



L-Università
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL
2022 SUPPLEMENTARY SESSION**

SUBJECT: **Retail**
PAPER NUMBER: Synoptic – Unit 1
DATE: 2nd November 2022
TIME: 8:30 a.m. to 10:35 a.m.

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

For examiners' use only:

Question	1	2	3	4	5	6	Total
Score							
Maximum	6	8	8	8	12	8	50

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

Scenario

- Tom owns 'The Maltese Souvenir Shop'.
- The souvenir shop sells products that are made in Malta.
- The souvenir shop sells food products like cheeselets, honey, jams, spreads, tomato paste, and olive oil.
- The souvenir shop also sells other items created by local artists, such as sculptures, pictures and paintings.

Question 1

K-2 (6 marks)

Table 1 presents material, tools and equipment used to carry out housekeeping tasks.

Table 1: Materials and Tools

Protective gloves	Protective eye wear	Degreaser	Bleach
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a. Apart from those provided above in Table 1, list:

i. **TWO** other materials required to carry out housekeeping tasks.

Material 1: _____ (0.5)

Material 2: _____ (0.5)

ii. **TWO** other tools and equipment required to carry out housekeeping tasks.

Tools and equipment 1: _____ (0.5)

Tools and equipment 2: _____ (0.5)

b. A jam jar fell on the floor. The jar was made of glass and the floor needs to be cleaned up. Select **ONE** material, and **ONE** tool and equipment to carry out this housekeeping task from the ones provided in Table 1 above.

Material: _____ (1)

Tools and equipment: _____ (1)

Question 2

K-3 (8 marks)

a. Hazardous waste is a type of waste. Mention the **FOUR** other different types of waste.

Waste 1: _____ (0.5)

Waste 2: _____ (0.5)

Waste 3: _____ (0.5)

Waste 4: _____ (0.5)

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

Protection from hazardous substances: _____

_____ (0.5)

Use of personal protective equipment: _____

_____ (0.5)

Safe working practices: _____

_____ (0.5)

Breaking down waste loads and asking colleagues for help: _____

_____ (0.5)

Question 3**K-4 (8 marks)**

a. Name **TWO** documentation used in the receipt of goods.

Documentation 1: _____ (1)

Documentation 2: _____ (1)

b. Identify the **TWO** different documentation used in the receipt of goods for the statements in Table 2.

Table 2: Documentation used in the receipt of goods

Statements	Documentation used
i. A document outlining the goods being taken back to the seller, as the buyer is unsatisfied with these goods. This document is generated by the buyer.	(1)
ii. A document that records a buyer's request to buy goods from the seller. This document records the items, quantities, and prices the buyer wants to buy.	(1)

Question 4

K-5 (8 marks)

- a.
- i. Besides fridge and rooms with controlled environments, list **TWO** other different locations where goods can be stored.

Location 1: _____ (0.5)

Location 2: _____ (0.5)
 - ii. Besides crates and boxes with divider strips, list **TWO** other different receptacles where goods can be stored.

Receptacle 1: _____ (0.5)

Receptacle 2: _____ (0.5)
- b. Match the goods to their appropriate storage locations and receptacles by drawing a line between Column A and Column B.

Table 1: The storage locations and receptacles.

Column A: Storage locations and receptacles		Column B: Goods
Rooms with controlled environments		Yoghurt
Crates		Key chains
Boxes with divider strips		Painting
Fridge		Fresh apples

(2)

Question 5

C-2 (12 marks)

a. Describe the following **FOUR** reasons why it is important to work in a team when storing goods.

Minimising injuries: _____

_____ (1)

Productivity: _____

_____ (1)

Synergy: _____

_____ (1)

Wider sense of ownership: _____

_____ (1)

b. In a retail setting the safe handling of goods can decrease damage to goods.
Explain **TWO** other reasons why the safe handling of goods is important.

Reason 1: _____

_____ (2)

Reason 2: _____

_____ (2)

This question continues on next page.

Question 6

K-8 (8 marks)

a. Outline **TWO** reasons why a stock take exercise is important.

Reason 1: _____

_____ (1)

Reason 2: _____

_____ (1)

This question continues on next page.

b. Figure 1 shows the steps to undertake a stock take exercise. Figure 1 is incomplete. List the missing **FOUR** steps in order to undertake a stock take exercise. The steps must be in correct order. (2)

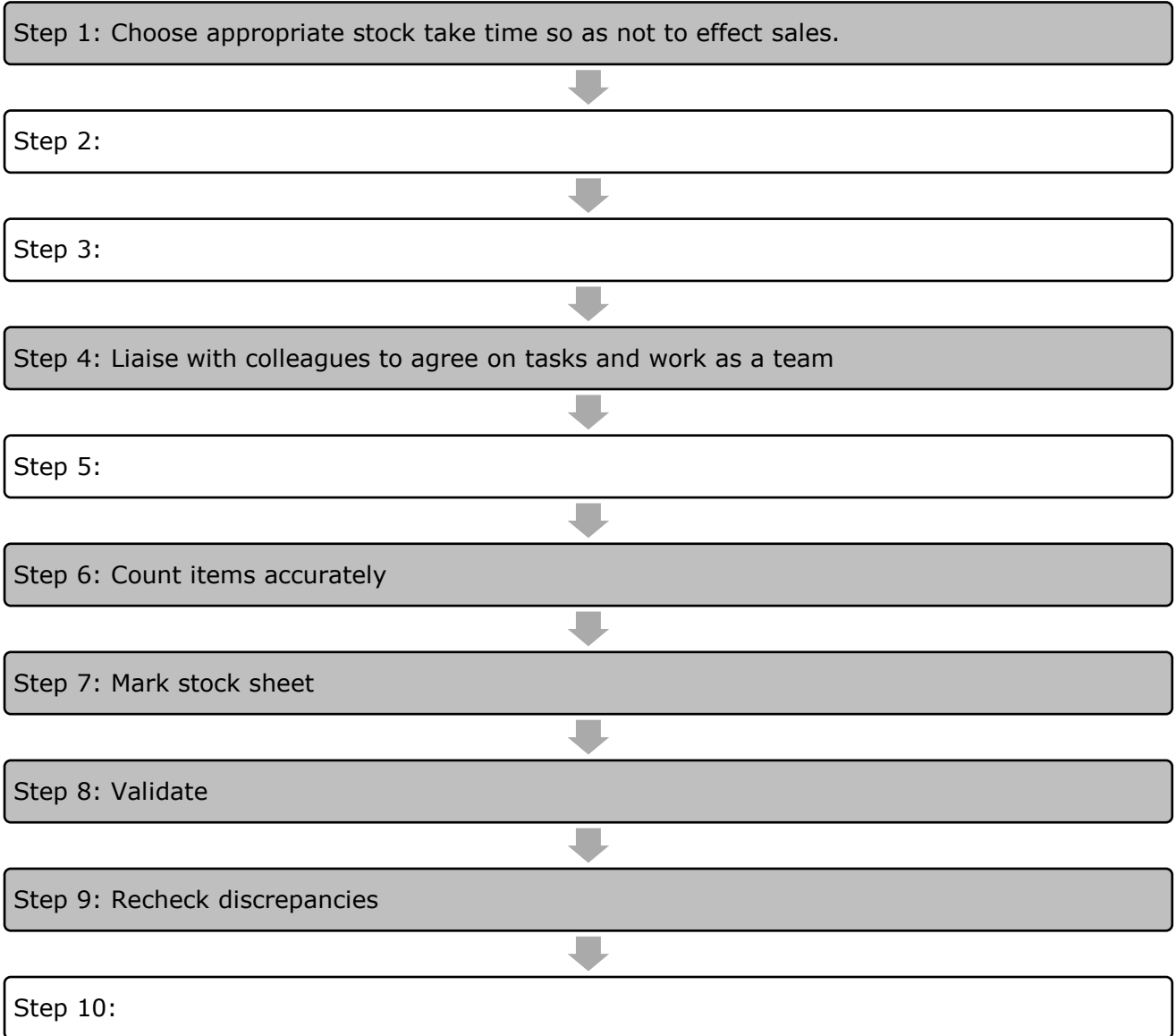


Figure 1: Steps to undertake a stock take exercise

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