

Mark Scheme

**Principles of Customer Service
(J/506/2132)**

Practice Paper (CS-2-09)

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General Marking Guidance

- The total marks for this paper is 30 marks.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.

Question Number	Answer	Knowledge Area	Total Mark
1	A	1.4	(1)
2	D	1.1	(1)
3	C	1.7	(1)
4	A	2.1	(1)
5	B	2.4	(1)
6	(i) D (ii) E	3.1	(1) (1)
7	A	3.4	(1)
8	B	4.1	(1)
9	D	4.2	(1)
10	A	4.4	(1)
11	D	1.2	(1)
12	B	1.5	(1)
13	C	2.1	(1)
14	C	2.2	(1)
15	A	2.5	(1)
16	A	3.2	(1)
17	B	3.5	(1)
18	D	4.1	(1)
19	C	4.3	(1)
20	C	4.5	(1)

21	D	1.3	(1)
22	B	1.6	(1)
23	C	2.1	(1)
24	A	2.3	(1)
25	C	2.5	(1)
26	D	3.3	(1)
27	C	3.6	(1)
28	A	4.2	(1)
29	B	4.4	(1)

Total = 30 Marks

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