higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

WHOLESALE AND RETAIL
NQF LEVEL 3

27 NOVEMBER 2023

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 B
1.5 C

(5 × 1) **[5]**

QUESTION 2

2.1 True
2.2 False
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 Discrepancy
3.2 Visual merchandising
3.3 Reconcile
3.4 Gross
3.5 Open-ended

(5 × 1) **[5]**

QUESTION 4

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

(10 × 1) **[10]**

TOTAL SECTION A: 30

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SECTION B

QUESTION 5

5.1 5.1.1 Full service (1)

5.1.2 The store has a dedicated sales assistant/team of sales consultants to assist and guide customers✓ to make a buying decision✓ especially when buying high-value items.✓ (3)

5.1.3
- Customers will repeat sales when staff members greet, smile, and have increased eye contact and are neatly dressed.✓✓
- Customers will experience more positive emotions when shopping.✓✓ (2 × 2) (4)

5.1.4
- Closed window display
- Open-back windows
- Show-case windows
- Found-space displays
- Point of sale displays (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)

5.2
- The receiving clerk needs to prepare the receiving area for each delivery.
- Maintain the hygiene and cleanliness of the area.
- Implement loss-control measures.
- Receive the delivery as swiftly as possible.
- Ensure that products received are in a saleable condition.
- Ensure there is a 100 % match between the supplier invoice and the quantities received.
- Processing claims promptly.
- Clearing waste regularly.
- Marking the products with store-specific codes (where applicable).

(9 × 1) (9)

[30]

QUESTION 6

6.1 Distribution centre (1)

6.2
- The DC saves 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 a profit. (2)

6.3
- Cross-docking: when stock is received, the DC does not store the stock. It gets 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 the large quantities received into smaller units as per the store's order.✓ Stores received smaller units according to their demand.✓ (2)

6.5
- Asking for details
- Using possession language
- Spending time looking at one product type
- Asking about price and next steps
- Asking for another person's opinion
- Positive body state changes
- Touching the money (7 × 1) (7)

6.6
- Cash
- Debit cards
- Credit cards
- Coupons
- Gift vouchers (5 × 1) (5)

6.7
- Design factors
- Ambient factors
- Social (3 × 1) (3)

6.8
- Coupons
- Gift vouchers (Any 1) (1)

6.9
- Change rooms controls
- Storerooms and storage areas
- 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 their queries
- Sufficient stock
- Well-trained staff
- A clean and tidy store
- Creative displays
- Visible or accessible prices (Any 5 × 1) (5)

7.2
- Unemployment
- Interest rate increases
- New legislation
- Competitors growth
- Supplier out of stock
- Infrastructure (Any 6 × 1) (6)

7.3
- Internal theft
- External theft
- Damages and waste
- Using products in the store that can then not be sold (4 × 1) (4)

7.4 7.4.1 R 70 500✓ – R 55 500✓ = R 15 000✓ (3)

7.4.2 R 15 000 – R 14 950✓ = R 50✓
Short✓ (2 + 1) (3)

7.4.3 The total takings are less than the expected takings. (1)

7.5
- Calculate expected takings from each cashier.
- Separate the float and calculate the actual takings of each cashier.
- Calculate cashier's over or short. (3)

7.6 7.6.1 R 261 954✓ – 238 140✓ = R 23 814✓ (3)

7.6.2 The manager should draw up an *action plan*✓ and set targets to achieve for the expenses.✓ (2)

[30]

ADDENDUM A
QUESTION 8.1

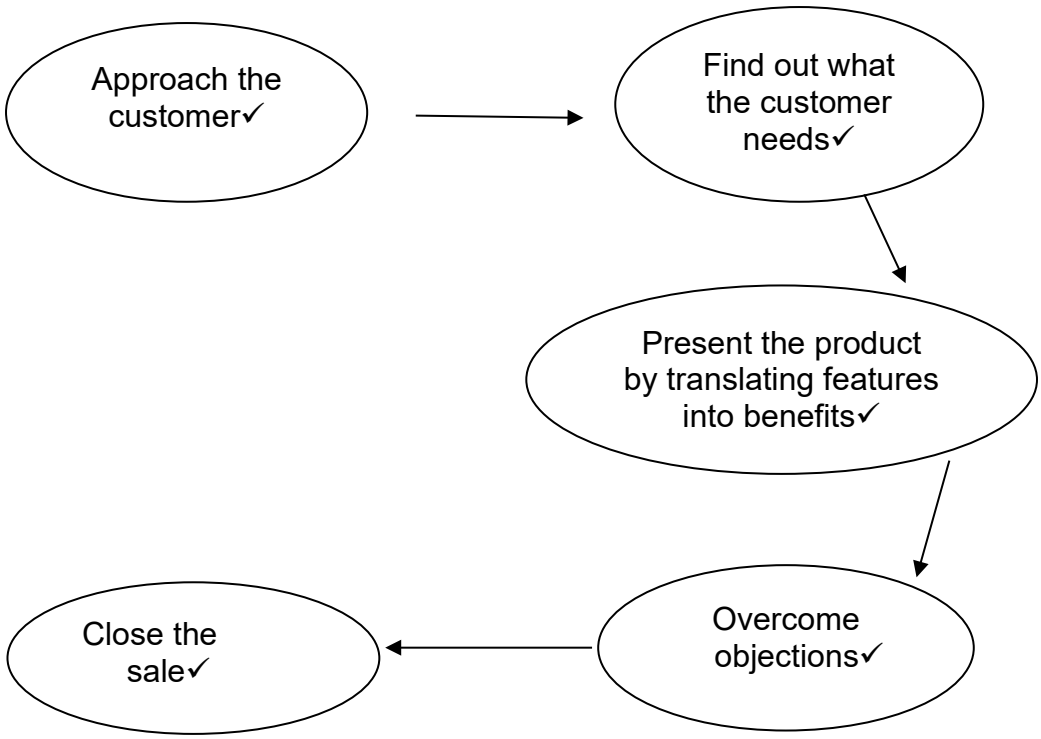
PICKING LIST for Store 115

CHECKERS BENONI

Slot	*Product Code*	*Description*	*Quantity*	*Pack*	*Picked*
B10✓	345678✓	Brut Men's Cologne✓	6✓	10✓	*M. Mooi*
B11✓	901234✓	Ladies Vaseline Intensive Care✓	12✓	5✓	*M. Mooi*

(10)

8.2



(1 mark for arrows)(1 + 5) (6)

ADDENDUM B
QUESTION 8.3

CHECKERS			
CHANGE REQUISITION			
Cashier: W. WONG✓			
Operator No.: 007✓			
Date: 20 November 2022			
Seal No.: 12345			
Quantity	**Denomination required**	**R**	**c**
	Notes		
2	R100	200	00✓
3	R50	150	00✓
5	R20	100	00✓
12	R10	120	00✓
	Coins		
15	R5	75	00✓
40	R2	80	00✓
90	R1	90	00✓
100	50c	50	00✓
40	20c	8	00✓
70	10c	7	00✓
	TOTAL	880	00✓
SIGNATURE	*W.Wong✓*		

(14)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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