MVM – Enterprise Organization

T049

Tuesday, 17/11/2015

08:30 - 11:30

WORKFORCE DEVELOPMENT AUTHORITY



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## ADVANCED LEVEL NATIONAL EXAMINATIONS, 2015, TECHNICAL AND PROFESSIONAL TRADES

**EXAM TITLE:** Enterprise Organization

**OPTION:** Motor Vehicle Mechanics

**DURATION:** 3hours

## **INSTRUCTIONS:**

The paper is composed of **three (3) Sections**:

Section I: Fifteen (15) questions, all Compulsory. 55marks

Section II: Five (5) questions, Choose Three (3) only.

Section III: Three (3) questions, Choose only One (1).

Every candidate is required to strictly obey the above instructions. Punishment measures will be applied to anyone who ignores these instructions.

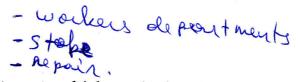
## Section I. Fifteen (15) Compulsory questions. 55marks 2marks **01.** What is warranty? 02. Give the five (5) main methods of communication used in effective 5marks customer service interaction 2marks **03.** Name two (2) types of maintenance. 4marks **04.** What are the phases that a consultation can be divided into **05.** Define the following terms: a) Management is all of Man aging business b) Hazardous materials ! is statutal that can louses c) Safety: is to protect against the danger 4marks 2marks **06.** Explain ethic. **07.** Give five (5) careers in the automotive industry. 5marks **08.** What are the criteria used to put product and services in the market? **3marks 09.** What is work order? 2marks 10. List five (5) activities normally associated with preparing a new vehicle for delivery. 5marks 11. What are six (6) ways to locate the cause of faulty operation 6marks 12. What is meant by unc 13. What are six (6) routine services the bunch of the law of 10marks 16. Make hierarchical levels of the management of enterprise. (17) State four (4) things to consider when preparing a purchasing order. 10marks **18.** a) What are the four (4) typical fire extinguishers?

b) What is the importance of protective clothing in workshop? Mention at least

it protect your beachy i'm

10marks

four (4) of them.



What are the different departments which are included in a large motor vehicle company structure?

20. In a business inventory someone should have reasons for keeping stock.

What do you think are these reasons? - For keeping natural 10mark
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Section III. Answer any one (1) question of your choice quantity to all (Do not choose more than one question). 15marks

21. As motor vehicle mechanics people who intend to create his/her own business, what do you think can be factors which lead to business failure?

**22.** A good business plan must be developed in order to exploit the defined opportunity. This is a very time-consuming phase of the entrepreneurial process. An entrepreneur usually has not prepared a business plan before and does not have the resources available to do a good job. A good business plan is essential in developing the opportunity and determining the resources required, obtaining those resources, and successfully managing the resulting venture. As a person dealing with Motor Vehicle Mechanics what do you think is the business plan, in terms of scope, meaning, purpose and benefits?

15marks

23. Use key words to describe the sequence of processing repair orders. 15marks