SUBJECT:

Class



Retail

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD

SECONDARY EDUCATION CERTIFICATE LEVEL 2022 MAIN SESSION

DATE:	Controlled – Unit 3 28 th April 2022 10:00 a.m. to 11:35 a.m.	
	ULD BE RETURNED TO THE INV	IGILATOR
Name of candidate		-
I.D. number		_
School		_

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

Scenario

- Fun Toy Shop is a chain of local shops selling toys and games.
- Fun Toy Shop has a work area set up for gift wrapping toys and games.

Question 1	C-2 (6 marks)
a. Outline the following FIVE steps of the 5S housekeeping r	model.
Sort:	
Set in order:	
Shine:	
Standardise:	
Sustain:	
	(0.4)

b.	The gift-wrapping area at Fun Toy Shop is disorganised. Describe how to implement the ${f F}$ steps of the 5S housekeeping model within the gift-wrapping area.	IVE
	Sort:	
	((0.4)
	Set in order:	
	((0.4)
	Shine:	
	Standardise:	
		—— (0.4)
	Sustain:	
		(0.4)

This question continues on next page.

c. Discuss TWO reasons for sustaining housekeeping practices in a retail outlet.									
_	 				 	 	 		
	 				 	 	 		
					 	 	 		_ (2)

Question 2	K-3 (4 marks)
a. List FOUR causes of retail shrinkage.	
Cause 1:	(0.25)
Cause 2:	(0.25)
Cause 3:	(0.25)
Cause 4:	(0.25)
b. Outline the following FOUR measures to prevent retail shrinkage.	
Increase employee accountability:	
	(0.25)
Review the retail store layout:	
	(0.25)
Use special tags for products:	
	(0.25)
Refer to private security firms' advice:	, ,
	(0.25)

This question continues on next page.

c. Describe the following $\boldsymbol{\mathsf{TWO}}$ impacts of shrinkage on retail operations:

revenue loss	operating issues	
		(2)

Question 3	K-7 (4 marks)
a. Name FOUR components of a Point of Sale (POS) structure.	
POS Component 1:	(0.25)
POS Component 2:	(0.25)
POS Component 3:	(0.25)
POS Component 4:	(0.25)
b. List FOUR back office functions of a Point of Sale (POS) system.	
Function 1:	(0.25)
Function 2:	(0.25)
Function 3:	(0.25)
Function 4:	(0.25)

This question continues on next page.

c. Outline the following ${f FOUR}$ benefits of a Point of Sale (POS) system:

reduces sales administration time in	nproves stock control	supports marketing plans
offers real-time access to b	ooth financial and opera	tional data
		(2)
		(\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \

Question 4

a.	State the meaning of 'retail accounting'. The statement needs to contain TWO elements.			
		(1		
h	Outling the following EQUE basic retail financial elements			
υ.	Outline the following FOUR basic retail financial elements.			
	Capital:			
	Income:			
	Mark-up:			
	Cost of goods sold:			

This question continues on next page.

K-9 (4 marks)

c. Describe FOUR key retail accounting terms.	
	(2)

Blank Page

Blank Page