



**The Chartered
Institute of Logistics
and Transport**

INTERNATIONAL CERTIFICATE IN LOGISTICS AND TRANSPORT

BUSINESS APPLICATIONS

M2-L3

November 2023

Note to Candidates

Candidates are advised to spend NOT more than 60 minutes in Section A and not more than 40 minutes on each question in Section B.

Instructions to Candidates

- Duration of examination: **2.30 hours**
 - **Answer ALL Questions in Section A and any THREE questions in Section B**
 - Questions may be answered in any order.
 - Allocation of marks is indicated along each question.
 - Credit will be given for citing relevant examples.
 - Write legibly.
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COMPLUSORY

SECTION A

(40 marks)

Question 1

- a) Discuss any five (5) business applications for managing inventory in your business. **(10 marks)**
- b) Explain any **five (5)** reasons for resistance to accept use of Information Technology (IT) in Small Businesses. **(10 marks)**
- (c) Discuss the types of skills used by managers in an organisation. **(10 marks)**

(d) Discuss management functions or roles played by managers in an organization..
(10 marks)

SECTION B

Answer in any THREE questions

QUESTION 1

Explain any **five (5)** leadership styles in an organisation. **(20 marks)**

QUESTION 2

Using clear and relevant examples show your understanding of a business plan and why is it important in Business.
(20 marks)

QUESTION 3

Discuss various strategies that can be used to market your Business.

(20 marks)

QUESTION 4

Examine the difference between a business letter and a memo.

(20 marks)