

Pearson BTEC Level 3

Customer Service

2014

Mark Scheme

Sample Assessment Material

Unit 2: Understand the Customer Service Environment

Unit 5: Understand Customers and Customer Retention

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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 5.
- 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	C	U5	1.1	(1)
2	D	U5	1.2	(1)
3	A	U5	1.2	(1)
4	A	U5	1.3	(1)
5	D	U5	1.4	(1)
6	A	U5	2.1	(1)
7	A	U5	2.3	(1)
8	A	U5	2.4	(1)
9	A	U5	2.6	(1)
10	D	U5	3.1	(1)
11	D	U5	3.3	(1)
12	A	U2	1.2	(1)
13	A	U2	1.2	(1)
14	A	U2	1.3	(1)
15	A	U2	1.4	(1)
16	D	U2	1.4	(1)
17	A	U2	1.5	(1)
18	B	U2	2.1	(1)
19	B	U2	2.3	(1)
20	B	U2	3.1	(1)
21	D	U2	3.2	(1)
22	C	U2	3.3	(1)
23	A	U2	3.5	(1)
24	A	U2	3.6	(1)
25	C	U2	4.2	(1)

**Total = 25
Marks**

