higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

WHOLESALE AND RETAIL
NQF LEVEL 3

(11030023)

16 November 2022 (X-paper)
09:00–12:00

Nonprogrammable calculators may be used.

This question paper consists of 9 pages.

417Q1N2216

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TIME: 3 HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each question on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 When customers come into a store to find a product they have seen and then purchase the item:

A Stop and shop
B Buy bigger
C Shop and buy
D Repeat the purchase

1.1.2 How will you get a customer to start talking?

A Specific open questions
B Open-ended questions
C Interest questions
D Closed questions

1.1.3 The exchange of an amount of money for products or services:

A Buying
B Sales
C Float
D Vouchers

1.1.4 Voice-directed picking:

A The picker has a headset with an ear- and mouthpiece and an attachment on his/her belt.
B After the entire range for a store has been picked, it all starts again.
C Cellphones could be picked and secured in a roll-tainer.
D The person with whom you are communicating.

1.1.5 Retail self-service means …

A doing everything all by yourself.
B the retailer leaves the customer to choose the products they want themselves without the help of a dedicated sales assistant.
C fast, efficient and accurate service.
D staff members who listen to their customers.

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1.1.6 One of the principles to be adhered to in a DC:

A No clothing items are to be kept there.
B Cameras must always be in place.
C Cashing up must be done by a qualified person.
D Hazardous products must be stored separately, away from food products.

1.1.7 In a perpetual inventory the store's stock … is known.

A Sold
B stolen
C on hand
D needed

1.1.8 The system used to cash up in a highly computerised store:

A Cashing up
B Drop-safe bag
C Smart box
D Cash drop

1.1.9 POS is short for ...

A preparing of simulation.
B preventing of stores.
C process of securing.
D point of sale.

1.1.10 The store should introduce … to reduce internal theft.

A profit sharing
B an anonymous tip-off line
C an ambient factor
D turnstiles in the front of the shop

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 BOGOF is short for buy one get one free.

1.2.2 LIFO is short for first in last out.

1.2.3 DC in wholesale and retail is short for disciplinary committee.

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1.2.4 Bottom line refers to the net profit of a store.

1.2.5 HVI is short for high-value items.

(5 × 1) (5)

1.3 Complete the following sentences by writing only the missing word or words next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 Breaking bulk means splitting stock into … quantities.

1.3.2 Symmetry is a … used to enhance visual merchandising.

1.3.3 A sales assistant needs to … a query if he/she cannot help the customer.

1.3.4 … shrinkage to improve the bottom line of a store.

1.3.5 A cash-office clerk completes a … slip when sending money to the bank.

(5 × 1) (5)

1.4 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	Someone hired to render a service	A	polystyrene chips
1.4.2	Top line in retail	B	pallet jacks
1.4.3	Display with no back wall and customers can see from outside the store through the window to the rest of the store	C	ambient factor
		D	discrepancy
		E	sales assistant
1.4.4	Dirty store with poor housekeeping, poor lighting and colour and irritating music	F	open-back windows
		G	shrinkage
1.4.5	Protects fragile items in transit	H	blind cash up
1.4.6	Moves cartons in the DC	I	sales
1.4.7	Goods delivered do not agree with goods charged for	J	lugs

1.4.8	Money received for the sale of goods	K	takings
1.4.9	All losses incurred by the store	L	FIFO
1.4.10	Process of cashing up without knowing the expected takings		

(10 × 1) (10)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

Look at the picture of a DC at Woolworths and answer the questions.



[Source: *www.woolworths.co.za*]

2.1 What are the shelves in a DC known as? (1)

2.2 Do you think it is important for Woolworths to have a DC? Motivate your answer. (1 + 2) (3)

2.3 Name THREE types of slots found in a DC. (3)

2.4 Illustrate the steps in the picking process. (4 × 1) (4)

2.5 Differentiate between *cross docking* and *storage*. (2 + 2) (4)

2.6 List THREE types of containers used to transport stock from the DC to the Woolworths stores. (3)

2.7 Explain TWO methods used in the store for controlling change for cashiers. (2 × 2) (4)

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2.8 Differentiate in a table form between full and part service in Woolworths.
(2 × 2) (4)

2.9 Design a checklist to evaluate FOUR environmental factors which will have a positive impact on the customers of Woolworths.
(4 × 1) (4)
[30]

QUESTION 3



Woolworths offers a unique blend of merchandise which requires a wide range of professionals to bring to market. Whether in food, clothing, homeware or beauty, our head office product teams are renowned for their creativity and cutting-edge delivery. We, in turn, are committed to creating a collaborative workplace that allows each staff member to be challenged and inspired on a daily basis. Whether you want to develop strong specialist expertise in one area or become a generalist with a knowledge base that spans the business, you will always find opportunities to fulfil your personal ambitions and grow within the company.

The company strives to have a clean, neat and tidy environment at all times. Their distribution centre is well structured and they are able to serve suppliers as fast as possible. Friendly staff always welcome and assist customers and they are guaranteed that their produce are fresh and customers will choose them over their competitors like Checkers and Pick n Pay.

[Source: *www.woolworths.co.za*]

3.1 Identify ONE competitor of Woolworths from the case study and ONE other. (2)

3.2 What should the shelf filler do if the store is running low on stock? (1)

3.3 Name the process of negotiating and reaching an agreement with suppliers. (1)

3.4 Explain the importance of Woolworths using visual merchandising to promote sales. (2)

3.5 Give FOUR types of visual displays that Woolworths can use to promote sales. (4)

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3.6 Explain THREE benefits of using visual merchandising In a store like Woolworths. (3 × 2) (6)

3.7 List THREE techniques that Woolworths can use to enhance visual merchandise displays. (3)

3.8 Name FIVE sources one can use to gain product knowledge. (5 × 1) (5)

3.9 Draw a diagram to illustrate the sales process at Woolworths. (6 × 1) (6)

[30]

QUESTION 4

4.1 List the first THREE steps in the receiving process overview. (3 × 1) (3)

4.2 Give THREE daily responsibilities of a receiving clerk at Woolworths. (3 × 1) (3)

4.3 The receiving clerk must ensure that all stock coming into the receiving bay are toe correct orders. Any discrepancies must be recorded and reported.

4.3.1 What is the procedure that a receiving clerk should follow when dealing with a discrepancy. (6)

4.3.2 Do you think it is necessary for the receiving clerk to go through the procedure? Motivate your answer. (1 + 2) (3)

4.4 Explain the difference between each of the following concepts:

4.4.1 Controllable Expenses (2)

4.4.2 Non-Controllable expenses. (2)

4.4.3 Name ONE example of a controllable expenses. (1)

4.5 Why do you think it is important for Woolworths to give their customers appropriate responses? (2)

4.6 Below is the monthly actual and budgeted figures for the boys' clothing department.

	ACTUAL	BUDGET
Sales	1 300 000	1 500 000
Cost of sales	750 000	800 000
Shrinkage	50 000	30 000
Gross profit	500 000	670 000
Other income	300 000	300 000
Expenses	400 000	200 000
Bottom line	400 000	770 000

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4.6.1 Explain what a *budget* is. (2)

4.6.2 Calculate the variances between the actual and budgeted amounts of Sales and Shrinkage (2x2) (4)

4.6.3 What do you think is the reason for the variance in the case of shrinkage? (2x1) (2)

[30]

QUESTION 5

5.1 Use the information below to calculate the cashier's overs or shorts and indicate whether it is overs or shorts.

Expected takings	R5 345,50
Total takings	R5 330,20
	?

(2)

5.2 List the THREE steps cashiers at Woolworths should follow when cashing up. (3)

5.3 Illustrate how a day's takings deposit is done at Woolworths. (4 × 2) (8)

5.4 When money is missing from a bag which was deposited, the bank will phone the store and some questions will be asked. Name THREE questions that the store will ask the bank. (3 × 1) (3)

5.5 Give TWO non-bankable forms of payment a cashier at Woolworths store is likely to have in the till drawer. (2)

5.6 Why is it important for the store to be aware of risks of losing stock? List TWO risk areas in a store where shrinkage can take place. (2 + 2) (4)

5.7 Explain the concept *product mix* that Woolworths applies to improve their bottom line. (2)

5.8 Tabulate the differences between *hard sales* and *soft sales*. (2 + 2) (4)

5.9 Name TWO legal requirements Woolworths should implement when apprehending a suspected shoplifter. (2 × 1) (2)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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