline \end{array}$$

b.
$$\begin{array}{r} 324 \\ + 675 \\ \hline \end{array}$$

c.
$$\begin{array}{r} 9845 \\ + 4076 \\ \hline \end{array}$$

11. Multiply:

a. $6.89 \times 10 =$ _____

b. $12.2 \times 3 =$ _____

c. $45.7 \times 2 =$ _____

Percentages:

12. Calculate the following:

a. 5% of \$68 _____

b. 25% of \$9,808 _____

c. 30% of \$890 _____

13. Calculating GST is important in any business calculation. GST adds 10% to the cost of the item or service. Calculate the GST on the following:

a. The service and repair of the company's photocopier was \$305 before GST. What is the price with GST added on?

b. A box of staples costs \$4.50 before GST. What is the price of the box of staples with GST added on?

c. You hire out your office consultant to other departments for \$120 an hour before GST. What is the hourly price of the consultant with GST added on?

14. The sales manager at a local store has to add 'on-costs' of 15% to all the electrical items. If a toaster's purchase cost was \$35 what will be its sale price?

Problem Solving:

15. Two numbers add up to 87; if one is 39 what is the other?

16. A casual worker worked six hours, was paid \$14.50 per hour and also received a meal allowance of \$6.50. How much did they get paid for their day?

17. A deceased estate has the combined value of \$188,500. If it is to be split between four relatives equally, how much does each receive?

18. Maria earns \$45,905 per year. What is her fortnightly salary before tax?

19. Rani, a receptionist, gets paid \$17.50 per hour, plus time and half for anything over 38 hours per week. If he worked for 42 hours, what was his pay for:

- a. the first 38 hours _____
- b. the overtime work only _____
- c. the total pay _____

20. The branch manager has scheduled a 45 minute staff meeting. Each presenter must speak for no more than 15 minutes. The following table represents the speakers.

Staff member	Topic	Time
Jād Assaf	Budget review	10 mins
Mai Tran	Allocation of funds	14 mins
Gemma Carter	New equipment	
Harry Wong	Mid term function	7 mins
Toni Benson	New projects	

You wish to allocate the same amount of time to Gemma and Toni. How much time should you allocate for their presentations so that the meeting will go for 45 minutes exactly?

21. You have to organise the farewell afternoon tea function for a staff member who is leaving after 15 years of service. You have been advised the catering costs are as follows:

Boxes of cakes = \$12.50 each
 Cheese platters = \$23.00 each
 Coffee and tea = \$2 a head

You have decided to order 2 boxes of cakes and 2 cheese platters and you anticipate 30 people attending who will be drinking tea and coffee. How much will the function cost?

22. The company's file storage is made up of 2-drawer filing cabinets and 4-drawer filing cabinets. They counted the number of cabinets and got 10. They counted the number of drawers and got 34. How many 2-drawer filing cabinets are there and how many 4-drawer filing cabinets are there?

Bank Accounts

23. What are the missing amounts? (*Fill in the shaded areas*)

Date	Transaction	Debit	Credit	Balance
1 May	Balance B/F			2132.20
3 May	Cheq 4217	460.27		1671.93
7 May	Deposit			1902.09
17 May	Cheq 4218	891.20		1010.89
26 May	Wages		1740.60	

Section 1 - Literacy, Reading and Comprehension

1. Administration, Business, Communication, Conference, Customer, Meetings, Organisation, Schedule, Technology, Transcription.

2. a.

File Name	Last Name	First Name
Quoc Nguyễn	NGUYEN	QUOC
Joanne Newland	NEWLAND	JOANNE
Raymond Nguyễn	NGUYEN	RAYMOND
Allan Nicholls	NICHOLLS	ALLAN
Craig Johnstone	JOHNSTONE	CRAIG
Aazim Jamal	JAMAL	AAZIM
Ivan Van Der Wiel	VAN DER WIEL	IVAN
Yvette Johnson	JOHNSON	YVETTE

b.

Last Name	First Name	File Name
JAMAL	AAZIM	Aazim Jamal
JOHNSON	YVETTE	Yvette Johnson
JOHNSTONE	CRAIG	Craig Johnstone
NEWLAND	JOANNE	Joanne Newland
NGUYEN	QUOC	Quoc Nguyễn
NGUYEN	RAYMOND	Raymond Nguyễn
NICHOLLS	ALLAN	Allan Nicholls
VAN DER WIEL	IVAN	Ivan Van Der Wiel

3. customer = customer, lifeblood = lifeblood, business = business, offer = offer, profitable = profitable, customer's = customers, and =, and, happy = happy, positive = positive, too = to.

4. Recruitment, Marketing, Service, Administration, Policy

5. a. The man's stapler b. The team's meeting c. The women's conference
d. The lady's briefcase e. One week's pay

6. a. Bronwyn b. Lutfi

7. a. weekly
b. purchase orders, cheque requests and courier services
c. A = URGENT - must be completed ASAP, B = IMPORTANT - must be done some time during the day, C = CAN WAIT - must be completed some time this week
d. twice a day
e. rearranged her office, organised the stationery cupboard, removed the chair

8.

Always greet and acknowledge the customer	GOOD
Send out customer letters that do not follow the organisational style guide, and have no letterhead or return address	POOR
Respond to customer queries promptly	GOOD
Deal with unhappy customers on the phone by hanging up quickly.	POOR
Have excellent knowledge of the products and services of your business	GOOD
Maintain a friendly attitude	GOOD
Listen to customers' feedback and make changes as a result of customer feedback	GOOD
Respond with "I don't know" when asked where a product is in the store	POOR
Check customer satisfaction after a product and service has been delivered	GOOD
Keeping customers waiting or on hold on the telephone	POOR
When dealing with an angry customer face to face, make no eye contact and look away.	POOR
Complain about your workplace to a customer.	POOR

9. a. *'Your speech, which will begin at 7.30, will be followed by dinner.'*
 b. *'They rented furniture, which cost \$100 a month, for their new unit.'*

10. a. Microsoft Excel
 b. (Answers may vary) Excel is good for dealing with money, Excel is good for lists, Excel has functions/formulas that make calculations easy,
 c. Microsoft Word could also be used, especially because you can create lists and tables.

11. A Business letterhead & logo B Receiver's name and address C Greeting
 D Subject line E Sender's signature F Date
 G Body of the letter H Sender's name and job title

F Administration Challenges Australia Ltd
75 Market Street, Manly NSW 2095

A 27 January 2011

B Mr Brian Olaf
29 Pine Street
GEEELONG 3220

D Dear Mr Olaf
Bush Buddies Volunteer Days
We appreciate your willingness to volunteer your time and efforts as part of the Bush Buddies bush regeneration program. We will be working at Binnbank Park during the week starting Monday 20 November 2006.

C You have indicated to us that you:
 • will be available to help Monday 8.00 and to 11.00 pm
 Please let the organiser know in advance if you are unable to make it on the day and times you have indicated.
 Your organiser for the event is Terence Olsen, contactable by phone on 03 9140 3274 or via email at terence.olsen@admin.school.
 Yours sincerely

G *Mary Thuy*
Mary Thuy
Personal Assistant

E www.secretary.com.au
ACN: 078 509 659

H

12.

PHONE MESSAGE	
To: Jerry Palau	
Date: 07/09/11	Time: 11.00 am
Message from: Jack Frost	
Phone number: (03) 4567 9872	
Message details: - Shift 9.30 am meeting tomorrow to 11.00 am - Jack will bring a laptop and the accounts notes - Please phone Tina about meeting time change - Please call Jack back to confirm	
Message taken by: (Your name goes here)	

Section 2 - Mathematics

Numbers (Conversions, Estimation, Time)

1. a. 331 cents b. \$60 c. 15 weeks d. 7211 secs
e. 7,500 m f. 4,500 grams
2. -10 -3 0 $\frac{1}{4}$ 4.7 8
3. a. $\frac{3}{5}$ b. $\frac{4}{9}$
4. a. 6 hours 40 mins b. 4 hours 22 minutes
5. a. i. 280000 b. ii. 2000
6. a. 789 b. 10 c. 35.68 d. 425.83
7. a. 152
b. 3424
c. 36092
d. 400,000
e. five hundred and six
f. five thousand and twenty
g. one hundred thousand three hundred and eighty nine
h. 2 million

8.

Item	Cost	Quantity	Total cost
Document wallet	3.50	2	\$7.00
White board markers	2.20 for pack of 4	2 packs	\$4.40
Plastic pocket	10.00 for box of hundred	3 boxes	\$30
Document display book	13.25	3	\$39.75
TOTAL			\$81.15

9. 9 kg for \$18.00

Mathematics Operations

10. a. 182 b. 999 c. 13,921
11. a. 68.9 b. 36.6 c. 91.4

Percentages

12. a. \$3.40 b. \$2452 c. \$267
13. a. \$335.50 b. \$4.95 c. \$132
14. \$40.25

Problem Solving

15. 48
16. \$93.50
17. 47,125
18. \$1765.38
19. a. \$665 b. \$105 c. \$ 770
20. 7 minutes each
21. There are three 2-drawer filing cabinets and seven 4-drawer filing cabinets
22. \$131

Bank Accounts

23.

Date	Transaction	Debit	Credit	Balance
1 May	Balance B/F			2132.20
3 May	Cheq 4217	460.27		1671.93
7 May	Deposit		230.16	1902.09
17 May	Cheq 4218	891.20		1010.89
26 May	Wages		1740.60	2751.49

Contributions

This Practice Aptitude Quiz was developed by:



Australian Apprenticeships Pathways Website - www.aapathways.com.au

This website, part of the Australian Apprenticeships and Traineeships Information Service, provides sample Australian Apprenticeships job descriptions and links to more Australian Apprenticeships information and resources. The service is funded by the Department of Industry.



Innovation and Business Services Australia - www.ibsa.org.au

Innovation & Business Skills Australia (IBSA) is one of 12 Industry Skills Councils which have custodianship of all VET Education Training Packages. IBSA oversees 12 Training Packages in the following industry sectors: Financial Services, Education, Business Services, Cultural & Related Industries, Information & Communications Technology and Printing & Graphic Arts. IBSA works closely with industry, education and government to ensure that the qualifications in these sectors reflect real industry skill requirements and to build capability, professionalism, and innovative capacity in Australia's workforce.



The Gordon - www.thegordon.edu.au

The Gordon 1-10 initiative has been developed to see the Institute recognised as a leader in education and training at a regional, State, national and international level. With innovative approaches to new technologies and learning strategies The Gordon is playing a key role in ensuring the current and future needs of business, industry and community are being met.



The Career Education Association of Victoria - www.ceav.vic.edu.au

The CEAV is the Victorian peak body for secondary school career practitioners, work experience coordinators, VET coordinators and MIPS coordinators. The CEAV provides professional development opportunities for members and also works with business, industry, and the education and training sector.



Industry Training Australia P/L - www.itaust.com.au

Industry Training Australia (ITA) delivers consultancy services to government and non-government organisations in the education and training sector. ITA develops and delivers information and communication services, including the Australian Apprenticeships Pathways website, for service provider networks and the general public.

For enquiries about this Practice Aptitude Quiz contact the Australian Apprenticeships and Traineeships Information Service on 1800 338 022.