

Mark Scheme

Understand the Customer Service Environment (Y/506/2152)

Practice Paper (CS-3-26)

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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	B	2.1	(1)
2	A	3.5	(1)
3	A, A	1.2	(1)
4	C	4.2	(1)
5	A	1.2	(1)
6	C	1.5	(1)
7	C	3.4	(1)
8	D	2.3	(1)
9	A	1.3	(1)
10	C	3.3	(1)
11	B	3.4	(1)
12	B	2.3	(1)
13	D	2.1	(1)
14	A	3.6	(1)
15	C	4.1	(1)
16	D	4.2	(1)
17	A	1.2	(1)
18	B	1.3	(1)
19	D	1.4	(1)
20	B	3.5	(1)

21	D	3.2	(1)
22	A	3.1	(1)
23	D	4.2	(1)
24	B	3.1	(1)
25	A	3.2	(1)
26	A	2.2	(1)
27	B	1.1	(1)
28	C	1.4	(1)
29	A	1.5	(1)
30	C	4.1	(1)

Total = 30 Marks