

Paper Code: M-EPA-TS2001

# Level 2

# Trade Supplier EPA Mock Knowledge 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

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

This examination consists of **15 multiple-choice**, and **5 short-answer** questions.

The exam is worth **30 marks**, with a Pass being **18 marks**, Merit **23 marks**, and Distinction **26 marks**.

The duration of this examination is **60 minutes**.

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  D **ANSWER COMPLETED CORRECTLY**

**Examples of how NOT to mark your examination answer sheet (EAS). These will not be recorded.**

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

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

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

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

### EXAMINATION ANSWER BOOKLET INSTRUCTIONS

Please carefully read the examination questions and clearly write your answers in the Examination Answer Booklet provided.

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

1

Excellent personal presentation when dealing with customers face-to-face is **most** likely to create:

- A. a good working environment
- B. a good first impression
- C. an increase in online sales
- D. a positive company culture

2

Without clear core values, employees are **more** likely to:

- A. understand business needs
- B. support the wider teams
- C. perform better than expected
- D. work to different goals

3

As part of the requirements for stock control, employers **must** ensure that personal protective equipment (PPE) is:

- A. provided to all staff free of charge
- B. only available at busy times
- C. branded with the company's logo
- D. always recyclable

4

A system that is used to record the amount of a specific item that you have available to customers is **best** defined as:

- A. a sales information system
- B. a customer relationship system
- C. an online ordering system
- D. a stock control system

5

The **most** likely cost to the employer associated with accidents and ill health in the workplace is an increase in:

- A. productivity
- B. staff absences
- C. maintenance
- D. advertising

6

Employers have a duty to provide:

- A. free staff beverages
- B. transport to the workplace
- C. a safe working environment
- D. exercise facilities for staff use

7

An example of a customer need is:

- A. providing value for money
- B. having their information shared with other organisations
- C. highly-priced products and services
- D. cheaper products regardless of the quality

8

Which of the following is the **best** way to learn how to use new products?

- A. Undertake product training
- B. Read the product manual
- C. Request information from the manufacturer
- D. Research information on the internet

9

What is the **first** step to active listening when dealing with someone face-to-face?

- A. Nod and smile
- B. Ask questions
- C. Look at the speaker
- D. Give feedback

10

A customer employed by your organisation is **most** commonly known as:

- A. a loyal customer
- B. an external customer
- C. a repeat customer
- D. an internal customer

11

The **highest** possible risk to the business of being slow to respond to customers is a:

- A. loss of staff motivation
- B. loss of business
- C. higher sales revenue
- D. higher insurance premium

12

Establishing the benefits of a product will **most** likely allow you to:

- A. increase the price
- B. produce marketing material
- C. increase profits
- D. provide better customer service

13

One **benefit** of using a shared electronic management and storage system for internal documents within a workplace is that it allows:

- A. employees to access relevant information quickly and securely
- B. employees to upsell other products to customers
- C. customers to view internal company information securely
- D. customers to receive a lower priced item

14

The **best** definition of the supply chain is the:

- A. way in which information passes from user to supplier
- B. range of suppliers used by a purchasing organisation
- C. network of organisations and activities involved with the transportation and distribution of goods
- D. types, frequency and organisation of deliveries to the end user

15

Positive behaviour of an individual is **more** likely to lead to what for their team?

- A. Higher performance
- B. Higher staff turnover
- C. Lower morale
- D. Lower quality of work

## Short Answer Questions

16

State 3 ways that your role can help improve the success of your organisation.

(3 marks)

17

Identify 3 ways to proactively further your knowledge of new products to improve customer experience and business performance.

(3 marks)

18

Give 2 examples of when direct interaction would be more beneficial than using technology when dealing with a customer **and** give 1 example of when the use of technology would be more beneficial than using direct interaction and describe the benefits. Explain your answers.

(3 marks)

19

Identify an electronic system and how it's used and explain how the use of it adds value to the business.

(3 marks)

20

Describe 3 ways that a positive attitude can impact the team and team performance.

(3 marks)









**Level**  
**2**

**Highfield Qualifications**

Highfield ICON  
First Point  
Balby Carr Bank  
Doncaster  
South Yorkshire  
DN4 5JQ  
United Kingdom

01302 363277  
[info@highfield.co.uk](mailto:info@highfield.co.uk)  
[www.highfieldqualifications.com](http://www.highfieldqualifications.com)