



Exemplar examination material for

0351-300 Level 3 Award, Certificate & Diploma in Floristry

0351-300 Level 3 Advanced National Certificate in Floristry

Test Specification

The knowledge requirements for unit 307 will be assessed by a short answer written test as set out in the Test Specification below. The knowledge requirements of the other units will be assessed within the assignments.

Paper title: Level 3 Award, Certificate and Diploma in Floristry Written paper 0351-03-300				
Test duration 1hr 45 mins				
Unit	Unit title	No of questions (4 mark each)	No of marks	%
307	Working in the floristry industry	15	60	100
Totals		15	60	100

The pass mark for this examination is 50%

Sample questions provided below.

- 1 Describe **two** effective methods of stock control to be used for cut flowers. (4 marks)
- 2 A customer complains of non delivery of the flowers he ordered for his wife on the occasion of their wedding anniversary. Briefly describe how this complaint should be dealt with. (4 marks)
- 3 Describe **four** sales techniques a florist could use to increase sales. (4 marks)
- 4 State **eight** advantages of using a word processor programme for producing documents within a floristry business. (4 marks)
- 5 Describe how a database could be set up to store customer information. (4 marks)