Index Number:_____   SEAC01/s1.21s

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL
2021 SUPPLEMENTARY SESSION

SUBJECT:	**Retail**
PAPER NUMBER:	Synoptic – Unit 1
DATE:	2nd November 2021
TIME:	4:00 p.m. to 6:05 p.m.

THIS PAPER SHOULD BE RETURNED TO THE INVIGILATOR AFTER THE EXAMINATION.

Answer **ALL** questions in the space provided. You may answer either in English or in Maltese.

'Sports for All Limited' is a retail outlet selling shoes, clothing and equipment for sports and fitness.

Question 1   **K-1 (6 marks)**

a. Identify the **TWO** different work areas shown by the arrow within the retail environment in Figure 1. Use **TWO** items from the ones provided below.

Work Areas	
Warehouse or storage area	Goods display area
Customer relations area	Support service area

i. _____ (1)

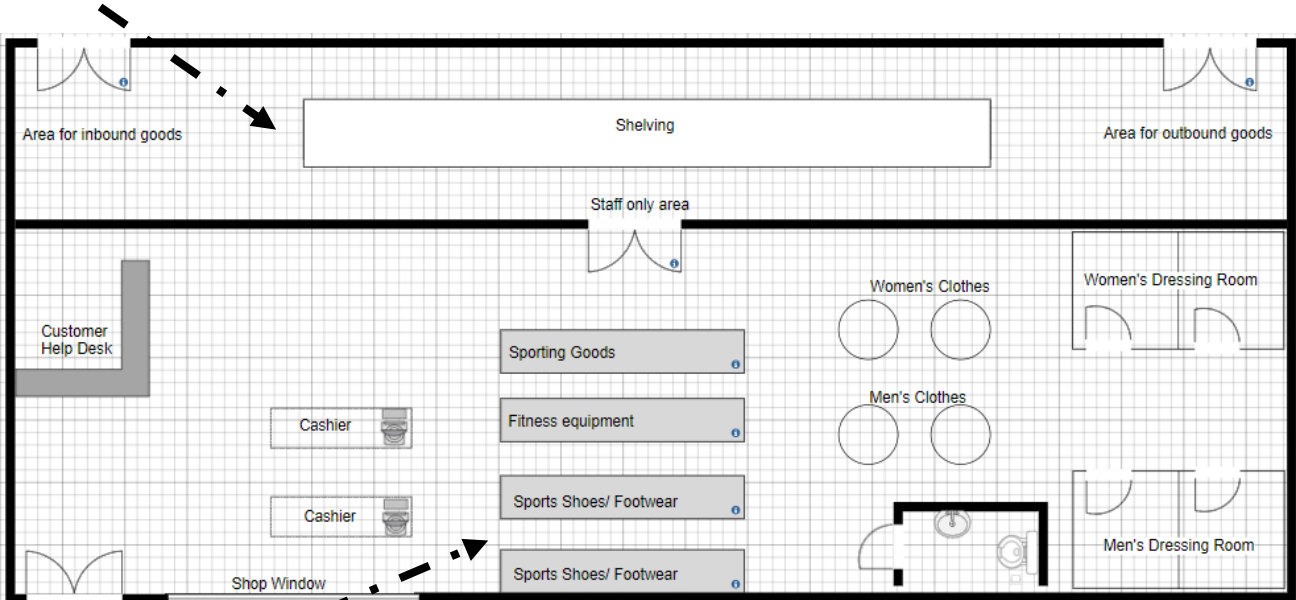Figure 1: Floor plan of Sports for All Limited (Adapted from: https://cloud.smartdraw.com/)

ii. _____ (1)

b. Outline **ONE** function for **each** of the work areas identified in Question 1a.

Work Area i: _____

_____

_____

_____(1)

Work Area ii: _____

_____

_____

_____(1)

c. Describe **ONE** role and **ONE** duty of personnel working in **each** of the following **TWO** retail work areas.

Personnel working in the warehouse or storage area:

_____

_____

_____

_____

_____

_____

_____

_____

_____(1)

Personnel working in the goods display area:

_____

_____

_____

_____

_____

_____

_____

_____

_____(1)

Please turn the page.

DO NOT WRITE ABOVE THIS LINE

Question 2   **K-3 (8 marks)**

a. Mention **FOUR** different types of waste.

Type of Waste 1: _____ (0.5)

Type of Waste 2: _____ (0.5)

Type of Waste 3: _____ (0.5)

Type of Waste 4: _____ (0.5)

b. Outline the following **TWO** Health and Safety measures to be taken when dealing with different types of waste.

Breaking down waste loads and asking colleagues for help:

_____

_____

_____(1)

Use of personal protective equipment (PPE):

_____

_____

_____(1)

c. Describe **TWO** ways how to dispose of different types of waste sustainably.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

DO NOT WRITE ABOVE THIS LINE

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____(4)

Please turn the page.

Question 3   **C-1 (12 marks)**

a. Identify the **FOUR** consequences of bad housekeeping practices from the scenarios in Table 1.
   Use **FOUR** items from the ones provided below.

Consequences	
Infestations	Loss of customers
Loss of products	Legal implications

Table 1: The consequences of bad housekeeping practices

Scenarios	Consequences of bad housekeeping practices
i. Walking shoes were incorrectly labelled as being suitable for rock climbing. A customer who bought a pair complained that he got hurt while rock climbing.	
ii. The cleaner forgot to dispose of the organic bin in the staff kitchen.	
iii. A customer wanted to try on clothes in the dressing rooms. However, the dressing rooms were untidy, so the customer got a bad impression and left the store.	
iv. Staff did not store a delivery of shoe products properly. As a result, the shoes got damaged.	

(4)

b. Describe **TWO** reasons why a retail store should maintain a clean environment in all areas.

Reason 1:

_____

_____

_____

_____

_____(2)

Reason 2:

_____

_____

_____

_____

_____(2)

c. Explain **TWO** impacts on the organisation as a result of carelessness.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____ (4)

Please turn the page.

Question 4   **K-4 (8 marks)**

a. Name **FOUR** different documentation used in the receipt of goods.

Documentation 1: _____ (0.5)

Documentation 2: _____ (0.5)

Documentation 3: _____ (0.5)

Documentation 4: _____ (0.5)

b. Identify the following **TWO** documents used in the receipt of goods by writing the answer in the space provided.

   i. Figure 2 shows a document that lists the contents of a package or delivery. This document is generated by the seller. This document informs on the contents of the package/delivery.

     This document is a _____. (1)

	Gross weight 125Kgs
	Net weight 117.5Kgs
	Cube 5.63M3

Consignee Address OR a Shipping Mark.

A Shipping Mark is the following 5 lines normally provided by the customer:

  ✓ Name of consignee
  ✓ Some distinctive symbol like a
     triangle and order no or reference
  ✓ Destination Port
  ✓ Country
  ✓ 1 of 5 cartons, 2 of 5 cartons

Carton No.	Gross Wt.Kg	Nett WT	H cm	W	L	Said to contain:
1	25kg	23.5	46	70	35	10 trays x 16 cola drinks
2	25	23.5	46	70	35	5 boxes of chocolate
						3 trays of orange juice
3	25	23.5	46	70	35	Product line 3 x qty 10
						" " 4 x qty 6
4	25	23.5	46	70	35	Product line 5 x qty 3
						" " 6 x qty 8
5	25	23.5	46	70	35	Product line 7 x qty 2
						" " 8 x qty 12

Figure 2: Documentation used in the receipt of goods (Taken from: https://opentoexport.com/)

DO NOT WRITE ABOVE THIS LINE

---

ii. Figure 3 shows a document that records what goods have been delivered. This document records the details of the goods received by the buyer and notes any errors or damages in the delivery.

This document is a _____.   (1)

Figure 3: Documentation used in the receipt of goods (Source: https://accountinguide.com/)

This question continues on next page.

c. Describe **TWO** key tasks for the receipt and processing of goods.

Cleaning and maintaining the receiving area	Checking goods against documentation

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____(4)

Question 5   **K-5 (8 marks)**

a. List the following:

   i. **TWO** different locations where goods can be stored.

   Location 1: _____ (0.5)

   Location 2: _____ (0.5)

   ii. **TWO** different receptacles where goods can be stored.

   Receptacle 1: _____ (0.5)
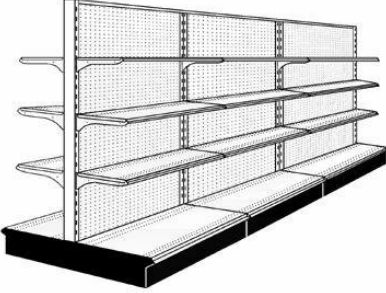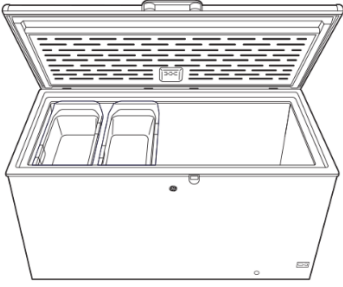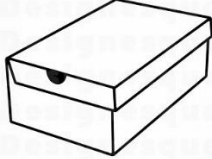
   Receptacle 2: _____ (0.5)

b. Match the goods to **TWO** appropriate storage locations and **TWO** appropriate storage receptacles from Table 2. Use items from the ones provided below. Each item can only be used **once**.

Goods			
Frozen goods	Folded clothes	Nails	Pair of shoes

Table 2: The storage locations and receptacles.

Storage locations and receptacles	Goods to be stored in the appropriate locations and receptacles.
i. *Source: https://www.amazon.com/*	
ii. *Source: https://www.easyrack.org/*	
iii. *Source: https://www.handlersappliance.com/*	
iv. *Source: https://www.etsy.com/*	

(2)

c. State **FOUR** repercussions of bad handling and storage practices.

_____

_____

_____

_____

_____

_____

_____

_____(4)

Question 6   **K-7 (8 marks)**

a. Name the **FOUR** different stock rotation methods.

Stock rotation method 1: _____(0.5)

Stock rotation method 2: _____(0.5)

Stock rotation method 3: _____(0.5)

Stock rotation method 4: _____(0.5)

b. Outline the **TWO** different stock rotation methods for **each** of the following retail situations.

Retail Situation 1 – a store selling fashionable shoes:

_____

_____

_____

_____(1)

This question continues on next page.

Retail Situation 2 – a store selling fresh bread:

_____

_____

_____

_____(1)

c. Describe the importance of stock rotation in storage by referring to **TWO** points.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____(4)

Blank Page

Blank Page