

Paper Code: M-EPA-WOP2004

Level  
**2**

# Supply Chain Warehouse Operative Mock Knowledge and Behaviours Test

## Information for registered centres

The seal on this examination paper must only be broken by the candidate at the time of the examination. Under no circumstances should a candidate use an unsealed examination paper.

## Information for candidates

**Only remove the examination paper from the sealed envelope when instructed to do so. Under no circumstances should you use an unsealed examination paper.**

The duration of this examination is **1 HOUR**. This examination consists of **16 questions**. Please carefully read the examination questions and clearly write your answers where specified to do so.

The exam is worth **20 marks**, with a Pass being **14 marks**, and Distinction **18 marks**.

1

State **one** main function of warehousing in the supply chain industry.

(1 mark)

2

Give **one** action an operative **must** do before using a piece of equipment that they have already been trained to use.

(1 mark)

3

State **one** responsibility of an **employee** under health and safety legislation.

(1 mark)

4

Give **one** reason why the key should be removed from a fork-lift truck after use.

(1 mark)

5

State **one** key feature of a company's brand.

(1 mark)

6

State **one** benefit of using an effective stock control system.

(1 mark)

7

State **one** safe way to stack goods when using a hand pallet truck.

(1 mark)

8

State **one** benefit of a warehouse using a bar code scanning system.

(1 mark)

**9**

State **one** method to ensure that the correct delivery of stock has been received.

(1 mark)

**10**

State **one** requirement under Lifting Operations and Lifting Equipment Regulations (LOLER).

(1 mark)

**11**

Outline **two** ways that warehouse operatives can work to **minimise** their impact on the environment.

(2 marks)

**12**

State **one** benefit of providing excellent customer service.

(1 mark)

**13**

State **one** way to keep up to date with new technology.

(1 mark)

**14**

You arrive at work and notice that your manager has left some confidential documents on the table. State **two** actions that you will take.

(2 marks)

**15**

A customer contacts you via phone with an inquiry you cannot answer, and your colleagues are on lunch. State **two** actions that you can take to keep the customer satisfied.

(2 marks)

**16**

Your team is under pressure to meet a short deadline that has been agreed with an important customer. State **two** ways in which you can behave to work effectively in the team.

(2 marks)



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