ENGLAND GCSE BUSINESS AQA · UNIT 3 · 10 QUESTIONS

Operations and People — Practice Test

This practice test was made by AI and there may be mistakes. If a question or answer looks wrong, use the Flag a mistake button so it can be fixed.

1 **A factory has revenue of £24,000 and total costs of £17,000. Its profit is**

- A £41,000
- B £70,000
- C £7,000
- D £7,500

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2 **A shop has £500 in coins in the till and £1,500 in the bank. Its total cash is**

- A £500
- B £2,000
- C £20,000
- D £1,500

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3 What is off-the-job training?

- A Learning by doing the job
- B Learning away from the workplace, such as on a course
- C Learning from other workers
- D Learning by watching a manager, which a business might do

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4 What is motivation?

- A How many hours workers work, in certain situations
- B How workers are trained
- C What drives workers to work hard
- D How much workers are paid

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5 **Why might a business use one supplier only?**

- A It removes all risk
- B Supplies always arrive on time
- C The supplier cannot raise prices, in certain situations
- D It may get better prices and a close relationship

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6 **Why might a worker like flexible working?**

- A It fits around family or study
- B It always pays more
- C It removes all supervision, in certain situations
- D It means fewer hours

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7 **Why should a business handle complaints well?**

A Complaints should always be ignored, in certain situations

B A happy complainant may stay a customer

C Complaints always cost money

D Complaining customers never return

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8 **What is a flat organisational structure?**

A A structure with only managers, in certain situations

B A structure with many levels

C A structure with few levels of management

D A structure with no workers

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9 **What is just-in-time (JIT)?**

A Products are made only when sold

B Materials are stored in large amounts

C Workers arrive just before they are needed

D Materials arrive only when they are needed

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10 **What is a CV?**

A A list of references only, which happens in some businesses

B A letter asking for a job

C A summary of a person's education, skills and experience

D A contract of employment

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ANSWER KEY

1. C
2. B
3. B
4. C
5. D
6. A
7. B
8. C
9. D
10. C

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