

Level 3 Diploma for the Business Administrator (3473-03)

Version 1.0 (November 2018)

Knowledge Test

Sample paper, multiple choice mark sheet and mark scheme

Contents

1	Introduction	3
	What is in this document	3
	How to use the forms	3
3473-308	Providing services in an administrative environment	4

1 Introduction

What is in this document

This document contains the Sample Knowledge tests for a mandatory unit within the Level 3 Diploma for the Business Administrator qualification:

- Providing services in an administrative environment (308)

How to use the forms

The following documents are included for each pathway:

- Sample questions
- Multiple choice mark sheet
- Mark scheme

Candidates should be provided with the sample questions and the multiple choice mark sheet.

The mark scheme is to be used by employers/training providers/tutors to mark the completed test.

3473-308 Providing services in an administrative environment

Version 1.0 – November 2018

You should have the following for this test

- a pen with black or blue ink
- multiple-choice answer sheet

Read the following notes before you answer any questions:

- Attempt all questions
- If you find a question difficult, leave it and return to it later

This paper contains 40 questions. All questions have equal marks.

This question paper is the property of City & Guilds

How to complete the multiple choice answer sheet

Each question shows four possible answers (lettered 'a', 'b', 'c' and 'd'); only one is correct.

Decide which one is correct and mark your answer on the answer sheet with your pen.

For example if you decide 'b' is correct, mark your answer with a cross like this:

1 a b c d

If you change your answer, cancel your first choice by filling in the box then put a cross in the answer which you have now decided is correct like this:

1 a b c d

3473-308

Providing services in an administrative environment - Sample Questions

1. An organisation **must** carry out a stock take prior to a busy period to
 - a) tidy up the store room
 - b) make use of quiet time
 - c) ensure demands can be met
 - d) see if they need new products.

2. Stock control is important to staff as it helps to
 - a) maintain profits
 - b) meet deadlines
 - c) reduce costs
 - d) save time.

3. Which of the following **best** describes the 'just in case' stock management method?
 - a) Oldest items are used first.
 - b) Oldest items are used last.
 - c) Goods are received as they are needed.
 - d) Probability a product will sell out is minimised.

4. Which stock control method is used when supplies are ordered as and when required?
 - a) First in first out.
 - b) Just in case.
 - c) Last in first out.
 - d) Just in time.

5. How does a lack of funding impact on an organisation's stock control?
 - a) Less stock can be ordered.
 - b) More stock can be ordered.
 - c) Stock can be ordered frequently.
 - d) Stock can be ordered on-demand.

6. What is the **most** cost effective reason for the same model of printer to be used throughout an organisation?
- a) Consistent use of equipment in all departments.
 - b) It enables anyone to place the cartridge order.
 - c) Staff know how to use the equipment.
 - d) One type of cartridge can be ordered.
7. The **most** important reason for checking deliveries against orders made is to
- a) reduce the space needed
 - b) ensure accuracy of goods received
 - c) reduce the risk of stock being stolen
 - d) decrease the number of orders placed.
8. What is the **most** important reason for maintaining a system for internal issue of stationery supplies?
- a) So that stock is used appropriately.
 - b) To make efficient use of storage space.
 - c) To ensure that productivity is maintained.
 - d) So that there is an equal distribution of stock.
9. What is the **most** significant impact of the photocopier running out of toner?
- a) Work flow is reduced.
 - b) Output is maintained.
 - c) An order can be placed.
 - d) A technician must be called.
10. The **best** tool to use when booking a departmental meeting is a
- a) notice board
 - b) shared diary
 - c) spreadsheet
 - d) calendar.
11. A central diary system is used for room bookings to
- a) plan personal activities
 - b) set departmental priorities
 - c) make efficient use of resources
 - d) reduce conflict over the use of resources.

12. What is the **most** appropriate diary system an individual should use for own task deadlines?
- a) Team diary.
 - b) Personal diary.
 - c) Day-to-day diary.
 - d) Supervisor's diary.
13. Which of the following should be used when booking a meeting for a colleague?
- a) The department's diary.
 - b) The organisation's diary.
 - c) The member of staff's diary.
 - d) The external contractor's diary.
14. The **most** important reason for team diaries to be updated is to
- a) allow changes to be communicated
 - b) allow clarity during busy periods
 - c) plan departmental meetings
 - d) plan group events.
15. What is the **most** important information to include in a diary entry for an external meeting?
- a) Additional attendees.
 - b) Planned breaks.
 - c) Travel details.
 - d) End time.
16. A diary entry for booking a meeting room is **most** likely to include
- a) car parking arrangements
 - b) resources needed
 - c) a list of attendees
 - d) the break time.
17. Which of the following is **most** important when an administrator books multiple appointments?
- a) Colour coding.
 - b) Transparency.
 - c) Prioritisation.
 - d) Multi-tasking.

18. An issue that is **most** likely to arise when booking an appointment for a co-worker is not
- a) having relevant diary permissions
 - b) knowing usual daily schedules
 - c) knowing daily booking
 - d) having a good rapport.
19. The **most** important reason for notifying others of changes to appointments is to avoid
- a) re-prioritising
 - b) re-bookings
 - c) travel
 - d) stress.
20. What is the **most** effective way of keeping information secure on an electronic diary system?
- a) Updating passwords regularly.
 - b) Using abbreviated codes.
 - c) Switching off the computer.
 - d) Sharing log-ins.
21. Which of the following **must** be used to keep a paper diary system private?
- a) An alternative system.
 - b) A lockable desk drawer.
 - c) Colour coding.
 - d) Shorthand.
22. What are administrators measured against to meet the needs of stakeholders?
- a) Return On Investment (ROI).
 - b) Service Level Agreements (SLAs).
 - c) Key Performance Indicators (KPIs).
 - d) Personal Development Plan (PDP).
23. What is the **most** important reason for an organisation to meet customers' expectations?
- a) To receive feedback.
 - b) For repeat business.
 - c) To receive approval.
 - d) For ensuring profit.

24. Which of the following is **most** likely to be used to exceed customer expectations?
- a) A formal feedback procedure.
 - b) A focus group meeting.
 - c) A loyalty scheme.
 - d) A brand logo.
25. What is a positive relationship with customers **most** likely to result in?
- a) More customers.
 - b) Decreased profit margins.
 - c) Unconstructive feedback.
 - d) Reduced anxiety levels.
26. The **most** important reason to build a positive relationship with customers is to
- a) increase complaints
 - b) reduce advertising
 - c) reduce complaints
 - d) increase profits.
27. When customer needs have **not** been met, procedures are necessary to
- a) offer an alternative product
 - b) comply with regulations
 - c) comply with targets
 - d) offer compensation.
28. Failure to follow administrative procedures can result in
- a) realistic workloads
 - b) increased deadlines
 - c) decreased deadlines
 - d) unrealistic workloads.
29. Which of the following is **most** likely to be caused by a positive change in team dynamics?
- a) Increased morale.
 - b) Decreased morale.
 - c) Increased profitability.
 - d) Decreased profitability.

30. What is an administrator in an understaffed department **most** likely to face?
- a) Loss of customers.
 - b) Enhanced expectations.
 - c) Achievement of targets.
 - d) Inability to meet deadlines.
31. What is the **most** important reason for having a clear procedure for dealing with customer complaints?
- a) To ensure organisational requirements are met.
 - b) In order for customers to be treated the same.
 - c) In order to save time using template letters.
 - d) To ensure staff work autonomously.
32. Why is it important to identify the desired outcome when working on a project?
- a) To ensure timescales are monitored.
 - b) To ensure colleagues are held accountable.
 - c) So that a list of equipment is considered.
 - d) So that sufficient resources are made available.
33. Why is it important to negotiate when handling a complaint?
- a) It shows that the organisation cares about its customers.
 - b) It balances the needs of the organisation and the client.
 - c) The customer feels like they are being listened to.
 - d) The organisation avoids compensation pay out.
34. Which of the following is the term 'take it or leave it' used in?
- a) Soft negotiation.
 - b) Win/Win negotiation.
 - c) Hard negotiation.
 - d) Informal negotiation.
35. Which of the following is the **first** stage of all negotiation techniques?
- a) Commitment.
 - b) Preparation.
 - c) Bargaining.
 - d) Exchange.

36. The **most** important reason for an organisation to receive customer feedback is to

- a) maintain its reputation
- b) encourage new clients
- c) promote equality
- d) improve policies.

37. Feedback on personal performance from management can be used to

- a) confirm external feedback
- b) extend the job role
- c) identify skills gaps
- d) offer a promotion.

38. Which of the following is a formal method of collecting feedback?

- a) Focus groups.
- b) On-line reviews.
- c) Letters of thanks.
- d) Customer comments.

39. What method of feedback is a social media post from a customer?

- a) Proactive.
- b) Informal.
- c) Reactive.
- d) Formal.

40. Which of the following will confirm if departmental targets have been met?

- a) Data mining.
- b) Qualitative data.
- c) Summative data.
- d) Quantitative data.

Multiple choice mark sheet

Test

3 4 7 3

3 0 8

Version

Candidate name

(please print)

First name

Surname

Date of test

dd / mm / yy

1 a b c d

2 a b c d

3 a b c d

4 a b c d

5 a b c d

6 a b c d

7 a b c d

8 a b c d

9 a b c d

10 a b c d

11 a b c d

12 a b c d

13 a b c d

14 a b c d

15 a b c d

16 a b c d

17 a b c d

18 a b c d

19 a b c d

20 a b c d

21 a b c d

22 a b c d

23 a b c d

24 a b c d

25 a b c d

26 a b c d

27 a b c d

28 a b c d

29 a b c d

30 a b c d

31 a b c d

32 a b c d

33 a b c d

34 a b c d

35 a b c d

36 a b c d

37 a b c d

38 a b c d

39 a b c d

40 a b c d

Number of correct answers

Grade

Marked by

Date

3473-308 Providing services in an administrative environment - Mark Scheme

Grading: P/F

Pass 30 marks (75%)

Question no	Key	Question no	Key
1	C	21	B
2	B	22	C
3	D	23	B
4	D	24	C
5	A	25	D
6	D	26	C
7	B	27	B
8	C	28	D
9	A	29	A
10	B	30	D
11	C	31	A
12	B	32	D
13	C	33	B
14	A	34	C
15	C	35	B
16	B	36	A
17	C	37	C
18	A	38	A
19	D	39	B
20	A	40	D