

Jim is a sole trader who owns a flower shop business. His business is doing very well and he has decided to hire two employees to help him run the business.

1. What are two functions that Jim needs to carry out in order to manage the employees properly for the good of his business?

Function 1.....

Explanation.....

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Function 2.....

Explanation.....

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.....(4)

2. Circle the correct answer from the following

1. Jim wants to expand his business by opening a new store nearby. This is an example of a

- a. Strategic Decision
- b. Tactical Decision
- c. Operational Decision

2. Jim realizes that he needs to purchase new scissors to cut the flowers with. This is an example of a

- a. Strategic Decision
- b. Tactical Decision
- c. Operational Decision

3. Jim finds out that his competition across the street is holding a one-day promotion. He believes he must react to this in order not to lose customers. This is an example of a

- a. Strategic Decision
- b. Tactical Decision
- c. Operational Decision

4. The department responsible for planning new products, determining prices of the products and making sure that the consumers are aware of the product is the

- a. Finance Department
- b. Marketing Department
- c. Human Resources Department

5. The department responsible for ordering stocks, producing the actual product and deciding on the technicalities of the production process is the

- a. Finance Department
- b. Operations Department
- c. Marketing Department