



L-Università
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2023 MAIN SESSION**

SUBJECT:	Retail
PAPER NUMBER:	Controlled – Unit 1
DATE:	19 th May 2021
TIME:	10:00 a.m. to 11:35 a.m.

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

Name of candidate _____

I.D. number _____

School _____

Class _____

Answer **ALL** questions in the space provided.

Scenario

- Bargain Supermarket is a chain of local supermarkets.
- At each of its outlets, Bargain Supermarket has a warehouse set up for storage.

Question 1

K-1 (4 marks)

a. Name the **FIVE** main elements of the retail supply chain.

Element 1: _____ (0.2)

Element 2: _____ (0.2)

Element 3: _____ (0.2)

Element 4: _____ (0.2)

Element 5: _____ (0.2)

b. Outline the business process of retailing. You are to mention **FIVE** activities within this outline.

(1)

Question 2

K-4 (4 marks)

a. Delivery person and cashier are just two of the retail occupations found at Bargain Supermarket. Name **FOUR** other different retail occupations.

Retail Occupation 1: _____ (0.25)

Retail Occupation 2: _____ (0.25)

Retail Occupation 3: _____ (0.25)

Retail Occupation 4: _____ (0.25)

b. Identify **TWO** skills required for the following retail occupations from the ones provided below.

time management	cooking	customer relationship and service provision
cash handling (including reconciliation)	painting	sales

Delivery person

Skill 1: _____ (0.25)

Skill 2: _____ (0.25)

Cashier

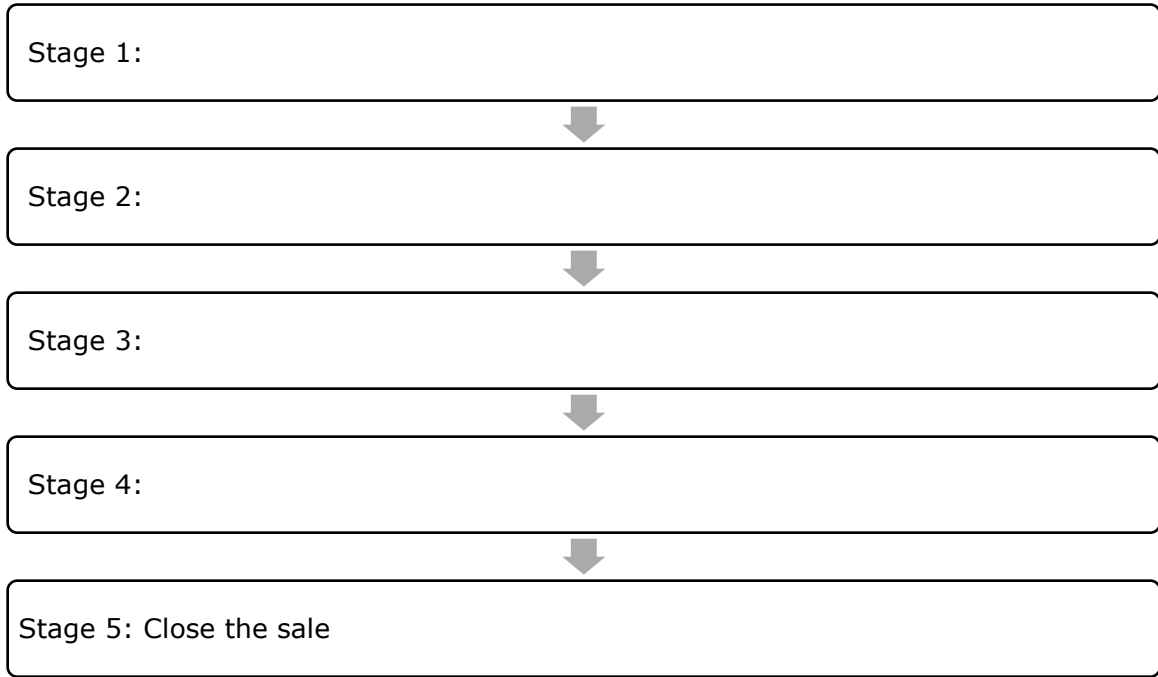
Skill 1: _____ (0.25)

Skill 2: _____ (0.25)

Question 3

K-6 (4 marks)

a. Recall the stages of the selling process by filling in the missing **FOUR** stages in the correct order, within the diagram below.



(1)

b. State **FOUR** key aspects that can influence the selling process.

Aspect 1: _____ (0.25)

Aspect 2: _____ (0.25)

Aspect 3: _____ (0.25)

Aspect 4: _____ (0.25)

Question 4

K-8 (4 marks)

Teamwork is given a lot of importance at Bargain Supermarket.

a. Recall **TWO** positive aspects of teamwork, apart from valuing other team members.

Positive aspect 1: _____ (0.5)

Positive aspect 2: _____ (0.5)

b. Outline **FOUR** reasons for valuing other team members.

Reason 1: _____

_____ (0.25)

Reason 2: _____

_____ (0.25)

Reason 3: _____

_____ (0.25)

Reason 4: _____

_____ (0.25)

c. Describe **TWO** effects of successful teams in retail.

