

# Retail Services

## General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 11 and 13

## Total marks – 80

### Section I Pages 2–6

#### 15 marks

- Attempt Questions 1–15
- Allow about 20 minutes for this section

### Section II Pages 9–14

#### 35 marks

- Attempt Questions 16–20
- Allow about 50 minutes for this section

### Section III Page 15

#### 15 marks

- Attempt Question 21
- Allow about 25 minutes for this section

### Section IV Page 16

#### 15 marks

- Attempt ONE question from Questions 22–24
- Allow about 25 minutes for this section

## Section I

**15 marks**

**Attempt Questions 1–15**

**Allow about 20 minutes for this section**

Use the multiple-choice answer sheet for Questions 1–15.

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- 1** A customer complains to a retailer when a table that they have ordered is not available for delivery until next year.

What is this complaint in relation to?

- (A) Time
  - (B) Price
  - (C) Quality
  - (D) Product
- 2** Which of the following is a distinctive feature of a department store?
- (A) Being owner operated
  - (B) Stocking expensive items
  - (C) Offering a delivery service
  - (D) Selling a range of product categories

Use the following information to answer Questions 3 and 4.

Tax Invoice	
16/1/2015	
Accessories	12.95
Clothing	96.50
Subtotal	109.45
GST	<input type="text"/>
<b>TOTAL</b>	120.40
AMOUNT TENDERED	150.00
CHANGE	29.60

3 Which method of payment did the customer use?

- (A) Cash
- (B) Cheque
- (C) Credit
- (D) EFTPOS

4 What is the GST amount missing from the tax invoice?

- (A) \$12.04
- (B) \$10.95
- (C) \$1.20
- (D) \$1.09

- 5 Kim and Ken work in a library. Every Friday, they shop at a supermarket inside a shopping centre.

What type of customers are they to the supermarket?

- (A) Open
- (B) Closed
- (C) Internal
- (D) External

- 6 A grocery store employee needs to move a load.

What is the first thing that the employee should do?

- (A) Assess the load
- (B) Ask for assistance
- (C) Lift the load with both hands
- (D) Bend knees and keep back straight

- 7 A salesperson says to a customer, 'You mentioned that you wanted an elegant dress. Is it for a special occasion?'

Which combination of questioning techniques is being used by the salesperson?

- (A) Active and open questioning
- (B) Active and closed questioning
- (C) Reflective and open questioning
- (D) Reflective and closed questioning

- 8 The main function of a health and safety committee in a workplace is to

- (A) provide personal protective equipment.
- (B) assist in the development of safety procedures.
- (C) develop rehabilitation plans for injured employees.
- (D) fine employers for safety breaches in the workplace.

- 9 A retail store offers staff a 5% bonus on sales achieved. A salesperson has sold \$4223 worth of products.

What bonus should the salesperson receive?

- (A) \$21.11
  - (B) \$42.23
  - (C) \$211.15
  - (D) \$422.30
- 10 The main purpose of a warranty is to provide
- (A) a record of sales to the supplier.
  - (B) proof of purchase to the retailer.
  - (C) product information to the sales assistant.
  - (D) assurance of product quality to the customer.
- 11 An experienced checkout operator is not happy with the work of a new checkout operator.

What is the first step that the experienced checkout operator should take?

- (A) Advise the union
  - (B) Inform the store manager
  - (C) Talk to the new checkout operator
  - (D) Discuss the issue with other checkout operators
- 12 Which row of the table correctly matches a safety sign with its colours?

	<i>Sign</i>	<i>Colours</i>
(A)	Warning	Red and white
(B)	Mandatory	Blue and white
(C)	Danger	Green and white
(D)	Emergency	Yellow and white

- 13** The shelf price of a can of baked beans at a supermarket is \$1.29 but the item scans at \$1.99. A customer wants to purchase four cans of baked beans.

According to the industry code of practice, how should the customer be charged?

- (A) All items at the lower price
- (B) All items at the higher price
- (C) First item free and all other items at the lower price
- (D) First item free and all other items at the higher price

- 14** The employees in a retail workplace are collectively negotiating their terms of employment with the employer.

The negotiated employment terms and conditions should be set out in

- (A) an award.
- (B) a contract.
- (C) an agreement.
- (D) an arrangement.

- 15** In a retail workplace, only authorised staff members are allowed access to the workers compensation details of the business.

Which regulatory requirement has been applied?

- (A) Privacy
- (B) Fair work
- (C) Workplace safety
- (D) Equal opportunity

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Centre Number

## Section II

35 marks

Attempt Questions 16–20

Allow about 50 minutes for this section

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Student Number

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

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**Question 16** (10 marks)

**Please turn over**

**Question 16** (10 marks)

(a) Why is it important for a retailer to maintain an accurate roster? **2**

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(b) How is casual employment different from part-time employment in retail services industries? **3**

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(c) Explain the potential consequences for a retailer if it does not provide adequate staffing during busy trading hours. **5**

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# Retail Services

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Centre Number

## Section II (continued)

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Student Number

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### Question 17 (5 marks)

- (a) A customer wants to purchase an item that is currently out of stock. The sales assistant offers to contact the customer when the product becomes available, but forgets to ask for the customer's phone number. **2**

Outline a procedure that could be followed by sales staff to prevent this type of mistake.

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- (b) Explain the features of good telephone etiquette in a retail environment. **3**

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**Question 18** (6 marks)

A pallet of boxes containing stock is received by a retail store.

- (a) What should be checked when the delivery arrives at the store? **2**

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- (b) Explain how the stock received should be handled and stored to minimise loss. **4**

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# Retail Services

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Centre Number

## Section II (continued)

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Student Number

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### Question 19 (8 marks)

- (a) Why is it important for retail employees to understand their store’s evacuation procedure? **2**

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- (b) Outline the uses of TWO types of personal protective equipment (PPE) that are required in a retail environment. **3**

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- (c) Describe the purpose of a safety data sheet (SDS). **3**

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**Question 20** (6 marks)

Using examples, distinguish between up-selling and top down selling techniques.

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## Retail Services

### Section III

15 marks

Attempt Question 21

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

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Your answer will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
  - communicate ideas and information using relevant workplace examples and industry terminology
  - present a logical and cohesive response
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#### Question 21 (15 marks)

Discuss how emerging technologies have affected work practices and service delivery in retail services industries.

**Please turn over**

## Section IV

**15 marks**

**Attempt ONE question from Questions 22–24**

**Allow about 25 minutes for this section**

Answer the question in a SEPARATE writing booklet. Extra writing booklets are available.

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### **Question 22 — Retail general selling (15 marks)**

- (a) Describe the principles of display in a retail environment. **5**
- (b) Explain how a retail employee should select stock, monitor stock and perform housekeeping to maintain merchandise displays. **10**

Support your answer with relevant workplace examples.

**OR**

### **Question 23 — Food selling (15 marks)**

- (a) Describe how display areas can be used to present merchandise in a food retail environment. **5**
- (b) Explain how a food retail employee should select stock, monitor stock and perform housekeeping to maintain merchandise displays. **10**

Support your answer with relevant workplace examples.

**OR**

### **Question 24 — Community pharmacy (15 marks)**

- (a) Describe how non-scheduled products are typically grouped in a community pharmacy. **5**
- (b) Explain a range of workplace procedures that a community pharmacy worker could use to ensure accuracy and confidentiality, and to maintain quality system protocols and procedures in the delivery of customer service. **10**

Support your answer with relevant workplace examples.

**End of paper**