



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2024 MAIN SESSION**

SUBJECT:	Retail
PAPER NUMBER:	Controlled – Unit 3
DATE:	19 th April 2024
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

- '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.

Question 1

C-2 (6 marks)

a. Outline the following **FIVE** steps of the 5S housekeeping model.

Sort: _____

_____ (0.4)

Set in order: _____

_____ (0.4)

Shine: _____

_____ (0.4)

Standardise: _____

_____ (0.4)

Sustain: _____

_____ (0.4)

b. The technical support area at 'ElectroTech' is disorganised. Describe how to implement the **FIVE** steps of the 5S housekeeping model within the technical support area.

Sort: _____

_____ (0.4)

Set in order: _____

_____ (0.4)

Shine: _____

_____ (0.4)

Standardise: _____

_____ (0.4)

Sustain: _____

_____ (0.4)

c. Discuss **TWO** reasons for sustaining housekeeping practices in a retail outlet.

This question continues on next page.

b. Outline the following **TWO** basic retail financial elements.

Capital: _____

_____ (0.5)

Inventory turnover: _____

_____ (0.5)

This question continues on next page.

