

Level 2 Cambridge Technicals Business Suite

05891 and 05893 Business Practices

05892 Business Administration

05894 Customer Service

05896 Retail

Unit 1: Principles of working in service sector organisations

Sample assessment material

Time: 45 minutes

This test is a computer based test and will be completed using Surpass on OCR Secure Assess portal.

This sample assessment material illustrates the styles and types of questions that make up this test, along with its associated mark scheme.

This test will be available as a practice test on the OCR Secure Assess portal.

There will not be a paper test available for this qualification.

First Name		Last Name	
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Centre Number						Candidate Number				
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Date of Birth									
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INFORMATION FOR CANDIDATES

- The total mark for this paper is **40**.
- The marks for each question are shown in brackets [].

Answer **all** questions.

1 Which of the following is **most** likely to increase productivity in an office environment?

(a) changing the type of business ownership

(b) completing risk assessments

(c) increasing the level of advertising

(d) introducing team working

[1]

2 Which of the following is **not** likely to be on-the-job advice for a sales assistant in a mobile phone shop?

(a) how to deal with a customer query

(b) training courses about new products at head office

(c) where additional stock of mobile phones is kept

(d) whether the business allows employees to access personal social media during working hours

[1]

3 The chain of command in a call-centre identifies the:

(a) departments in the call-centre

(b) different tasks carried out by call-centre operatives

(c) levels of employee status

(d) services provided by the business

[1]

4 Which type of technology is **most** likely to be used by a sales assistant in a retail store as part of their job role?

- (a) a hand-held device to accept payments
- (b) a tablet to check financial spreadsheets
- (c) online chat to resolve a complaint
- (d) social media to promote a new store opening

[1]

5 A key detail when arranging a meeting is:

- (a) confirming the venue
- (b) identifying yourself clearly
- (c) responding to complaints
- (d) undertaking health and safety training

[1]

6 An employee observes that a large plant has been placed in front of a fire extinguisher. Which business policy states that the employee should report this?

- (a) Code of Conduct
- (b) Grievance Procedure
- (c) Health and Safety at Work Act
- (d) Manual Handling Operations Regulations

[1]

7 A hair salon has to comply with the Personal Protective Equipment Regulations. As an employee this means that you would have to:

(a) avoid repetitive handling of chemicals

(b) take regular breaks from your workstation

(c) remove all jewellery

(d) wear gloves when handling chemicals

[1]

8 A public limited company (plc) operates in which sector?

(a) not-for-profit

(b) private

(c) public

(d) SME

[1]

9 Which of these is a customer characteristic that directly influences a customer's decision whether to buy a product?

(a) a clean and tidy store

(b) approachable staff

(c) social class

(d) tastes and preferences

[1]

10 Which of the following would be a hazard in an office environment?

- (a) a warning sign for a wet floor
- (b) an employee tripping over a cable
- (c) boxes blocking a fire exit
- (d) not carrying out a risk assessment

[1]

11 The Data Protection Act requires an employee to:

- (a) maintain the confidentiality of customers' personal information
- (b) keep their personal information confidential
- (c) provide colleagues with customers' personal details
- (d) complete organisational health and safety training

[1]

12 A sales assistant asks a customer for personal information. The Data Protection Act classifies as sensitive personal data.

Which of the following will correctly complete the sentence?

- (a) age
- (b) contact details
- (c) ethnic origin
- (d) gender

[1]

13 Which of the following is **not** grounds for discrimination under the Equality Act?

(a) accent

(b) age

(c) religious belief

(d) sexual orientation

[1]

14 Which of the following is a way to secure documents saved on a business' computer system?

(a) introducing a 'use of Internet at work' policy

(b) making regular document back-ups

(c) saving important documents on removable devices

(d) using a network password

[1]

15 If you see someone being bullied at work, business policy usually requires that you:

(a) intervene

(b) say nothing because of confidentiality issues

(c) talk to team colleagues for advice

(d) talk to your line manager

[1]

16 A possible consequence to a business of an employee being alcohol dependent is:

- (a) being dismissed
- (b) increased absenteeism
- (c) increased productivity
- (d) receiving compensation

[1]

17 Which of the following would be included in a 'use of Internet at work' policy?

- (a) actions you should take if a customer sends you an email
- (b) actions you should take if someone is being harassed in the workplace
- (c) that you should not breach the Data Protection Act by posting photographs of yourself on social media
- (d) that you should not post photographs of yourself wearing your work uniform on social media

[1]

18 Hard-copies of confidential employee information should be stored:

- (a) in a secured filing cabinet
- (b) in the employees' drawer
- (c) on the employees personal drive
- (d) on a secure computer network

[1]

19 Customers ordering a product online will expect:

- (a) any complaints to be dealt with promptly
- (b) customer service advisors to wear a uniform
- (c) customer service managers to authorise payments
- (d) the distribution centre to be suitably located

[1]

20 A grievance procedure is used by a business to:

- (a) deal with an employee's complaint about their treatment at work
- (b) deal with poor employee behaviour at work
- (c) provide formal on-the-job training
- (d) respond to a customer complaint

[1]

21 An administrator is concerned that they are struggling to meet a deadline that a line manager has set. The administrator should:

- (a) ask a colleague to do some of the work
- (b) work extended hours to ensure the deadline date is met
- (c) talk to the line manager as soon as this concern is identified
- (d) talk to the line manager on the deadline date

[1]

22 On which of the following would you be likely to see the words 'Make and Model'?

- (a) a cheque
- (b) a request for repair form
- (c) an agenda
- (d) a reprographics request form

[1]

23 Ergonomics considers:

- (a) how successful a business is
- (b) the organisational structure used in the business
- (c) motivational techniques in the workplace
- (d) whether a workplace is designed effectively

[1]

24 An administrative assistant spills a drink on the floor in an open-plan office. What action should be taken first?

- (a) alert the health and safety manager
- (b) clean it up
- (c) tell their line manager
- (d) find the warning sign

[1]

25 An incorrect quantity is stated on a purchase order.

The business that completed the purchase order incorrectly might:

- (a) be fined for providing inaccurate information
- (b) deliver the wrong goods
- (c) not receive the delivery on the requested date
- (d) run out of stock

[1]

26 Which of the following **cannot** be used for contactless payment?

- (a) credit card
- (b) credit note
- (c) smartphone
- (d) smart watch

[1]

27 Electronic transfer can be used to:

- (a) check if products are in stock
- (b) share meeting documents
- (c) order products online
- (d) pay employees

[1]

28 An administrator needs to pay an invoice for a delivery of stationery. The supplier does not accept electronic payments. The **safest** way to send the payment by post is via:

- (a) cash
- (b) cheque
- (c) credit card
- (d) credit note

[1]

29 You work as a sales person in a car showroom. A customer wishes to purchase a car for £11,000 in cash. What should you do **first**?

- (a) ask your manager to authorise the transaction
- (b) give the correct change
- (c) perform a credit check
- (d) provide a receipt

[1]

30 You work for a computer retailer. Which of the following actions would be most likely to increase the business' revenue?

- (a) ensure the correct change is given
- (b) offer refunds to customers
- (c) provide good customer service
- (d) report health and safety issues

[1]

31 Which of the following is **most** likely to be held as stock at a restaurant?

(a) cleaning materials

(b) computers

(c) employee contracts

(d) ovens

[1]

32 A café decides to serve larger portions to new customers and standard portions to existing customers. This will:

(a) increase the café's costs

(b) lead to better communication with customers

(c) increase productivity

(d) reduce the amount of stock needed

[1]

33 A benefit of holding a meeting via video-conference, rather than a telephone conference, is that:

(a) travel expenses are lower

(b) conflict can be avoided

(c) documents can be shared

(d) the risk of technological issues can be avoided

[1]

34 Which of the following will enable a retail assistant to judge the mood of a customer?

(a) facial expressions

(b) online chat

(c) passive listening

(d) social media profile

[1]

35 A large supermarket is most likely to have which type of organisational structure?

(a) flat hierarchical

(b) functional

(c) private limited company (Ltd)

(d) public limited company (plc)

[1]

36 An administrator in a business is **most** likely to use a letter:

(a) to send an informal message

(b) to share data and graphs with colleagues

(c) when a formal response is needed

(d) when ordering a new printer

[1]

37 A sales advisor should use open body language because:

- (a) it helps them to judge the mood of the customer
- (b) it helps to promote the business
- (c) it makes them appear interested in the customer
- (d) it will always result in higher sales

[1]

38 Which of the following is likely to be located above the recipient's name and address on a business letter?

- (a) date
- (b) Dear Sir/Madam
- (c) organisation's logo
- (d) recipient's telephone number

[1]

39 A customer telephones a cinema to find out what time a film starts. The employee answering the phone should to make sure that the customer receives the correct information.

Which of the following will **best** complete the sentence?

- (a) consider the cinema's data protection policy
- (b) listen carefully
- (c) place the customer on hold
- (d) respond as quickly as possible

[1]

40 A sales manager delivers a presentation to inform the sales team about a new product. A benefit of delivering this presentation face-to-face is:

- (a) information can be sent quickly to customers
- (b) questions can be asked for clarification
- (c) team members won't have to travel long distances
- (d) the sales manager can judge customer needs

[1]

[Paper Total 40]

END OF QUESTION PAPER

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Sample Assessment Material
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Unit 1 Principles of working in service sector organisations

MARK SCHEME

Duration: 45 minutes

MAXIMUM MARK 40

SPECIMEN

Version:1 Date: January 2017

This document consists of 3 pages

Question		Answer	Marks	Guidance
1	D	Introducing team work	1	
2	B	Training courses about new products at head office	1	
3	C	Levels of employee status	1	
4	A	A hand held device to accept payments	1	
5	A	Confirm the venue	1	
6	A	Code of Conduct	1	
7	D	Wear gloves when handling chemicals	1	
8	B	Private	1	
9	D	tastes and preferences	1	
10	C	Boxes blocking a fire exit	1	
11	A	Maintain the confidentiality of customers' personal information	1	
12	B	Contact details	1	
13	A	Accent	1	
14	D	Using a network password	1	
15	D	Talk to your line manager	1	
16	B	Increased absenteeism	1	
17	D	That you should not post photographs of yourself wearing your work uniform on social media	1	
18	A	In a secured filing cabinet	1	
19	A	Any complaints to be dealt with promptly	1	
20	A	Deal with an employee's complaint about their treatment at work	1	
21	C	Talk to the line manager as soon as this concern is identified	1	
22	B	A request for repair form	1	
23	D	Whether a workplace is designed effectively	1	
24	B	Clean it up	1	
25	D	Run out of stock	1	
26	B	Credit note	1	
27	D	Pay employees	1	
28	B	Cheque	1	

Question		Answer	Marks	Guidance
29	A	Ask your manager to authorise the transaction	1	
30	C	Provide good customer service	1	
31	A	Cleaning materials	1	
32	A	Increase the café's costs	1	
33	C	Documents can be shared	1	
34	A	Facial expressions	1	
35	B	Functional	1	
36	C	When a formal response is needed	1	
37	C	It makes them appear interested in the customer	1	
38	C	Organisation's logo	1	
39	B	Listen carefully	1	
40	B	Questions can be asked for clarification	1	