Class



MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD

SECONDARY EDUCATION CERTIFICATE LEVEL 2024 MAIN SESSION

SUBJECT:	Retail
PAPER NUMBER:	Controlled – Unit 3
DATE: TIME:	19 th April 2024 10:00 a.m. to 11:35 a.m.
TIME.	10.00 a.m. to 11.33 a.m.
THIS PAPER SHO AFTER THE EXAMI	ULD BE RETURNED TO THE INVIGILATOR NATION.
Name of candidate	
I.D. number	
School	

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

Scenario

- 'ElectroTech' is a shop selling electronic gadgets, appliances, and accessories.
- 'ElectroTech' has a technical support area for repair services on electronic gadgets.
- The shop also has an online selling channel where customers can purchase products online.

Q	uestion 1	C-2 (6 marks)
a.	Outline the following FIVE steps of the 5S housekeeping model.	
	Sort:	
	Set in order:	
	Shine:	
		(0.4)
	Standardise:	
	Sustain:	
b.	The technical support area at 'ElectroTech' is disorganised. Describe how FIVE steps of the 5S housekeeping model within the technical support are	
	Sort:	

_(0.4)

Standardise: Standardise: (Sustain: (Discuss TWO reasons for sustaining housekeeping practices in a retail outlet.	Set in order:				
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Discuss TWO reasons for sustaining housekeeping practices in a retail outlet.					
	Discuss TWO reasons for su	staining house	keeping praction	ces in a retail ou	utlet.
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Invest in automated cash management	t technology:
	(0.2
Describe the following TWO impacts of	f shrinkage on retail operations:
Revenue Loss	Operating issues
	(
uestion 3	K-7 (4 mark
Name TWO components of a Point of S	Sale (POS) structure.
POS Component 1:	(0.
POS Component 2:	(0.

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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)
c.	Outline FOUR benefits of a Point of Sale (POS) system.	
		(2)
_		
Q۱	uestion 4 K-9 (4 n	narks)
a.	State the meaning of 'retail accounting'. The statement needs to contain TWO element	ts.
		(1)

b. Outline the following	g TWO basic retail financial elements.	
Capital:		
		•
Inventory turnover:		
		(0.5

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