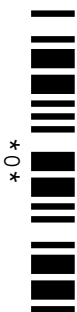


## Level 4 Certificate in Management Consulting 10331

### UNIT 3 Understanding the management consulting industry

## Friday 16 June 2017 - Morning

Time allowed: 1 hour



**You must have:**

(eg Resource Booklet)

**You may use:**

- Geometrical Instruments
- Tracing Paper

A calculator is **NOT** permitted

First name										
Last name										
Centre number						Candidate number				

### INSTRUCTIONS

Use black ink.

Complete the boxes above with your name, centre number and candidate number.

Answer **all** the questions.

Write your answer to each question in the space provided.

If additional space is required, use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.

Do **not** write in the bar codes.

### INFORMATION

- The total mark for this paper is 50.
- The marks for each question are shown in brackets [ ].
- Quality of written communication will be assessed in this paper.
- This document consists of **12** pages.



2 Explain **four** ways of managing a client's expectations.

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[8]

- 3 A management consulting firm is asked by a major bank to put forward a proposal for recruiting a team of financial advisors to work in Paris.

Explain **one** way in which the management consulting firm could add value to its proposal in order to secure the contract.

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[2]

- 4 Explain what is meant by 'operating ethically'.

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[2]

- 5 A management consulting firm, based in the UK, has a strategy of reducing its tax burden by supporting an international charity.

Identify **four** stakeholder groups of a management consulting firm. For each of the stakeholder groups suggest **one** likely implication of this choice.

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7 Describe **three** contractual obligations that might exist between a management consulting firm and its client.

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