

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

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

.....

.....

.....

(1 mark)

4

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

.....

.....

.....

(1 mark)

5

State **one** of the safest ways to stack goods when using a hand pallet truck.

.....

.....

.....

(1 mark)

6

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

.....

.....

.....

(1 mark)

7

State **one** of the most appropriate methods to ensure that the correct delivery of stock has been received.

.....

.....

.....

(1 mark)

8

State **one** of the main responsibilities of an **employee** under health and safety legislation.

.....

.....

.....

(1 mark)

9

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

.....

.....

.....

(1 mark)

10

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

.....

.....

.....

.....

(2 marks)

11

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

.....

.....

.....

(1 mark)

12

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

.....

.....

.....

(1 mark)

13

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

.....

.....

.....

(1 mark)

14

You are explaining the fire and evacuation procedures to a new employee as part of their induction in the warehouse. Give **two** examples of how you can check that they understand the procedures you have explained.

.....

.....

.....

.....

(2 marks)

15

You realise that there is a more efficient method of stock counting that is carried out by you and your colleagues. Give **two** ways that you can put your ideas across.

.....

.....

.....

.....

(2 marks)

Please turn over

16

During a particularly busy period, you make a dispatch error that costs your team their monthly bonus.

Give **two** examples of how you could handle this situation.

.....

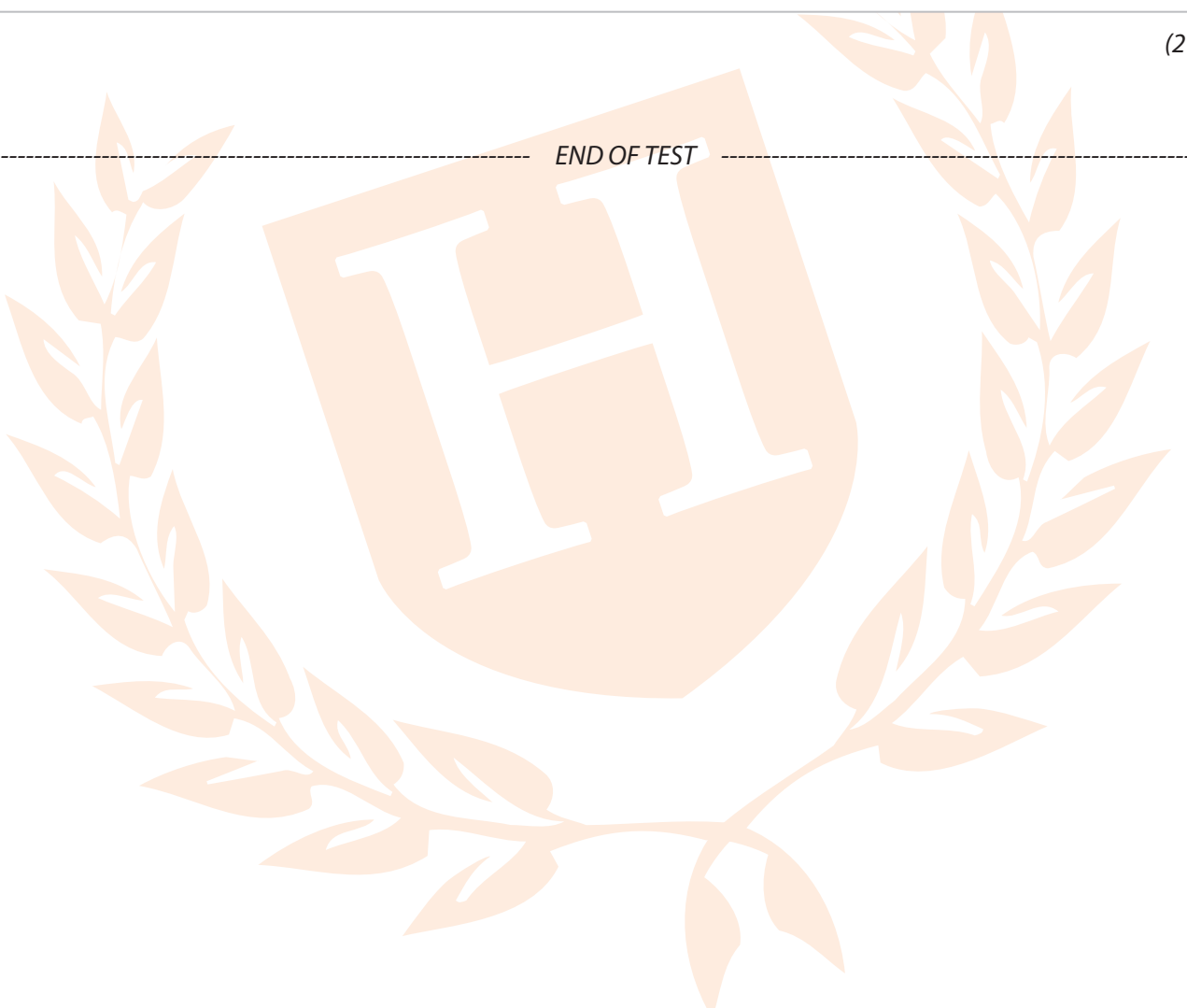
.....

.....

.....

(2 marks)

END OF TEST



Page intentionally blank



Marker Name	
Total Mark	/20
Overall Pass/Distinction/Fail	

Moderator Name	
Total Mark	/20
Overall Pass/Distinction/Fail	

Level 2

Highfield Assessment

Highfield House
Heavens Walk
Lakeside
Doncaster
South Yorkshire
DN4 5HZ
United Kingdom

Tel: +44 0845 2260350 Tel: +44 01302 363277
Fax: +44 0845 2260360 Fax: +44 01302 739144
info@highfieldassessment.com www.highfieldassessment.com