



**L-Università  
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION APPLIED CERTIFICATE LEVEL  
2021 MAIN SESSION**

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SUBJECT:	<b>Retail</b>
PAPER NUMBER:	Controlled – Unit 3
DATE:	19 <sup>th</sup> May 2021
TIME:	10:00 a.m. to 11:35 a.m.

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**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.

**SECTION A**

**Scenario**

- Bargain Supermarket is a chain of local supermarkets.
- Bargain Supermarket employs staff to work in the front line of its outlets.

**Question 1**

**K-1 (4 marks)**

a. List **FOUR** pieces of equipment used for the payment process.

Equipment 1: \_\_\_\_\_ (0.25)




Equipment 2: \_\_\_\_\_ (0.25)

Equipment 3: \_\_\_\_\_ (0.25)

Equipment 4: \_\_\_\_\_ (0.25)

b. Identify the **FOUR** coins and notes in Table 1 from the following **FOUR** currencies: Euro, GBP, US dollar and Australian dollar.

Table 1: The different coins and notes.

Coins and notes	Currencies
<p>i.</p>  <p>(Source: <a href="https://bestexchangerates.com/">https://bestexchangerates.com/</a>)</p>	<p>_____ (0.25)</p>
<p>ii.</p>  <p>(Source: <a href="https://www.royalmint.com/">https://www.royalmint.com/</a>)</p>	<p>_____ (0.25)</p>
<p>iii.</p>  <p>(Source: <a href="https://en.wikipedia.org/">https://en.wikipedia.org/</a>)</p>	<p>_____ (0.25)</p>
<p>iv.</p>  <p>(Source: <a href="https://en.wikipedia.org/">https://en.wikipedia.org/</a>)</p>	<p>_____ (0.25)</p>

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**Question 2**

**K-2 (4 marks)**

- a. Security issues can arise at Bargain Supermarket. Identify the **FOUR** security issues that arise within the scenarios in Table 2 from the ones provided below.

<b>Security Issues</b>	
Shoplifting	Robbery
Employee theft	Aggressive customer

Table 2: The different security issues that arise when working in a retail outlet.

	<b>Scenarios</b>	<b>Security issues</b>
i.	<ul style="list-style-type: none"> <li>• A customer wants to return a can of baked beans that he bought a year ago.</li> <li>• The store only accepts products that are returned within 7 days from purchase.</li> <li>• The customer is shouting and threatening the manager.</li> </ul>	_____ (0.25)
ii.	<ul style="list-style-type: none"> <li>• While closing the cash registers, the store manager was stopped by two people at gunpoint.</li> <li>• The store manager had to hand over the money in the cash registers.</li> </ul>	_____ (0.25)
iii.	<ul style="list-style-type: none"> <li>• The security guard has stopped a woman who placed a shampoo in her bag and tried to leave the store without paying.</li> </ul>	_____ (0.25)
iv.	<ul style="list-style-type: none"> <li>• A cashier has been caught eating chocolate bars within the store.</li> <li>• The cashier did not pay for the chocolate bars.</li> </ul>	_____ (0.25)

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b. Bargain Supermarket is taking security measures seriously. Identify **ONE** different security measure for **EACH** scenario in Table 3.

<b>Security Measures</b>	
RFID tags	security personnel
employee integrity and development	regular stock checks
checking for counterfeit notes	reducing the amount of cash on premises
limiting access for both employees and customers	store organisation
surveillance cameras and alarms	

Table 3: The different security measures within a retail outlet.

	<b>Scenarios</b>	<b>Security measures</b>
i.	Bargain Supermarket wants to track the unauthorised movement of expensive goods from the store.	_____ (0.25)
ii.	The store will be counting and recording the amount of stock every month.	_____ (0.25)
iii.	The store manager will be taking excess cash to the bank twice a day.	_____ (0.25)
iv.	Training will be given to employees on responsibilities and ethical behaviour.	_____ (0.25)



**Question 3****C-1 (6 marks)**

- a. Identify the **FOUR** problems met during the payment process at one of Bargain Supermarket's cashier points for the scenarios in Table 4, from the ones provided below.

<b>Payment Process Problems</b>	
counterfeit cash	low card balance
expired card	issue with card account
incorrect information inputted by cashier	price discrepancies

Table 4: Problems met during the payment process.

	<b>Scenarios</b>	<b>Payment process problems</b>
i.	A customer complained that the number of items within the bill does not match what he bought from the supermarket.	_____ (0.5)
ii.	A customer's card has been declined due to insufficient funds.	_____ (0.5)
iii.	A customer tried to pay using fake €20 notes.	_____ (0.5)
iv.	A customer complained that he paid €5 for the shampoo, when it was labelled at the price of €4.50.	_____ (0.5)



b. Outline the following **FOUR** factors that lead to shortages and overages.

Incorrect change: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.5)

Items not inputted in POS system: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.5)

Theft: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.5)

Unaccounted discounts: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.5)

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**SECTION B**

**Scenario**

- The Furniture Shop is a shop selling home and office furniture.
- The shop offers the delivery service and installation of furniture.

**Question 4**

**C-2 (6 marks)**

- a. The Furniture Shop offers different types of customer service. Indicate the **FOUR** types of customer service offered to customers for the scenarios in Table 5, from the ones provided below.

<b>Types of Customer Service</b>	
information and advice	delivery
sales	after sales service

Table 5: Type of customer service.

	<b>Scenarios</b>	<b>Types of customer service</b>
i.	<ul style="list-style-type: none"> <li>• A customer bought a wardrobe from the store.</li> <li>• After a month, the customer called the store as a handle came loose.</li> </ul>	_____ (0.5)
ii.	<ul style="list-style-type: none"> <li>• A customer came to The Furniture Shop to consult with the salesperson on the best material for a children’s bedroom.</li> </ul>	_____ (0.5)
iii.	<ul style="list-style-type: none"> <li>• The Furniture Shop has just transported a set of office furniture to a customer in Valletta.</li> </ul>	_____ (0.5)
iv.	<ul style="list-style-type: none"> <li>• A customer has returned to The Furniture Shop and bought a kitchen.</li> </ul>	_____ (0.5)

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b. A customer came to The Furniture Shop to buy a wardrobe. After a month, the customer came to the store complaining that a handle came loose. The manager is dealing with the customer. Outline the appropriate use of the following **TWO** communication skills to be used by the manager in this situation.

Verbal communication: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)

Non-verbal communication: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (1)



**Question 5**

**K-8 (4 marks)**

a. Name **FOUR** elements of online and telephone orders.

Element 1: \_\_\_\_\_ (0.25)

Element 2: \_\_\_\_\_ (0.25)

Element 3: \_\_\_\_\_ (0.25)

Element 4: \_\_\_\_\_ (0.25)

b. Outline the following **TWO** benefits of online and telephone orders.

Wider market access: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.5)

24/7 sales service: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.5)



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