



**L-Università  
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE  
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL  
2022 MAIN SESSION**

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SUBJECT:	<b>Retail</b>
PAPER NUMBER:	Controlled – Unit 3
DATE:	28 <sup>th</sup> April 2022
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.

**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 model.

Sort: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.4)

Set in order: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.4)

Shine: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.4)

Standardise: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.4)

Sustain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.4)

b. The gift-wrapping area at Fun Toy Shop is disorganised. Describe how to implement the **FIVE** steps of the 5S housekeeping model within the gift-wrapping area.

Sort: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.4)

Set in order: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.4)

Shine: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.4)

Standardise: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.4)

Sustain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (0.4)

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**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)

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**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)

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**Question 4**

**K-9 (4 marks)**

a. State the meaning of 'retail accounting'. The statement needs to contain **TWO** elements.

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(1)

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

Capital: \_\_\_\_\_

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(0.25)

Income: \_\_\_\_\_

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(0.25)

Mark-up: \_\_\_\_\_

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(0.25)

Cost of goods sold: \_\_\_\_\_

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(0.25)

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