**Learner Contact Details:**

Name:

Contact Address:

Postcode:

Contact Number:

E-mail:

**LEARNER DECLARATION**

*I confirm that the answers in Assessment 2 were completed by me, represent my own ideas and are my own work.*

Learner signature: Date:

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When working through the assessment, please complete the questions in your own words. You may wish to base your answers on any of the following:

* Your current employer
* A previous employer
* An organisation that is familiar to you
* An organisation that you have researched

**Question 1. Explain what a stock check is. (AC 1.1)**

**Question 2. Describe three different types of stock check, and explain the reasons for each. (AC 1.2)**

**1.**

**2.**

**3.**

**Question 3. Describe when stock checks may be carried out. (AC 1.2)**

**Question 4. Describe the process for dealing with damaged, faulty or out of date items. (AC 1.3)**

**Question 5. Describe the process for adjusting stock levels following a stock check. (AC 1.3)**

**Question 6. Explain the operational impact of surpluses and deficiencies on: (AC 1.3)**

**The customer**

**The organisation**

**Question 7. Describe two different methods of checking stock, depending on the type of stock. (AC 2.1)**

**1.**

**2.**

**Question 8. Outline one common stock check process. (AC 2.1)**

**Question 9. Explain what happens to the results of a stock count. (AC 2.2)**

**Question 10. Explain the roles and responsibilities of colleagues involved with checking stock and updating records. (AC 2.2)**

**Question 11. Describe the two potential health and safety risks that may arise when checking stock for each of the following:**

**Manual handling**

**1.**

**2.**

**Manual handling equipment**

**1.**

**2.**

**Controlled substances**

**1.**

**2.**

**Question 12. Describe two preventative actions to reduce health and safety risks when checking stock for each of the following:**

**Manual handling**

**1.**

**2.**

**Manual handling equipment**

**1.**

**2.**

**Controlled substances**

**1.**

**2.**

**Question 13. Describe the purpose and importance of customer service. (AC 1.1)**

**Question 14. Explain how customer service is measured. (AC 1.1)**

**Question 15. Identify the two different types of customer. (AC 1.1)**

**1.**

**2.**

**16. Describe customers’ different needs. (AC 1.2)**

**Question 17. Describe two positive and two negatives that can result from providing customer service. (AC 1.3)**

**Positive**

**1.**

**2.**

**Negative**

**1.**

**2.**

**Question 18. Describe three positive communication skills in customer service. (AC 1.4)**

**1.**

**2.**

**3.**

**Question 19. Describe the importance of working effectively in a team. (AC 1.5)**

Please now click on the link below to complete our end of course survey.

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**Well done!**

**You have completed your Assessment 2, please check you have answered all the questions and signed the learner declaration on the front page, before submitting to your Assessor/Tutor.**