XXX Secondary School

20XX-20XX

Business, Accounting and Financial Studies

Key Business Functions (Lesson 1) – Homework

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Class: \_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Marks: \_\_\_\_\_\_

**Part A：Multiple Choice Questions (14 marks, 2 marks @1)**

1. Which of the following is not the responsibility of a human resources manager?
2. Review the compensation of a staff in the finance department
3. Plan to place an advertisement in newspapers to recruit staff for the operations department
4. Establish of a new computer system to store employee information
5. Organise a training program for the company's marketing department
6. Not enough night shift staff at ABC Convenience Store. Peter, an executive at the business, decided to attend a career fair. Which of the following human resources management functions is this related to?
7. Recruitment and selection
8. Training and development
9. Performance appraisal
10. Reward management
11. ABC Convenience Store will open a new branch in the coming year. Which of the following human resources management functions is this related to?
12. Recruitment and selection
13. Training and development
14. Manpower planning
15. Only (1) and (2)
16. Only (1) and (3)
17. Only (2) and (3)
18. (1), (2) and (3)
19. Operations manager is responsible for
20. designing effective production processes
21. inventory management
22. quality assurance
23. logistics and distribution management
24. Only (1) and (3)
25. Only (2) and (4)
26. Only (1), (2) and (4)
27. (1), (2), (3) and (4)
28. The following are items involved in designing the production process, except
29. recording all materials and inventory.
30. planning for capacity.
31. choosing a facility location
32. designing jobs.
33. All of the following are the responsibilities of the Finance Manager, except
34. monitoring the company's cash flow
35. developing a compensation system for employees
36. making financial recommendations to senior management
37. applying for bank loan
38. All of the following are functions of a finance department, except
39. financial analysis
40. financial planning and budgeting
41. making financial decisions
42. conducting marketing research

**Part B：Short questions (16 marks)**

1. Pretty Toys is a toy manufacturer and retailer. Recently, the company has received many complaints about defective products. A business consultant advised the company to improve its operations management.

Explain two ways in which operations management can help the company improve product quality? (4 marks)

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1. Happy store is a convenience store chain. The company’s proprietor, Mr. Lee, is considering a promotional campaign to celebrate the company's 30th anniversary.
2. Which business functions is related to funds raising of the campaign. (2 marks)

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1. State two ways in which the function mentioned in part (a) is important for Happy Store. (4 marks)

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1. Mary Company is a chain department store. The company has been facing increasing staff turnover over the last few months. Also, it needs to hire new staff for expansion.

Suggest two ways in which human resources management can help solve the problems above. (6 marks)

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Reference:

Chan, R. & Pak, C.K. (2022). *NSS BAFS Business Management 2* (Elective Part) (3rd Ed.). Pearson.