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Question 1

Question Type: MultipleChoice

The owner of a shop is taking a telephone order from a customer for a new vacuum cleaner. He needs to take and confirm customer details in this ordering process. As part of this, he enters the customer details onto a system.

What does the entry of the customer's name, address and contact number represent?

Options:		
A- Event		
B- Process		
C- Step in a task		
D- Task in process		
Answer:		

А

Question 2

Question Type: MultipleChoice

WALL Ltd is expanding through new product innovation and competitor acquisition. The business administrator support unit of WALL Ltd has implemented updates to handle increased load on the payroll caused by this expansion of the business, Payroll is a critical business application. The following business scenarios are being considered:

a) Production of the payroll summary on completion of pay calculation.

b) Taking new employees into the payroll after a business acquisition.

- c) Responding to local employment regulations.
- d) Introduction to local employment regulations.
- e) Introduction of new payment terms and condition.
- Entry of absence information approved by HR.

Which of these business scenarios will MOST LIKELY give an indication of how well the updated payroll is performing?

Options:			
A- b, d and e			
B- a, c and e			
C- b, c and d			

Answer:

С

Question 3

Question Type: MultipleChoice

Freddie's Sandwich Shop makes sandwiches to order, using the finest locally sourced ingredients. Freddie gets his bread from Country Bakes and the fillings for his sandwiches from Belle View Farms. Freddie's local approach has proved popular and many people now get their lunch from his shop. rather than from a branch of Wholegram Foods, which used to be the town's most popular sandwich shop.

Freddie is expanding his business to provide catering for local organisations and has just won a contract to provide sandwich lunches for UK Systems Limited, the local headquarters of a highly successful computer company. However, Freddie is worried about the poor wheat harvest and the effect this might have on the cost of his bread. He has also heard that UK Systems Limited has lost a valuable contract to an overseas competitor

In Harmon's organisational model, which of the following would provide inputs to internal processes?

Options:

- A- Belle View Farms and concerns about the poor wheat harvest.
- B- Country Bakes and UK Systems Limited
- C- Country Bakes and Wholegrain Foods
- D- Wholegrain Foods and concerns about the poor wheat harvest

Answer:

D

Question 4

- A company has the following issue to consider:
- a) The way staff interact with customers
- b) The image it wishes to portray
- c) The price of competing products.
- c) The margin that it aims to make.
- Which of these SHOULD be reflected in its value proposition?

Options: A- b and c B- a and c C- a and b D- b and d

Answer:

С

Question 5

Question Type: MultipleChoice

No Exit Suppliers has decided to implement a Commercial Off the Shelf (COTS) inventory management solution to improve its stock (Inventory) control Before the solution is implemented, all current stock levels and stock locations will be migrated into a related database to ensure that the solution starts with accurate information. Once the system is implemented, all stock movements will be tracked via barcode scanning technology.

To ensure that the proposed solution is acceptable, which exceptional condition MUST be proved?

Options:

- A- Stock levels cannot fall below the minimum stock reorder level.
- B- Inaccuracies in the migrated stock level can be corrected.
- C- Stock level is reduced when orders are dispatched.
- D- Changes in stock level can be monitored on a daily basis.

Answer:

В

Question 6

Question Type: MultipleChoice

No Exit Suppliers has decided to implement a Commercial Off the Shelf (COTS) inventory management solution to improve its stock (Inventory) control Before the solution is implemented, all current stock levels and stock locations will be migrated into a related database to ensure that the solution starts with accurate information. Once the system is implemented, all stock movements will be tracked via barcode scanning technology.

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- B- Inaccuracies in the migrated stock level can be corrected.
- C- Stock level is reduced when orders are dispatched.
- D- Changes in stock level can be monitored on a daily basis.

Answer:

В

Question 7

- A company has the following issue to consider:
- a) The way staff interact with customers
- b) The image it wishes to portray
- c) The price of competing products.

c) The margin that it aims to make.

Which of these SHOULD be reflected in its value proposition?

A- b and c B- a and c C- a and b	
C- a and b	
D- b and d	

Answer:		
С		

Question 8

Question Type: MultipleChoice

Freddie's Sandwich Shop makes sandwiches to order, using the finest locally sourced ingredients. Freddie gets his bread from Country Bakes and the fillings for his sandwiches from Belle View Farms. Freddie's local approach has proved popular and many people now get

their lunch from his shop. rather than from a branch of Wholegram Foods, which used to be the town's most popular sandwich shop.

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- C- Country Bakes and Wholegrain Foods
- D- Wholegrain Foods and concerns about the poor wheat harvest

Answer:

D

Question 9

The owner of a shop is taking a telephone order from a customer for a new vacuum cleaner. He needs to take and confirm customer details in this ordering process. As part of this, he enters the customer details onto a system.

What does the entry of the customer's name, address and contact number represent?

Options:			
A- Event			
B- Process			
C- Step in a task			
D- Task in process			

Answer:

А

Question 10

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b) Taking new employees into the payroll after a business acquisition.

- c) Responding to local employment regulations.
- d) Introduction to local employment regulations.
- e) Introduction of new payment terms and condition.

Entry of absence information approved by HR.

Which of these business scenarios will MOST LIKELY give an indication of how well the updated payroll is performing?

Options:			
A- b, d and e			
B- a, c and e			
C- b, c and d			
D- a, d and e			

Answer:

С

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