

Paper Code: M-EPA-RET2003

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

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

2

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

3

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

4

You work in a high street stationery and book store, where personal organisers and gel pens are currently best sellers. The **best** place to position best sellers to maximise sales is:

- A. at the rear of the store, as they will still be best sellers
- B. next to the slowest sellers to help increase sales of those items
- C. anywhere in the store as customers will always find best sellers
- D. at the front of the store where customers will see them straight away

5

You are using an electronic till and the system crashes. Afterwards, the till will not function effectively. The **first** thing you should do is:

- A. immediately find your line manager
- B. switch the till off and back on again
- C. apologise to the customer and state that you will resolve the issue
- D. tell the customer that the IT system in-store is generally unreliable

6

Many retailers adopt a policy of securing high value stock when it is in the stockroom as well as when it is on the shop floor. The **main** reason for this is because:

- A. items are less easily damaged when they are secured, whether in the stockroom or on the shop floor
- B. it is easier to find the high value stock when it is time to replenish the shop floor
- C. staff theft is just as common as customer theft
- D. it makes it much easier when carrying out stock takes

Section A: continued**7**

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



Section B:

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

8

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

9

You are working on the shop floor of a large department store when you are approached by a local trading standards officer who shows you their ID and asks to speak to someone about a recent complaint they have received. The correct course of action to take is to:

- A. ask them to sign the visitors' book and then call for the duty manager
- B. offer them a cup of tea before they speak to someone in-store
- C. make yourself available straight away and tell them you will assist them with the complaint
- D. sign them into the visitors' book and ask them to tell you what the complaint is about

10

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

11

You are on social media and you notice that there is a comment about one of your colleagues which details that they are stealing from the company. The correct course of action to take is to:

- A. avoid getting involved and do nothing
- B. ask your friends and colleagues if they have also seen the comment
- C. raise the matter with your manager or store security as soon as possible
- D. share it with others on social media

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

You work for a high street shoe retailer and your manager has asked you to display the new styles of shoes that have just arrived. You are struggling to find space to display them. The **most** appropriate step to take is to:

- A. put the new styles back in the stockroom and wait until you run out of another style, which will give you more space
- B. make space for displaying the new styles by removing some of the shoes that you do not like
- C. check which styles are selling poorly and remove them from the display to make space for the new styles
- D. push the displays closer together to make room to display the new styles

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

Your company has stated that it will be 'carbon neutral' by 2022. 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

16

Under health and safety legislation, the **main** responsibility of each employee is to:

- A. read all appropriate health and safety information
- B. attend all health and safety training sessions
- C. take reasonable care of their own safety at work
- D. act professionally at all times

17

You work for a food retailer that is keen to encourage its customers to change their behaviour towards the environment. The **most** appropriate way of achieving this is by:

- A. ensuring that recycling information is present on all products
- B. waiving the charge for plastic bags
- C. ensuring that suppliers package all products as robustly as possible
- D. encouraging customers to return their packaging to the store

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

A customer tells you a promotional cardboard sign that was hanging from the shop floor ceiling has fallen on their head in one of the aisles. The correct immediate course of action is to:

- A. check the customer for any visible injuries then help them leave the store
- B. ask the customer to help you pick up the sign if they are not injured
- C. ask the customer to stay where they are while you pick up the sign
- D. check the customer to see if they are injured and report the incident to the manager

Section C: continued**20**

You are on the till serving a customer and notice your colleague on the till next to you putting a £20 note into their pocket. You ask your colleague what they are doing, and they reply that their last customer gave it to them as a reward for great service. The correct course of action is to:

- A. ignore what you saw, as you believe challenging them further would compromise your working relationship
- B. immediately leave the till, tell the customer you are serving you will be right back and go to inform your line manager
- C. wait until the next team meeting when you can raise it with your line manager
- D. inform a member of the management team about the incident as soon as you have served your customer





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