

# **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.

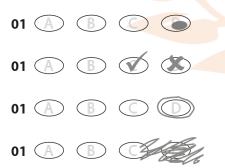
You must mark your choice of answer by shading in **ONE** answer circle only.

Please mark each choice like this:



## ANSWER COMPLETED CORRECTLY

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



**DO NOT** partially shade the answer circle ANSWER COMPLETED INCORRECTLY

DO NOT use ticks or crosses ANSWER COMPLETED INCORRECTLY

**DO NOT** use circles ANSWER COMPLETED INCORRECTLY

**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.



# Highfield Assessment



#### 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



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

# Highfield Assessment



#### 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.

# 19

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

(3 marks)

(3 marks)

#### 20

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

(3 marks)















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