higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

WHOLESALE AND RETAIL
NQF LEVEL 3

21 November 2024

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1 D
1.2 A
1.3 B
1.4 C
1.5 C

(5 × 1) **[5]**

QUESTION 2

2.1 False
2.2 True
2.3 False
2.4 False
2.5 True
2.6 True
2.7 True
2.8 True
2.9 True
2.10 False

(10 × 1) **[10]**

QUESTION 3

3.1 Replenishing
3.2 Visual merchandising
3.3 decreases
3.4 distribution centre
3.5 perception

(5 × 1) **[5]**

QUESTION 4

4.1 K
4.2 D
4.3 L
4.4 H
4.5 J
4.6 A
4.7 C
4.8 F
4.9 G
4.10 I

(10 × 1) **[10]**

TOTAL SECTION A: 30

SECTION B

QUESTION 5

5.1 5.1.1 Closed window (1)

5.1.2 Part-service (1)

5.1.3
- Advertising
- Public relations
- Social media
- Their own personal experience
- Friends' experiences
- Recommendations or reviews by the public (Any 4 × 1) (4)

5.1.4
- Closed window display
- Open-back windows
- Showcase windows
- Found-space displays
- Point-of-sale displays
- Focal area (Any 5 × 1) (5)

5.1.5
- Ordering:✓ The computer will work out the order for the store.✓
- Shrinkage control:✓ This system will show what items were stolen and when.✓
- Stock counting:✓ Stock counting is done electronically, and balances are accurate.✓
- Customer service:✓ It is enhanced because the store knows its stock on hand.✓ (4 × 2) (8)

5.1.6
- It records changes in stock levels in real-time as soon as the firm purchases inventory.
- It allows for accurate restocking.
- Helps to uncover shrinkage and theft.
- Produces better interim financial statements.
- It facilitates the preparation of finical statements by providing the cost of goods sold, and the ending inventory.
- It enables better decision making, strategizing, and implementation based on the most accurate and up to date data of current inventory and assets.
- It helps to manage multiple locations easily and scale storage costs according to demand.
- Simplifies analysis by providing a comprehensive data set of inventory metrics.
- It avoids storing items past their expiration dates.

(Any 2 × 1) (2)

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5.2
- They need to prepare the receiving area for each delivery.
- They must maintain the hygiene and cleanliness of the area.
- They must implement loss control measures.
- They must receive the delivery as swiftly as possible.
- They must ensure that products received are in a saleable condition.
- They must ensure that there is 100% match between the supplier's invoice and the quantities received.
- They must process claims promptly.
- They must clear waste regularly.
- They must mark the products with store-specific codes (where applicable).

(9 × 1) (9)

[30]

QUESTION 6

6.1
- Plastic bags
- Cartons
- Hangers

(3 × 1) (3)

6.2
- The DC saves the retail space; stores do not have to store large quantities of stock.
- Stores can use the space to display and sell their products and make profit.

(2 × 1) (2)

6.3
- Cross-docking: When stock is received, the DC does not store the stock.✓ Stock is sent to the dispatching dock immediately.✓
- Storage: The stock is stored in the DC✓ until it is distributed to the stores.✓

(2 × 2) (4)

6.4
- Breaking bulk is to split large quantities of stock received into smaller units as per the stores order.✓
- Stores receive smaller units/quantities according to their order.✓ (2)

6.5
- Asking for details
- Using possessive language
- Spending time looking at one product type
- Asking about the price and the next steps
- Asking another person's opinion
- Positive body state changes
- Touching the money

(Any 5 × 1) (5)

6.6
- Cash
- Debit cards
- Credit cards
- Coupons
- Gift vouchers

(5 × 1) (5)

6.7
- Design factors (3)

- Ambient factors
- Social factors (3 × 1)

6.8 Coupons OR gift vouchers (1)

6.9
- Change room controls
- Storeroom and storage area controls
- Blind corners
- High-value inventory (HVI) controls
- Mirrors
- Security guards
- Panic buttons
- Announcement codes (Any 5 × 1) (5)

[30]

QUESTION 7

7.1
- Fast, efficient and accurate service
- Good quality products at competitive prices
- Easily accessible stores
- Friendly, helpful retail staff
- Prompt responses to queries
- Sufficient stock
- Well-trained staff
- A clean and tidy store
- Creative displays
- Visible or accessible prices (Any 4 × 1) (4)

7.2.1 R85 000✓ – R55 000✓ = R30 000✓ (3)

7.2.2 R30 000 – R29 950✓ = R50✓
Short✓ (2 + 1) (3)

7.2.3
- Total takings are less than the expected takings.✓ **OR**
- The cashier has less money in the till than the expected takings. (1)

7.3 Step 1: Calculate the expected takings from each cashier.
Step 2: Separate the float and calculate the actual takings of each cashier.
Step 3: Calculate the cashier's overs or shorts. (3 × 1) (3)

7.4 7.4.1 R90 000 – R70 000✓ = R20 000✓ (2)

7.4.2
- Internal theft
- External theft
- Damages and waste
- Using products in the store that can then not be sold (4 × 1) (4)

7.5
- Cost of sales
- Shrinkage
- Wages
- Packing material
- Stationery
- Water and electricity
- Telephone

(Any 5 × 1) (5)

7.6
- Unemployment
- Increase in interest rates
- New legislation
- Competitor growth
- Supplier out of stock
- Infrastructure

(Any 5 × 1) (5)
[30]

QUESTION 8

ADDENDUM A

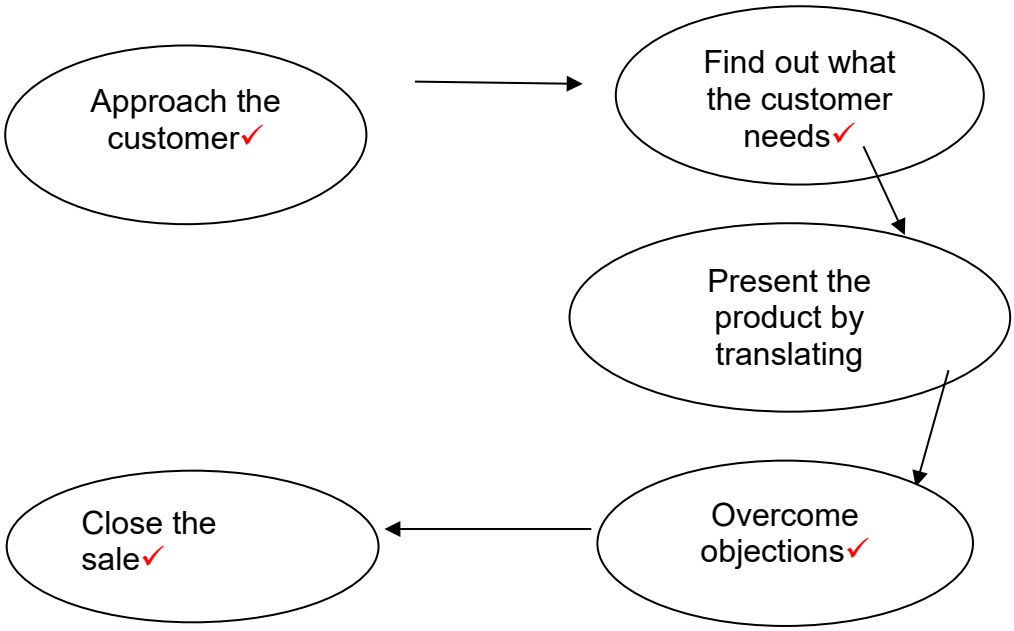
8.1 **PICKING LIST FOR STORE 115**

EDGARS PRETORIA

SLOT	PRODUCT CODE	DESCRIPTION	QUANTITY	PACK	PICKED
A10✓	7654321✓	Pink ladies' T-shirts✓	10✓	7✓	*S Student*
A11✓	347893✓	White boys' shorts✓	12✓	5✓	*S Student*

(10)

8.2



1 MARK FOR THE ARROWS (1 + 5 × 1) (6)

8.3 **ADDENDUM B**

EDGARS PRETORIA **CHANGE REQUEST FORM**			
Cashier: *B BOND*✓			
Operator number: 001✓			
Date: 18 November 2023			
Serial number: 12345			
Quantity	**Denomination required**	**R**	**c**
	Notes		
3	R100	300	00✓
7	R50	350	00✓
15	R20	300	00✓
10	R10	100	00✓
	Coins		
75	R5	375	00✓
140	R2	280	00✓
150	R1	150	00✓
200	50c	100	00✓
50	20c	10	00✓
100	10c	10	00✓
	TOTAL	1 975	00✓
SIGNATURE	*B BOND*✓		

(14)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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