



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

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

SUBJECT:	Retail
PAPER NUMBER:	Controlled – Unit 1
DATE:	23 rd May 2019
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.

Case Scenario

- Maria owns a grocery store called Maria’s Grocery.
- Every evening, before closing the shop, she needs to make sure that the store is cleaned up and every item is placed in its proper place.
- Maria is currently training Paul, who is a new employee.
- Paul is receiving training on the various work areas, including the housekeeping activities of a grocery store, and the receipt and processing of goods.

Question 1

C1 (6 marks)

a. Identify **ONE** consequence of bad housekeeping practices for **EACH** of the following statements by ticking the correct option:

i. A packet of sugar was left open in the grocery store. This can lead to:

mice infestation poor stock control being taken to court by customers. (1)

ii. Products were not placed in the appropriate store location. This will lead to:

better aisle space loss of products employees enjoying their breaks. (1)

b. Describe **TWO** reasons why Maria wants all areas in the grocery store to be clean.

Reason 1: _____

_____ (1)

Reason 2: _____

_____ (1)

c. Carelessness within the grocery store will have a negative impact on the business. Explain **TWO** ways in which carelessness within Maria’s grocery store may have an impact on the business. You may give examples as part of your answer.

Explanation of impact 1: _____

_____ (1)

Explanation of impact 2: _____

_____ (1)

Question 2**K4 (4 marks)**

a. Name **TWO** documents that can be used in the receipt of goods.

Name of document 1: _____ (0.5)

Name of document 2: _____ (0.5)

b. During Paul's training, the owner showed him the documents she uses in the receipt of goods. Identify the documents shown in Figure 1 and Figure 2.

i. Figure 1 shows an image of a _____ (0.5)

ii. Figure 2 shows an image of a _____ (0.5)

<p>Food Suppliers Limited 142, Old Mill Street, Marsa MRS 1111. Mobile: 0356 7811 1111 Email: FSL@food.com</p>		
<p>To: Mary's Grocery Labour Avenue Mosta MST 4777.</p>	<p>Delivery: Mary's Grocery Labour Avenue Mosta MST 4777.</p>	<p>Delivery Date: 25 March 2019.</p> <p>Sales order number: 478521</p>
<p>We confirm the following order to be delivered as above.</p>		
Product	Code	Quantity
Salsa Canned Tomatoes – 400 grams	SS 110	20
Bottled Water – 0.75 litres	SB 221	10
<p>Received in good condition: _____</p>		

Figure 1

Question continues on next page.

Mary's Grocery Labour Avenue, Mosta MST 4777. Mobile: 0356 9287 1121 Email: mary@hotmail.com		
Date: 10 March 2019		
<hr/>		
TO: Food Suppliers Limited 142, Old Mill Street, Marsa MRS 1111		
Thank you for your quotation of 1 March. We are pleased to order the following:		
Product	Code	Quantity
Salsa Canned Tomatoes – 400 grams	SS 110	20
Bottled Water – 0.75 litres	SB 221	10
Delivery requested by 30 March 2018.		

Figure 2

c. Describe **TWO** of the key tasks required for the receipt and processing of goods at the grocery store.

Task 1: _____

_____ (1)

Task 2: _____

_____ (1)

Question 3

K5 (4 marks)

- a. Paul must also know the different locations and receptacles where goods can be stored in a grocery store. Within Table 1, provide a list of **TWO** different locations and **TWO** different receptacles for the storage of goods in a grocery store.

Table 1: The different locations and receptacles for the storage of goods in a grocery store.

Locations	Receptacles
• _____ (0.25)	• _____ (0.25)
• _____ (0.25)	• _____ (0.25)

- b. A set of images showing locations and receptacles where goods can be stored or stacked, has been provided on the next page. Match each good below with the image number where it should be stored. **EACH** image provided on the next page can only be used **ONCE**.

Goods	Image Number
i. Packets of cereal should be stored in the receptacle shown by image	
ii. Canned tomatoes should be stacked in the location shown by image	
iii. Frozen vegetables should be stored in the location shown by image	
iv. Fresh tomatoes should be stored in the receptacle shown by image	

(0.25 x 4)

Question continues on next page.



c. The owner of the grocery store tells Paul about her concerns with the repercussions of bad handling and storage practices within her store. State **FOUR** repercussions of bad handling and storage practices.

- Repercussion 1: _____(0.5)
- Repercussion 2: _____(0.5)
- Repercussion 3: _____(0.5)
- Repercussion 4: _____(0.5)

Question 4

C2 (6 marks)

a. The owner of the grocery store has insisted that when the store receives deliveries, employees need to work together as a team. Describe **TWO** reasons why it is important to work in a team when storing goods.

Reason 1: _____

_____ (1)

Reason 2: _____

_____ (1)

b. Explain **TWO** reasons why the safe handling of goods is important. You may give examples as part of your answer.

Explanation of reason 1: _____

_____ (1)

Explanation of reason 2: _____

_____ (1)

This question continues on next page.

c. Figure 3 shows some examples of improper lifting and handling of goods. Discuss **TWO** impacts, on employees and others, of unsafe techniques for lifting and handling.

Discussion on Impact 1: _____

_____ (1)

Discussion on Impact 2: _____

_____ (1)



Figure 3: Handling of goods and working together when storing goods.
(Taken from: <https://thsawc.org/>)

Question 5

K6 (4 marks)

a. Part of Paul’s job involves applying tags to products. List **FOUR** different types of tags available in **ANY** retail environment.

- i. _____ (0.25)
- ii. _____ (0.25)
- iii. _____ (0.25)
- iv. _____ (0.25)

b. The owner of the grocery store buys parsley in bulk and then packs the parsley in smaller packages of 25 grams. Paul needs to apply the price sticker on the small packages of parsley before they can be sold. This price label has different pieces of information. Indicate the **TWO** pieces of information shown in this price label in the boxes on the side.

Parsley Tursin

HERBS

Ingredients
Parsley.

Processed in an environment that may contain, traces of Soya, Sulphur Dioxide, Peanuts, Nuts, Milk Mustard, Celery, Sesame Seeds and Gluten.

Product of Italy

Approx: 25g
P/Kilo: €9.00
Price: €0.90

Batch: 516-1015215
Best Before: 31.07.2018

5 350220 001222 >

1. []

2. []

(0.5 x 2)

Figure 4: A price label.

This question continues on next page.

c. Paul wants to know why it is important for all products to be properly tagged. Describe **TWO** reasons highlighting the importance for all products to be properly tagged or labelled.

Description of reason 1: _____

 _____ (1)

Description of reason 2: _____

 _____ (1)

Question 6 **K7 (4 marks)**

a. Paul also needs to carry out stock taking. Name **TWO** stock rotation methods that can be used by a business.

- i. _____ (0.5)
- ii. _____ (0.5)

b. During this training, different stock rotation methods were explained using different retail scenarios. Outline **ONE** stock rotation method that should be used for **EACH** of the products listed in the table below.

Table 2: The different stock rotation method that should be used for each of the listed products.

Products	Outline of Stock rotation method
i. Carton of fresh milk	
	(0.5)
ii. Clothes	
	(0.5)

c. Paul wants to know why it is important to use stock rotation when storing goods. Describe **TWO** aspects highlighting the importance of stock rotation for a grocery store.

Description 1: _____

_____ (1)

Description 2: _____

_____ (1)

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