**NCFE Level 2 Certificate in Understanding Retail Operations**

**Candidate Assessment – Part D**

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| **Candidate Details** |

Name:

Address:

Post Code:

Mobile Number

Work Number:

Home Number:

Preferred Number:

Preferred contact time(s): Morning 🞏 Late afternoon 🞏 Anytime 🞏

Early afternoon 🞏 Evening 🞏

E-mail:

Employer:

College:

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| **Candidate Statement** |

I have completed the following assessment and confirm all the work is my own.

Signed:

Date:

**ASSESSMENT QUESTIONS**

**Please complete ALL the answers to the questions in each of the sections and submit these together.  
This assessment workbook contains questions in relation to the information provided in your learning resource pack.  
Please:**

* Read your learning resource before attempting to answer these assessment questions
* Fully complete, sign and date the candidate information on the front sheet overleaf
* Answer **ALL** questions **IN FULL**
* Check you have answered each question fully before submitting to your tutor for marking
* Make sure you supply any research materials together with your assessment.

**(Please note: read each question carefully as there may be more than one answer required).**

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| **Unit 6: Understand how to deal with customer queries and complaints in a retail environment** |

**Q1. Describe how resolving customer queries can increase customer loyalty and confidence. (1.1)**

**Q2. Describe how resolving customer complaints can increase customer loyalty and confidence. (1.2)**

**Q3. Describe how to acknowledge customer requests for information and advice. (2.1)**

**Q4. Define questions that could be used to discover what the customer’s needs are regarding information and advice. (2.2)**

**Q5. Describe a situation where you selected information and advice for someone that was: (2.3)**

* **Relevant to their query**
* **Accurate**
* **Up to date**

***Situation:***

**Q6. Define questions that could be asked to ensure that the information and advice provided has met the customer’s needs. (2.4)**

**Q7. Describe how you would provide alternative solutions to help customers where the information and advice that you provided is not satisfactory. (2.5)**

**Q8. Identify who you would refer requests for information and advice to when helping the customer is not within your own authority. (2.6)**

**Q9. Describe how to deal with angry customers when handling queries and complaints. (3.1)**

**Q10. Describe how to confirm the nature of the complaint with the customer, using information that they have provided. (3.2)**

**Q11. Describe actions you would take when resolving complaints in line with: (3.3)**

1. **Organisational policies**
2. **Legal requirements**

**Q12. Identify who to refer requests for information and advice to when dealing with a complaint that is not within your own authority. (3.4)**

**Q13. Describe the importance of agreeing a suitable solution with the customer. (3.5)**

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| **Unit 7: Understanding the handling of customer payments in retail business** |

**Q1. List the methods of payment typically accepted by retail businesses and describe how each is processed. (1.1)**

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| --- | --- |
| **Methods of payment** | **Payment process** |
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**Q2. Describe how errors can arise when accepting cash payments at the till and explain how these can result in losses. (2.1)**

**Q3. Identify the security risks that may arise when handling payments. (2.2)**

**Q4. Outline the cashier’s key responsibilities for serving customers at the payment point. (3.1)**

**Q5. Identify common problems which can arise at the payment point and describe how the cashier can resolve or refer these. (3.2)**

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| --- | --- |
| **Common Problems** | **How to resolve or refer problems** |
|  |  |

**Q6. Describe additional services which can be offered to customers at the payment point. (3.3)**

**Q7. Describe how the cashier can help promote additional sales at the payment point. (3.4)**

**Q8. List the types and age-restrictions of products which can be sold only to customers, or by employees, who are over a minimum age specified by law. (4.1)**

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| --- | --- |
| **Product** | **Age Limit** |
|  |  |

**Q9. State the consequences if legal age restrictions are not complied with for: (4.2)**

1. **Cashiers**
2. **Retail businesses**

**Q10. Describe the cashier’s responsibilities for helping to ensure that legal age restrictions are complied with. (4.3)**

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| **Unit 8: Understanding the control, receipt and storage of stock in a retail business** |

**Q1. Describe the purpose of stock control. (1.1)**

**Q2a. Describe the consequences of inaccurate paperwork relating to stock. (1.2)**

**Q2b. Describe how stock levels are maintained. (1.3)**

**Q2c. Describe the consequences to the business of not carrying the right levels of stock. (1.3)**

**Q3. Explain why it is important to know what goods are expected and when they are due to arrive. (2.1)**

**Q4. Describe how to prepare the receiving area for goods delivery. (2.2)**

**Q5a. Explain why it is important to check the quality and quantity of the goods received. (2.3)**

**Q5b. Describe how you would check the quality and quantity of goods received. (2.3)**

**Q6. Describe the procedures for reporting and recording: (2.4)**

1. **Variations in the quantities of goods received**
2. **Defects in quality, such as damage or breakages**

**Q7. State what personal protective equipment should be used within the goods delivery area. (2.5)**

**Q8. Describe methods of storing stock. (3.1)**

**Q9. Describe stock handling techniques which prevent damage and loss. (3.2)**

**Q10a. Explain why the quality of stock should be checked regularly. (3.3)**

**Q10b. State the possible reasons why stock may deteriorate in storage. (3.3)**

**Q11a. Explain why stock should be stored in order of receipt. (3.4)**

**Q11b. Describe how stock is stored in order of receipt. (3.4)**

**Assessment Checklist**

**Now you have completed this assessment booklet, please now complete the final checklist:**

**I have answered all of the assessment questions 🞏**

**I can confirm all the work in the assessment is my own 🞏**

**Name:**

**Signed**

**CONGRATULATIONS!**

You have now completed your Part D Assessment. Please make sure you have completed all questions fully and you have filled in the front cover page with your personal details.

You now need to submit your answers to be marked. Please follow the instructions as detailed in your induction.

Your tutor will mark your mark and provide robust feedback. Should your paper be referred, you will be required to resubmit answers until you have passed.

Please contact our support team if you require any further advice or guidance.