



BUS – Business Management

Wednesday, 21/7/2021

08:30 – 11:30 AM

Names.

Index number

TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

QUESTIONS and ANSWERS BOOKLET

OPTION/TRADE: BUSINESS SERVICES

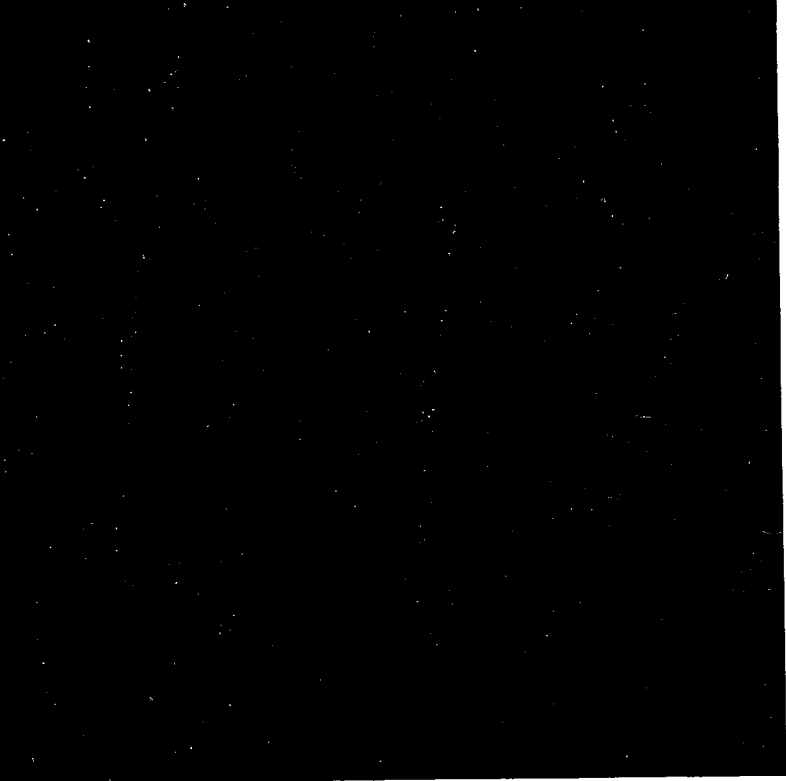
SUBJECT: Business Management

ACADEMIC YEAR: 2020-2021

Read carefully the instructions on page (i) & (ii)

FOR EXAMINER'S USE ONLY

[illegible]



TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

INSTRUCTIONS TO CANDIDATES: PART I (Answer Booklet)

1. A candidate should fill in the actual names and the index number on the cover of this questions and answer booklet on the provided place (Black Box).
2. It is illegal for a candidate to write any of his/her names, index number or a school name inside the answer booklet.
3. A candidate should check if all pages of the answer booklet are complete. No candidate should remove or tear any pages or part of it from the answer booklet.
4. A candidate should answer in the language in which the examination is set. (See page **(ii)**)
5. A candidate should sign on the sitting plan when submitting the answer booklet. He/she has also to check if the answer booklet is well sealed.
6. No extra paper is allowed in the examinations room. If a candidate is caught with it his/her results will be nullified.
7. No candidate is allowed to write answers not related to the subject being sat for, otherwise it will be considered as a cheating case.
8. Write your answers on the 12 lined pages (From page 1 of 12 to page 12 of 12).
9. Use the last non-lined pages as draft.
10. Results for any candidate who is caught in examination malpractices are nullified. The cheating can be recognized during examinations administration, marking exercise or even thereafter.

TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

OPTION/TRADE: BUSINESS SERVICES

SUBJECT: Business Management

DURATION: 3 hours

INSTRUCTIONS TO CANDIDATES: PART II (Question Paper)

The paper is composed of two (2) Sections as follows:

Section I: Attempt all the Twelve (12) questions (60 marks)

Section II: Attempt any Four (4) questions out of Six (6) (40 marks)

Allowed materials:

- Ruler or square
- Calculator

Note:

Every candidate is required to carefully comply with the provided assessment instructions.

Section I : Attempt all the Twelve (12) questions **(60 marks)**

- 01.** Classify risks to be insured based on the insurance company policies. **(5marks)**
- 02.** Outline the main reasons why insurance is needed. **(5marks)**
- 03.** Discuss on how to collaborate with different units and departments within the organization. **(5marks)**
- 04.** How to make good impression to customers (give 5 examples). **(5marks)**
- 05.** Marketing strategies have great impact to a business. Discuss (5) elements). **(5marks)**
- 06.** List down five (5) Maslow's hierarchy of needs. **(5marks)**
- 07.** What are the importances of insurance? **(5marks)**
- 08.** Identify the steps to follow in order to conduct your own competition analysis. **(5marks)**

09. Discuss four (4) types of motivation factors given to employees.

(5marks)

10. List and explain the essential skills of Managers.

(5marks)

11. Suppose that you are appointed as Business Manager, describe the business communication tools that will be appropriate to use and deliver the message to your potential clients.

(5marks)

12. Differentiate partnership from corporation in business.

(5marks)

Section II: Attempt any Four (4) questions out of Six (6) (40 marks)

13. Explain the following terminologies: (10marks)

- a) Mitigation
- b) Indemnity
- c) Re-insurance
- d) Utmost good faith

14. Describe the steps to ensure your change initiative management process. (10marks)

15. Discuss about the basic characteristics of insurance contract. (10marks)

16. Discuss five (5) advantages of suitable services. (10marks)

17. Explain five (5) reasons why your business needs strong competition. (10marks)

18. Discuss five (5) ways to be adopted to overcome your competitors successfully. (10marks)

Do not write anything on this page !

