



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2023 MAIN SESSION**

SUBJECT:	Retail
PAPER NUMBER:	Controlled – Unit 3
DATE:	19 th April 2023
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

- 'The Ticking Clock' is a shop selling clocks and watches for all occasions.
- 'The Ticking Clock' has a repair area set up for repairing clocks and watches.
- The shop also stock parts, watch straps, and batteries.

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 repair area at 'The Ticking Clock' is disorganised. Describe how to implement the **FIVE** steps of the 5S housekeeping model within the repair 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.

