



**Business
Leaving Certificate
Ordinary Level**

**Past Exam Questions on
People in Business**

Q1 Section 1 2013

Read the information supplied and answer the questions which follow:



Jim & Cliona McCarthy booked a two-week family holiday to Portugal with Sunhols costing €1,800. On arrival they discovered that the apartment, which was advertised on the website as overlooking the beach, was actually three kilometres inland. They had been informed by the sales assistant that there was a restaurant on site but this was not the case. They were very disappointed when they realised that the 'Kids Club' which they read about in the company's brochure as being open from June to August, did not open until July.

Cliona complained to Sunhols when she returned home, but they said it was not their responsibility. Cliona then contacted the National Consumer Agency (NCA) about her rights, and they advised her to take her case to the Small Claims Court.

- (A) Explain how Sunhols has broken the terms of the Consumer Protection Act, 2007. (15 marks)
- (B) Outline two functions of the National Consumer Agency (NCA). (15 marks)
- (C) Outline three advantages for Cliona of bringing her case to the Small Claims Court. (20 marks)

Employment Equality Act, 1998

Pavel Zachwieja applied for a promotion in Reddon Ltd. He worked for the company for four years and was qualified in Production Management. The promotion was given to John Clancy, who had only worked in the company for six months and had no management qualification. Pavel believed he was not given the job because he is not Irish.

- (D) List three grounds on which discrimination is outlawed under the Employment Equality Act, 1998. (15 marks)
- (E) Outline the role of the Equality Tribunal in assisting Pavel with his discrimination case. (10 marks)
(75 marks)

Q9 Section 1 2012

9. Outline two characteristics of an autocratic leader:

- (i) _____
- (ii) _____

Q1 Section 2 2012

Read the information supplied and answer the questions which follow.

Joe saw an advertisement in the local newspaper for a second-hand car which was for sale in Murray's Garage. The advertisement stated that the car was four years old and had only 32,000 kilometres on the clock. He went to view the car, spoke to the garage owner Michael and took the car for a test drive. They agreed the price of € 9,000 and signed all the relevant documentation.

Murray's Garage
4 YEAR OLD CAR
FOR SALE
32,000 Kilometres
ONLY €9,000

- (A) Joe and Michael entered into a contract. What is a contract? (10 marks)
- (B) Offer, Acceptance, Consideration, and Consent to Contract are elements of a valid contract. Explain any **three** of these elements. Illustrate your answer with reference to the above text. (25 marks)
- (C) A contract can be terminated (ended) by Performance or Frustration. Explain the underlined terms. (15 marks)

Joe's brother Oliver, a qualified mechanic, returned to Ireland on holidays from the USA three weeks later. He checked out Joe's car and discovered that the reading on the clock was incorrect and that the car had actually travelled 62,000 kilometres. Joe went back to Murray's Garage to complain about the incorrect clock reading, but did not receive any satisfaction. He decided to contact the National Consumer Agency.



- (D) (i) Explain how Murray's Garage broke the terms of the Consumer Protection Act, 2007. (10 marks)
- (ii) Outline two functions of the National Consumer Agency. (15 marks)
- (75 Marks)

Q2 Section 1 2011

2. Explain the term 'investor' and give two examples of investors.

Explanation: _____

Examples: (i) _____
(ii) _____

Q1 Section 2 2009

Study the information supplied and answer the questions which follow:

Celine worked as a secretary for J.B. Productions for five years. Recently she informed her manager that she was pregnant and would be taking maternity leave. Her manager informed her that this would not be acceptable to the business and terminated her employment.

- (A) Under the Unfair Dismissals Act 1977/1993
- (i) Outline two reasons (other than pregnancy) for **unfair** dismissal. (15 marks)
 - (ii) Outline two reasons for **fair** dismissal. (15 marks)
 - (iii) Explain **one** right that Celine has under the Act. (15 marks)

James decided to sell his car privately. He advertised it in a local newspaper. Tom rang James and after much discussion he said he would drop by the following day to buy the car. Tom did not however come to buy the car.

- (B) (i) State and explain two elements of a valid contract. (15 marks)
- (ii) Do James and Tom have a contract? Explain your answer. (15 marks)

(75 marks)

Q6 Section 2 2007

Study the information supplied and answer the questions which follow:

The Shareholders and Managing Director fulfil important roles in a company. Leadership and Motivation are two management skills. Technology and modern developments in technology have changed the role of management.

- (A) Explain the role of Shareholders in a company. (10 marks)
- (B) Describe two functions of the Managing Director of a company. (15 marks)
- (C) Autocratic, Democratic and Laissez-faire are three styles of leadership. Describe the characteristics of two of these leadership styles. (20 marks)
- (D) Describe one of the following theories of motivation:
(i) Maslow's Hierarchy of Needs or (ii) McGregor's Theory X and Theory Y. (15 marks)
- (E) Using examples, describe three ways in which technology has changed the role of management. (15 marks)

(75 marks)