Total marks – 80

Section I Pages 2–5
15 marks
• Attempt Questions 1–15
• Allow about 15 minutes for this section

Section II Pages 9–15
35 marks
• Attempt Questions 16–21
• Allow about 45 minutes for this section

Section III Pages 17–18
30 marks
• Attempt TWO questions from Questions 22–25
• Allow about 1 hour for this section

General Instructions
• Reading time – 5 minutes
• Working time – 2 hours
• Write using black or blue pen
• Board-approved calculators may be used
• Write your Centre Number and Student Number at the top of pages 9, 11 and 15
Section I

15 marks
Attempt Questions 1–15
Allow about 15 minutes for this section

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

1 What is the purpose of a cash float?
   (A) To give point-of-sale operators cash handling skills
   (B) To have cash on hand to commence the day’s trading
   (C) To reconcile with non-cash transactions at the end of the day
   (D) To allow supervisors/managers to draw money from the till when required

2 A store is selling smoked salmon at $2.50 per 100 grams.
   How much will half a kilogram of smoked salmon cost?
   (A) $1.25
   (B) $5.00
   (C) $12.50
   (D) $25.00

3 By which term is an employee of a retail outlet also known?
   (A) A client
   (B) A vendor
   (C) An internal customer
   (D) An external customer

4 Which statement most likely relates to a lay-by sale?
   (A) ‘I can give you a raincheck on that item.’
   (B) ‘A merchant fee of 1% will apply if you don’t pay by cash.’
   (C) ‘Vouchers are available in denominations of $10, $20 or $50.’
   (D) ‘A deposit of 10% is required with the balance to be paid within 3 months.’
5 What type of employee is not entitled to sick pay?
   (A) Casual employee
   (B) Full-time trainee
   (C) Part-time employee
   (D) Permanent employee

6 Which trade union represents sales assistants in the retail industry?
   (A) The Australian Services Union (ASU)
   (B) The Australian Retailers Association (ARA)
   (C) The Shop, Distributive and Allied Employees’ Association (SDA)
   (D) The Australian Competition and Consumer Commission (ACCC)

7 Which of the following is part of a stock rotation program?
   (A) Using Total Quality Management (TQM)
   (B) Applying the principle of ‘first in, first out’ (FIFO)
   (C) Locating heavy boxes at floor level in the stockroom
   (D) Storing new stock temporarily in the stockroom during peak sale times

8 What should you do first if you notice someone doing something that is unsafe?
   (A) Report it to a manager
   (B) Fill out an incident report
   (C) Complete a risk assessment for the activity
   (D) Take appropriate action to stop the activity immediately

9 A new range of clothing and accessories has just arrived at a fashion store.
   Which of the following would be the most appropriate strategy to increase sales, while
   minimising theft?
   (A) Reduce the number of change rooms
   (B) Use more staff to provide better customer service
   (C) Limit the size and range of stock on the shop floor
   (D) Increase the number of lockable cabinets and security chains on fixtures
10 Which of the following best illustrates the use of electronic data interchange in relation to stock control?

(A) All kinds of inter-store communication
(B) Customers ordering and paying ‘on-line’
(C) Ordering directly from suppliers by point-of-sale
(D) Wages being credited electronically into employee bank accounts

11 The following sign may be seen near the counter in a shop.

Please don’t ask for credit, as refusal often offends

What message does this sign communicate?

(A) Credit cards are not accepted.
(B) Store discounts are not provided.
(C) The store has a visible cash handling policy.
(D) Payment must be made at the time of purchase.

12 Which of the following statements about cheques is correct?

(A) Bearer cheques are negotiated by endorsement and delivery.
(B) Cheques are not negotiable documents.
(C) Company cheques are negotiated by endorsement and delivery.
(D) Uncrossed cheques are negotiable documents.

13 Which of the following should the retailer check before authorising a credit card transaction?

(A) The expiry date of the card
(B) The credit limit on the card
(C) The name of the card holder
(D) The first three digits on the signature panel
14 What is the most likely reason a store would encourage dissatisfied customers to complain?

(A) To improve publicity for the store
(B) To ensure all staff are aware of the service process
(C) To gather information and determine customer needs
(D) To allow managers to effectively monitor staff behaviour

15 A retail organisation is recruiting employees into a management training program and is actively encouraging females to apply.

This approach is an example of

(A) a regulatory action.
(B) a proactive strategy.
(C) direct discrimination.
(D) indirect discrimination.
Question 16 (8 marks)

(a) Describe the functions of the Human Resources manager in a retail organisation. 4

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(b) Work plans and rosters are documents often used in retail organisations.

Describe the purpose of each of these documents.

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Question 17 (4 marks)

An employee received an injury in the delivery bay while lifting and moving stock. As a result, your employer has asked you to prepare a draft memo that will be sent to all staff.

This draft memo should outline the correct lifting procedures for handling and receiving stock of different weights.

Write your draft memo on the form below.

MEMO

To: All Staff

From: Receiving Dock

Date: 10/10/09

Subject: Manual Handling

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Question 18 (6 marks)

You are a sales assistant in a retail organisation that is committed to meeting customer needs and providing the highest level of service.

(a) What non-verbal communication would demonstrate that a customer was interested in one of your products?

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(b) The customer is interested in a product, but is not sure if it is what they want. How would you help determine the customer’s requirements?

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Question 19 (10 marks)

(a) Calculate the missing amounts and write them in the shaded areas of the invoice below.

<table>
<thead>
<tr>
<th>Description of goods</th>
<th>Quantity</th>
<th>Unit price ($)</th>
<th>Total ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three-person tent</td>
<td>10</td>
<td>250.00</td>
<td></td>
</tr>
<tr>
<td>Head torch</td>
<td>24</td>
<td></td>
<td>1080.00</td>
</tr>
<tr>
<td>Camping mat</td>
<td></td>
<td>25.00</td>
<td>900.00</td>
</tr>
<tr>
<td>Backpack (small)</td>
<td>48</td>
<td>50.00</td>
<td>2400.00</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>GST</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Question 19 continues on page 13
Question 19 (continued)

(b) There is no delivery advice attached to this order. Where should the stock be delivered?

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(c) When Sam unpacked the tents he noticed that one was damaged.

Complete the credit claim form for the damaged tent.

UNREAL OUTDOOR GEAR
SHOP 10
SANDY BAY ROAD
FOREST WAY 1450
PH: (07) 954 263

Credit Claim Form

<table>
<thead>
<tr>
<th>Description of goods</th>
<th>Quantity</th>
<th>Unit price</th>
<th>TOTAL price (inc. GST)</th>
<th>Reason for return</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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</tbody>
</table>

(d) Outline other actions that Sam should take to solve this problem.

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End of Question 19
### Question 20 (3 marks)

(a) Distinguish between *internal* theft and *vendor* theft.

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(b) Recommend a strategy to minimise external theft.

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### Question 21 (4 marks)

Compare and contrast the suitability of TWO types of security technology for a small retail services company/store.

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2009 HIGHER SCHOOL CERTIFICATE SPECIMEN EXAMINATION
Retail Services

Section III

30 marks
Attempt Question 22
Attempt ONE other question from Questions 23–25
Allow about 1 hour for this section

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

In your answers you will be assessed on how well you:
■ demonstrate relevant knowledge and understanding
■ communicate ideas and information, using precise industry terminology and appropriate workplace examples
■ organise information in a well-reasoned and cohesive response
■ solve proposed issues or problems

Question 22 (15 marks)

Evaluate safe work practices that can be implemented in a retail organisation.

Please turn over
In your answers you will be assessed on how well you:

- demonstrate relevant knowledge and understanding
- communicate ideas and information, using precise industry terminology and appropriate workplace examples
- organise information in a well-reasoned and cohesive response
- solve proposed issues or problems

**Question 23 – General Selling** (15 marks)

Propose and justify a plan for merchandising a new product or service.

OR

**Question 24 – General Food Selling** (15 marks)

Explain how food retailers ensure the health and wellbeing of customers through safe food practices.

OR

**Question 25 – Wholesale** (15 marks)

Explain how a supply chain delivers products and services from origin to consumer use.

End of paper