



Business Practice
(IOM)

Sample Questions

propertymark
QUALIFICATIONS

BUSINESS PRACTICE (IOM) SAMPLE QUESTIONS

This unit introduces the concepts of Business Practice, including methods and processes followed by a business to manage information, company and personal performance and promote the business.

Questions, and answers where provided, are correct as at time of publishing.

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ASSESSMENT INFORMATION

Assessment Method	Short essay style exams 2 hours
Availability of assessment	Set times of the year as identified within the qualification page on the Propertymark Qualifications website

Examinations are manually marked by an examiner and moderated by an experienced and qualified moderator.

The pass mark for each unit is **45%**.

The successful achievement of all units will result in either a final certificate showing a Pass or Distinction Grade.

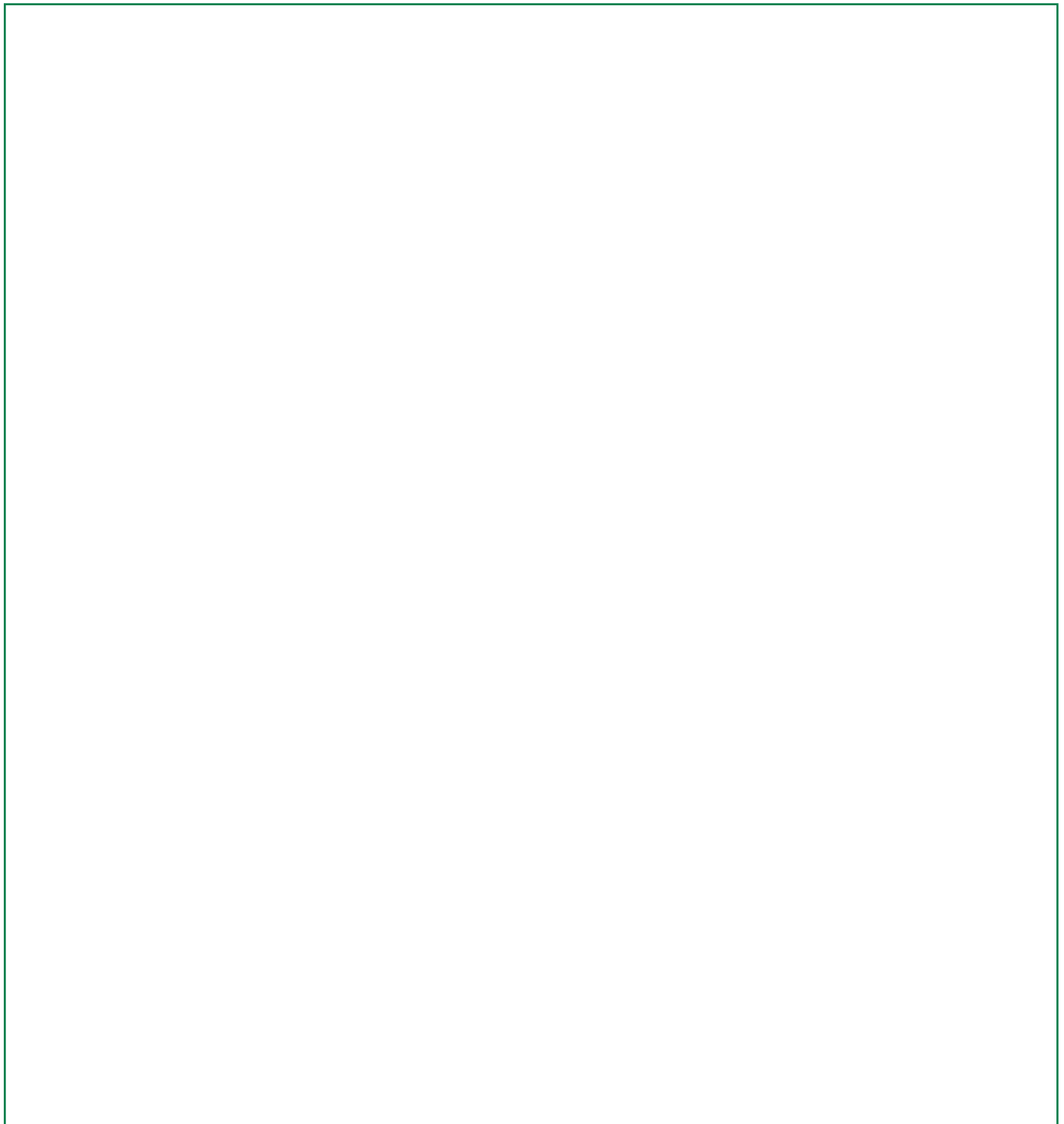
In order to obtain an overall grade of Distinction, you need to achieve an **overall average mark of 70% across all examinations**.

SCENARIO 1

You have been brought into a well established small company as a manager and soon realise that it is very inefficient due to its lack of record keeping.

Question 1

Using examples of different kinds of records, explain why they are important.



SCENARIO 1 (CONTD.)

Question 2

You decide to write a report to give to the directors to demonstrate your findings. Identify the principal headings you would use, their purpose and discuss the process of writing the report.

SCENARIO 2

Your organisation has discovered that its profit is below previous years and has not met this year's target which is of concern to you and your line manager.

Question 1

Using appropriate examples, explain what you understand by the term 'Key Performance Indicators (KPIs)' and discuss how they are used and may have impacted on the profitability.

SCENARIO 2 (CONTD.)

Question 2

You are asked to deliver training to staff, as business reports are badly constructed and fail to meet the needs of the organisation for clarity of expression, structure and recommendations made. Describe five key features and contents of formal business reports and explain how your training will help staff to meet the needs of the organisation.

SCENARIO 3

The company you manage is experiencing many changes; staff about to go onto maternity leave, another coming up for retirement, another has moved out of the area and is unreliable; frequently calling in sick.

Question 1

You decide that the role performed by the person who is retiring can be filled from within the company by providing extra training and development. Explain the benefits to your organisation of increasing training and development.

SCENARIO 3 (CONTD.)

Question 2

As the manager, explain how the changes in the scenario are stress factors, how they might affect you and what might help you to cope better under this pressure.

SCENARIO 4

A new manager, Barbara, has been under a great deal of stress because of office refurbishments which will take about six months to complete. Feedback from her line manager has indicated that she needs to improve her time management skills.

Question 1

Give examples to explain how appraisal feedback can help Barbara to improve the situation and analyse the type of time management skills that will help her to cope with temporary, but stressful, situations.

SCENARIO 4 (CONTD.)

Question 2

Barbara has recognised that part of her problems with stress relate to her team not working productively or co-operatively. Describe the steps she can take to remedy this situation and explain the impact it will have on the team.

SCENARIO 5

Customers have criticised your premises as being tired and old fashioned. You feel that this image is possibly affecting your business.

Question 1

Summarise the routine and non-routine maintenance you will target to improve the kerb appeal of your office given the adverse comments and give examples of how they would improve kerb appeal.

SCENARIO 5 (CONTD.)

Question 2

Sponsorship and in-house magazines are two initiatives that could be used to enhance and modernise your company's image. Give five alternative examples of PR initiatives and explain how they could be of benefit.