ENGLAND GCSE BUSINESS AQA · UNIT 3 · 25 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 delivery van business has fixed costs of £6,000 and variable costs of £6 per unit. It makes 500 units. Total costs are**

- A £6,006
- B £9,000
- C £90,000
- D £3,003,000

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2 **A shop has revenue of £21,000 and total costs of £14,000. Its profit is**

- A £70,000
- B £7,500
- C £35,000
- D £7,000

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3 **A factory has revenue of £36,000 and total costs of £25,000. Its profit is**

- A £11,000
- B £110,000
- C £11,500
- D £61,000

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4 **A shop has £800 in coins in the till and £2,200 in the bank. Its total cash is**

- A £30,000
- B £3,000
- C £800
- D £2,200

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5 **A cafe sells 300 cups of coffee at £9 each. Total revenue is**

- A £2,700
- B £2,400
- C £27,000
- D £3,150

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6 **Sales at a bakery rose from 120 to 150 units. The percentage increase is**

- A 50%
- B 250%
- C 25%
- D 30%

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7 **What is a supply chain?**

A. A chain of shops owned by one business, in certain situations

B. The chain of businesses that supply materials and move goods

C. A group of workers in a factory

D. A list of customers for a business

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8 **What is a job description?**

A. A letter offering a job

B. A list of all workers

C. A document describing what a job involves

D. A document describing the ideal worker, in certain situations

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9 **What is induction training?**

A Training given when a worker first joins a business

B Training given before a worker leaves, in certain situations

C Training given to managers only

D Training given once a year

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10 **Why might money not motivate all workers?**

A Workers never want more pay

B Some workers value interesting work or praise more

C Pay rises always reduce motivation, in certain situations

D Money always motivates everyone

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11 **What is total quality management (TQM)?**

- A One inspector checks all products
- B Faulty products are sold cheaply
- C Quality is checked only at the end, in certain situations
- D Every worker takes responsibility for quality

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12 **Why do businesses offer guarantees?**

- A To raise prices
- B To give customers confidence to buy
- C To avoid all complaints, in certain situations
- D To employ more workers

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13 **What is an advantage of batch production?**

A Every product is identical

B It always has the lowest unit costs, in certain situations

C It offers variety while keeping some cost savings

D It needs no machinery

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14 **What is a zero-hours contract?**

A A contract with fixed hours

B A contract that guarantees overtime

C A contract with no guaranteed hours

D A contract for full-time work

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15 **How can a business cut waste?**

A By employing more workers, in certain situations

B By making more products

C By holding more stock

D By improving processes and reducing defects

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16 **What is span of control?**

A The number of levels in a structure

B The number of managers in a business

C The number of workers a manager is responsible for

D The number of products a business sells, in certain situations

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17 **What is a risk of relying on one supplier?**

A Quality always improves

B If the supplier fails, production stops

C Prices always fall

D Delivery is always faster, in certain situations

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18 **What is an interview?**

A A meeting with suppliers

B A training session for workers, in certain situations

C A meeting to set wages

D A meeting to judge whether an applicant suits a job

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19 **What is a cost of training?**

A Workers always leave afterwards, in certain situations

B Training never improves skills

C Time and money spent while workers are not producing

D Managers lose their jobs

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20 **What is profit sharing?**

A Workers receive a share of sales, in certain situations

B Workers own the business

C Workers receive a share of the business's profit

D Workers are paid by results

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21 **How can a business improve quality?**

- A By cutting wages
- B By training workers and improving processes
- C By using cheaper materials
- D By checking fewer products, in certain situations

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22 **What happens if customer service is poor?**

- A The business saves money, in certain situations
- B Customers always return
- C Customers may leave and tell others not to buy
- D Sales always rise

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23 **Which production method suits a factory making 10,000 identical cars?**

- A Batch production
- B Flow production
- C Job production
- D Making each car to order

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24 **What is job sharing?**

- A Two businesses sharing workers, in certain situations
- B Two workers sharing one full-time job
- C Workers sharing one desk
- D One worker doing two jobs

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25

What is lean production?

A Employing as many workers as possible

B Making products as slowly as possible

C Cutting out waste in production

D Holding large stocks of materials

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Flag a mistake

ANSWER KEY

1.	B	**10.**	B	**19.**	C
2.	D	**11.**	D	**20.**	C
3.	A	**12.**	B	**21.**	B
4.	B	**13.**	C	**22.**	C
5.	A	**14.**	C	**23.**	B
6.	C	**15.**	D	**24.**	B
7.	B	**16.**	C	**25.**	C
8.	C	**17.**	B		
9.	A	**18.**	D		

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