



INDIAN SCHOOL AL WADI AL KABIR

Class: XI	Department: Commerce
Worksheet: 02	BUSINESS STUDIES
Topic- DTQs/Case study	Chapter 4 - BUSINESS SERVICES

Q. No	
1	Ravi wants to send an important legal document to his friend in another city and needs to ensure that the document reaches safely and he gets confirmation of delivery. a) Which postal service should Ravi use? b) State two reasons for your answer
2	Riya plans a family vacation during the year-end holidays. She books a travel package with a tourism agency, dines at various local restaurants, and attends shows at multiple entertainment venues. Despite visiting similar tourist attractions, her experience is different at each place and depends on the service provider's attitude and her personal choices. Questions: a) Identify the type of service described in the case above. What characteristics of this service can you observe? b) Explain why Riya's experience at each venue may differ, even though the basic service (tourism or dining) is similar.
3	Ram, a small business owner, pays for courier and banking services to support his business. In his personal life, he relies on a gym trainer and visits a local restaurant. He regularly donates to organizations that provide free education to children in need. Question: Match each of Ram's activities to the correct type of service: business service, personal service, or social service and describe them in detail.
4	Write a detailed note on various facilities offered by the Indian Postal Department
5	Dhanwan Bank is a popular private sector bank offering varied services to its customers. It offers many types of bank accounts options to its customers. Farhan being a businessman has chosen the type of account in which deposits are the most liquid and there are no limits to the number of transactions or the number of transactions in a day. On the other hand, his mother has opened a type of account where she can conveniently deposit the money she saves. These accounts provide a cheque facility and offer a lot of flexibility for deposits and withdrawal of funds from the account. Farhan's younger brother Sohail has opened a special kind of account wherein he will deposit Rs. 1000 every month for the next two years. In the context of the above case, answer the following questions: a. By quoting lines from the paragraph identify the various types of bank accounts being used by Farhan and his family members. b. Describe briefly any other type of account offered by a bank but have not been mentioned in the above paragraph.
6	Three friends, Rasik, Ramnik, and Rasila got coaching in banking after completing their graduation. They worked very hard to get jobs in banking. They had a special reason for getting jobs in banking. It was that whenever they went to the bank for some work, they never got satisfactory service there. They always returned disappointed. Now they wanted to give better services after

	getting jobs in banking. At last, their wish was fulfilled and all three of them got jobs in three different banks. Rasik was appointed as a P.O. in the Punjab National Bank, Amritsar. Ramnik was recruited as the Assistant Manager in the Industrial Development Bank Patna. Similarly, Rasila got a job in the State Co-operative Bank, Jaipur. All three friends were doing their jobs in three different cities. But they shared their banking experiences frequently over phone. They talked about what efforts to make for the maximum satisfaction of the bank customers. This arrangement of theirs continued. After serving in the bank for three years, all the three friends got promotion in their own departments. On the basis of the above paragraph, identify the type of banks in which the three friends are doing their jobs along with the characteristics of each of them..
7	Anil took a fire insurance policy for his property worth ₹ 5,00,000 with two insurers: ICICI Lombard General Insurance Co. Ltd. for ₹. 4,00,000 and Bajaj Allianz General Insurance Co. Ltd. for ₹ 2,00,000. An electric short circuit in his property caused fire and it resulted in a loss of ₹ 1,50,000. He filed a claim for ₹ 1,50,000 against each of the two insurance companies. i. Can Anil recover ₹ 1,50,000 each from the two insurers. ii. Which principle of insurance has been highlighted in the given case? iii. Determine the liability of each of the two insurers.
8	Mr. Jitendra, the owner of 'Jitendra Steel Industry' does the wholesale trade of utensils. Some of the utensils are made in his factory itself and some others, he purchases from other manufacturers. Every day, he has to make payments to several other traders. He wants that as soon as he deposits money in his bank it should be credited to the account of the receiver without any delay. On enquiring from the bank, he learned that through e-banking there are two systems available for sending money from one place to another. According to one system, transfer of money from one bank to another is done in batches and according to the other system, transactions are done one after the other in continuity. A. State the names of these two systems. B. Explain the system in detail which will be useful to Mr. Jitendra.
9	How are Goods different from Services? Give the differences on the following basis: i. Involvement ii. Inseparability iii. Type iv. Nature
10	In today's world the dream of doing business across continents will remain a dream in the absence of telecom infrastructure. There have been far reaching developments in the convergence of telecom, IT, consumer electronics and media industries worldwide. Recognising the potential in enhancing quality of life and to facilitate India's vision of becoming IT super power by the year 2025, new Telecom Policy Framework 1999 and Broadband Policy 2004 were developed by the Government of India. Through this framework the government intends to provide both universal services to all uncovered areas and high-level services for meeting the needs of the country's economy. Question: Identify a list of various telecom services used in India and identify their distinct characteristics.
11	Meena runs an online clothing store and uses various digital payment methods. She accepts payments through UPI, credit cards, and digital wallets. Her customers can pay using phone numbers linked to bank accounts, plastic cards issued by banks, and stored-value payment instruments. Identify and explain the types of digital payment methods mentioned.

12	A company has a factory in an earthquake-prone area but does not disclose this information while taking fire insurance. Later, an earthquake damages the factory and causes a fire. Can the company claim compensation? - Name the principle and explain the principle of insurance mentioned. - Write any other two principles in detail.
13	Blue Ocean Shipping Company operates a fleet of cargo ships transporting electronics and textiles from Mumbai to Dubai. The company owns a cargo vessel "Star Navigator" valued at ₹8 crores. On its recent voyage, the ship was carrying cargo worth ₹12 crores belonging to various exporters. The expected freight charges for this voyage were ₹80 lakhs. During the journey, the ship encountered a severe storm and collided with underwater rocks near the coast. As a result: - The ship's hull suffered damage worth ₹2.5 crores - Cargo worth ₹4 crores was completely destroyed due to water damage - The remaining cargo had to be off-loaded at an intermediate port, resulting in loss of ₹60 lakhs in freight charges The company had taken comprehensive marine insurance coverage for the ship, cargo, and freight. Identify and explain the three types of marine insurance that would be applicable in this case scenario.
14	Mr.Kumar is a 35-year-old successful businessman who owns multiple ventures: 1. Personal Life: He has a wife and two young children. As the sole breadwinner, he wants to secure his family's financial future. 2. Manufacturing Business: He owns a textile factory worth ₹50 lakhs, containing machinery worth ₹30 lakhs and raw materials worth ₹10 lakhs. 3. Export Business: He exports textiles internationally. His latest shipment worth ₹25 lakhs is being transported via cargo ship from Chennai to Singapore. Identify the types of insurance applicable to the above cases and differentiate them on any four basis.
15	"Banks are the backbone of modern economic system and perform multifaceted roles in facilitating economic growth and development." In light of this statement, explain in detail the various functions performed by commercial banks. Classify these functions into appropriate categories and discuss how each category contributes to the overall economic development of the country