



TERTIARY AND VOCATIONAL EDUCATION COMMISSION

COMMON WRITTEN EXAMINATION – 2021



Cosmetology

NVQ Level 5 Semester II Examination

Planning and scheduling work at workplace- 093C001M11

- Section A is compulsory and Select any 4 question from Section B.

Time: 3 Hours

100 Marks

Section A (Compulsory)

Q1) Underline the correct answer (01 mark for each)

i) _____ function of management is concerned with both ends and means.

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|----------------|---------------|
| (a) Organizing | (b) Staffing |
| (c) Planning | (d) Directing |

II) Which of the following SWOT elements are internal factors for a business?

- | | |
|---------------------------------|-------------------------------|
| (a) Strengths and Weaknesses | (b) Opportunities and Threats |
| (c) Strengths and Opportunities | (d) Weaknesses and Threats |

III) Which of the following could be a threat?

- | | |
|-------------------------------|---|
| (a) Changes in technology | (b) A market vacated by an ineffective competitor |
| (c) Location of your business | (d) Lack of marketing expertise |

IV) Kaizen refers to _____

- | | |
|-------------------------------|------------------------------|
| (a) Continuous improvement | (b) Intermittent improvement |
| (c) Discontinuous improvement | (d) Stop improvement |

v) Which level of management is responsible for establishing a vision for the organization, developing broad plans and strategies, and directing subordinate managers?

- | | |
|--------------------------|---------------------------|
| (a) First level managers | (b) Middle managers |
| (c) Executive managers | (d) Second level managers |

vi) Control function of management cannot be performed without:

- | | |
|--------------|----------------|
| (a) Planning | (b) Organizing |
| (c) Staffing | (d) Motivation |

- vii) Which of the following would not normally be considered as a part of a person's work habits?
- (a) Commuting to work (b) Priority setting
(c) Organizing (d) Sending and receiving e-mail
- viii) Which of following is/are suggested time management technique(s)?
- (a) Clean up and get organized (b) Make good use of technology
(c) Concentrate on one key task at a time (d) All of the above.
- xi) Top management is concerned with formulation of
- (a) Guidelines for supervisors (b) Long-term plans.
(c) Short-term plans (d) None of these.
- x) Process control is carried out
- (a) Before production (b) During production
(c) After production control (d) All of the above **(10 marks)**

Q2)

- i. Define goals and objectives (2 marks)
- ii. State two international standards that are used in Sri Lanka to certify the quality of products. (2 marks)
- iii. State 02 quality improvement tools (2 marks)
- iv. Describe the terms code of ethics (2 marks)
- v. When creating/ setting goals and objectives, what are the 2 things that should be considered by a manager (2 marks)
- (10 marks)**

Section B

Q3) As a business owner, you have to have goals and objectives that help you to keep your business growing and flourishing in the right direction. A hair salon is no different. Establishing the right goals and objectives for your styling salon can take your business from the bottom tier to the most sought-after hair salon in your area.

- (a) “You cannot achieve your progress and targets if you have no way to measure it”. Elaborate this statement (7 marks)
- (b) Any salon owner in their right mind is going to have to make a profit as a goal. Set 5 specific and attainable objectives in order to achieve this goal. (5 marks)
- (c) “Before Setting Employee Goals you need to evaluate your business”. Are you agree with the statement, elaborate your answer (8 marks)
- (20 marks)**

Q4)

- (a) Describe the nature of the work/ responsibility of front line managers compared to the middle level and top level managers. (6 marks)
 - (b) “Frontline managers’ ability to inspire their teams is a crucial skill”. Argue with this statement. (8 marks)
 - (c) What are the skills that a front line manager should possess (6 marks)
- (20 marks)**

Q5)

- (a) Explain 3 reasons why an organization use system procedures and processes (6 marks)
 - (b) Describe the purpose of prioritizing the company plans (7 marks)
 - (c) What are the benefits of planning company specific performance standards for the employees in an organization (7 marks)
- (20 marks)**

Q6)

- a) “TQM can have an important and beneficial effect on employee and organizational development”. Discuss this statement (6 marks)
 - b) Discuss 3 benefits of Total Quality Management TQM (6 marks)
 - c) State 4 ways to assess the competencies of employee in an organization. (8 marks)
- (20 marks)**

Q7) Write down shorts notes on following topics

- a). Planning is a continues management function for an organization
- b). Work place code of Ethics
- c). planning priories
- d). Product specification and manufacturing specification.

(20 marks)