

**Paper Code: M-EPA-RET2004-1**

# Retailer Mock On-demand Test

# Level 2

## Information for registered Centres

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

## Information for candidates

**Under no circumstances should you the candidate use an unsealed examination paper.**

This examination consists of **20 multiple-choice** questions. The minimum pass mark is 13 correct answers.  
 The duration of this examination is **30 minutes**.

The apprentice will be given 10 minutes to read the question paper before attempting to provide any answers.

In total the examination will last 40 minutes.

This examination contains 3 sections: A, B & C. Each section must be passed to gain a pass overall.

You are **NOT** allowed any assistance to complete the answers.

You must use a pencil to complete the answer sheet - pens must NOT be used.

When completed, please leave the **Examination Answer Sheet (EAS)** on the desk.

### EXAMINATION ANSWER SHEET (EAS) INSTRUCTIONS:

For each question, fill in **ONE** answer **ONLY**.

If you make a mistake ensure you erase it thoroughly.

You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:

01  A  B  C  **ANSWER COMPLETED CORRECTLY**

**Examples of how NOT to mark your Examination Answer Sheet (EAS). These will not be recorded.**

01  A  B  C  **DO NOT** partially shade the answer circle  
**ANSWER COMPLETED INCORRECTLY**

01  A  B   **DO NOT** use ticks or crosses  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  **DO NOT** use circles  
**ANSWER COMPLETED INCORRECTLY**

01  A  B  C  **DO NOT** shade over more than one answer circle  
**ANSWER COMPLETED INCORRECTLY**

All candidates **MUST** sign the Examination Answer Sheet (EAS) in the bottom right-hand corner of the page before leaving the examination room.

## Section A:

This section consists of **7** questions. You must answer at least **4** of these questions correctly to pass this section.

**1**

Scanning the correct barcode of items purchased by customers is important to ensure the correct price is charged. Another important reason to scan the correct barcode is:

- A. so the store re-orders exactly the same item to replace the one sold
- B. so your manager knows which items you have sold whilst on the till
- C. to help plan where to display any new products
- D. to deactivate any in-store security measures

**2**

You work in a small shoe store and trade has been particularly quiet this week. To reduce costs in line with the reduced sales, the **most** appropriate immediate action for your manager to take is to:

- A. review any overtime for the week ahead and reduce or cancel it
- B. start a new marketing campaign
- C. update the window displays to attract new customers
- D. negotiate reduced prices with suppliers

**3**

You are working in the loading bay for your store and have just taken in today's delivery. You notice the delivery note has a different store number displayed and realise the delivery is not for your store. The correct course of action to take is to:

- A. take the delivery in as there must be a printing error, and put the stock out as normal
- B. tell the delivery driver about the delivery note and continue with unloading
- C. arrange to call the other stores to ask if they have received your delivery
- D. tell the delivery driver about the delivery note and call your line manager

**4**

When a food retailer reduces the selling price of food before its sell-by date, the **main** goal they are trying to achieve is to:

- A. increase sales
- B. reduce waste
- C. make space for new items
- D. support lower income families

**5**

You work in the fresh bakery section of a large supermarket and your supervisor has asked you to try to reduce the amount of food that is thrown away. You should bake:

- A. one batch of bread each morning
- B. less bread but more often
- C. all bread during the night
- D. more bread but less often

**6**

You work for a national jewellery store and for each item sold you are expected to place it in the correct box, tie it with the matching ribbon and then place it in a paper gift bag. To save the company money while maintaining this process, you suggest that:

- A. a specified amount of ribbon per box size should be used
- B. the use of plastic bags would save time
- C. the same size box should be used for all items
- D. a dedicated person is trained to carry out these tasks

**Section A: continued****7**

You are working on the till in a high street clothes retailer. Your next customer wants to buy a dress that is missing its barcode label. The **best** possible course of action to take is to find and scan:

- A. a different dress of the same price and colour
- B. the same dress but in a different colour
- C. the same dress in the same colour and size
- D. a different item that has the same price as the dress



**Section B:**

This section consists of **6** questions. You must answer at least **4** of these questions correctly to pass this section.

**8**

Your store offers customers a £5 gift voucher for all sales over £30 and you notice that a lot of customers are spending a little under this amount. The **most** likely cause of this is that:

- A. customers do not want gift vouchers
- B. £5 is not enough of an incentive
- C. gift vouchers go out of date quickly
- D. the offer has not been promoted effectively

**9**

The business that you work for has recently appeared in a negative story on social media and you believe the story is true. What is the **most** appropriate action for you to take?

- A. Share the story on your own social media page
- B. Tell everyone you speak to that the story is true
- C. Talk about the story at work with your colleagues
- D. Avoid posting your opinion on any social media sites

**10**

You work in a large superstore and have been asked to put a display of sponges next to the car shampoo. The **main** reason for this is that:

- A. there have been too many sponges delivered that need to be sold
- B. more space is required on the car shampoo aisle
- C. when related products are located together, they generally produce link sales
- D. sponges can be easily displayed

**11**

You are rearranging stock using a new planogram in your store. You are surprised to see a top-selling shampoo has now been moved to a lower shelf in the new plan. The correct course of action to take is to:

- A. move this specific shampoo to the top shelf, which is at eye level, and adjust the planogram
- B. move some of the shampoo to the top shelf as well as stocking some on the lower shelf
- C. arrange the stock in line with the planogram and suggest to your line manager that the shampoo is moved to a higher shelf
- D. ignore the planogram and arrange the stock in the tidiest way that you can, then inform your line manager of your actions

**12**

Good communication skills are one of the most important features of an effective team. The **main** reason for this is that good communication skills in a team:

- A. will ensure everyone knows what they are doing
- B. means there will be no disagreements
- C. will improve staff punctuality
- D. are a key part of the company's brand standards

**13**

To help a customer find what they are looking for, the **most** appropriate action to take is to:

- A. show them discontinued products so they can find a bargain
- B. ask if they need any help and listen to any requests they have
- C. describe all of the items that are new in-store to them
- D. take them straight to the current store offers

**Section C:**

This section consists of **7** questions. You must answer at least **5** of these questions correctly to pass this section.

**14**

A customer has brought their basket of goods to the till and you notice the sandwich they are about to purchase has an expired use-by date. The correct course of action to take is to:

- A. continue to process the transaction and sell them the sandwich, as it was their decision to pick up an out-of-date product
- B. process the transaction as normal and, when you get an opportunity, tell your line manager so they are aware of the situation
- C. apologise to the customer, put the sandwich to one side and get a replacement for the customer
- D. give them the sandwich for free, as you know it will support customer loyalty and customer retention for your store

**15**

A recent promotion has resulted in a lot of waste packaging. The **most** appropriate way of handling this waste would be to:

- A. burn it
- B. recycle it
- C. return it to the supplier
- D. put it in the general waste bin

**16**

Your company has stated that it will be 'carbon neutral' within the next 3 years. Being carbon neutral means that:

- A. the company has zero emissions because no carbon is produced at all
- B. all carbon emissions are offset by funding a saving in emissions elsewhere
- C. the business will produce no more carbon than the average for the retail industry
- D. no carbon is used in any of your company's manufacturing processes

**17**

If a customer wishes to purchase an item on credit, what must you do **first**?

- A. Read the agreement with them
- B. Discuss the payment terms
- C. Ask for a signature and date
- D. Give them pre-contract information

**18**

Under the Consumer Rights Act 2015, a customer has the right to return a faulty product and request a full refund within:

- A. 7 days
- B. 30 days
- C. 3 months
- D. 6 months

**19**

Consumer credit agreements contain personal information. The law states that the store **must**:

- A. keep personal information secure and use it accurately
- B. register to use personal information and mailing preferences
- C. sign and date all the personal information that is requested
- D. record personal information and keep it in a reliable area

**Section C: continued****20**

The supermarket where you work serves many customers who are aware of environmental issues. One way to address customers' concerns over global warming is for your company to reduce the:

- A. prices of all products
- B. number of shoppers using your online services
- C. mileage that products travel to the store
- D. amount of information on product labels







# Level 2

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