

Pearson BTEC Level 2

Customer Service

2014

Mark Scheme

Sample Assessment Material

Unit 2: Understand Customers

Unit 3: Principles of Customer Service

BLANK PAGE

General Marking Guidance

- The total marks for this paper is 25 marks.
- This paper is a sample assessment to show examples of the types of questions learners will face in Unit 2 and Unit 3.
- There is **no** pass mark for this paper.
- Examiners should mark according to the mark scheme.

| Question Number | Answer | Unit | Assessment Criteria | Total Mark |
|-----------------|--------------------------|------|---------------------|------------|
| 1 | A | U3 | 1.4 | (1) |
| 2 | B | U3 | 1.5 | (1) |
| 3 | A | U3 | 1.6 | (1) |
| 4 | C | U3 | 2.1 | (1) |
| 5 | A | U3 | 2.1 | (1) |
| 6 | A | U3 | 2.1 | (1) |
| 7 | C | U3 | 2.2 | (1) |
| 8 | A | U3 | 2.5 | (1) |
| 9 | C | U3 | 2.5 | (1) |
| 10 | A | U3 | 3.2 | (1) |
| 11 | B | U3 | 3.5 | (1) |
| 12 | B | U3 | 4.1 | (1) |
| 13 | A | U3 | 4.5 | (1) |
| 14 | A | U2 | 1.1 | (1) |
| 15 | A | U2 | 1.2 | (1) |
| 16 | A | U2 | 1.2 | (1) |
| 17 | A | U2 | 1.3 | (1) |
| 18 | Part 1 = A Part 2 = A | U2 | 1.4 | (1) |
| 19 | A | U2 | 2.1 | (1) |
| 20 | D | U2 | 2.2 | (1) |
| 21 | A | U2 | 2.3 | (1) |
| 22 | A | U2 | 2.3 | (1) |
| 23 | A | U2 | 2.4 | (1) |
| 24 | A | U2 | 2.5 | (1) |
| 25 | A | U2 | 2.5 | (1) |

**Total = 25
Marks**

