ENGLAND GCSE BUSINESS AQA · UNIT 3 · 5 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 shop has revenue of £11,000 and total costs of £7,000. Its profit is**

- A £40,000
- B £4,500
- C £4,000
- D £18,000

Understand It with Pulse | Flag a mistake

2 **How can a business give good customer service?**

- A By training staff to be helpful and solving problems quickly
- B By ignoring complaints
- C By charging the highest prices
- D By employing as few staff as possible, which a business might do

Understand It with Pulse | Flag a mistake

3 **What is an advantage of JIC?**

A Less money is tied up in stock

B Suppliers always deliver on time, in certain situations

C Storage costs fall to zero

D Production can continue if a delivery is late

Understand It with Pulse | Flag a mistake

4 **What is a non-financial method of motivation?**

A Higher pay

B A bonus

C Profit sharing, in certain situations

D Job enrichment or praise

Understand It with Pulse | Flag a mistake

5 **What is a quality standard?**

A The number of products made, in certain situations

B A level of quality a product must reach

C The price of a product

D The wage paid to workers

Understand It with Pulse | Flag a mistake

ANSWER KEY

1. C
2. A
3. D
4. D
5. B

© 2026 Brett Robbins. All Rights Reserved.