higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

WHOLESALE AND RETAIL
NQF LEVEL 2

(11030012)

2 December 2020 (X-paper)
09:00–12:00

This question paper consists of 8 pages.

237Q1N2002

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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 section 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 Indicate whether the following statements are TRUE or FALSE by writing only 'true' or 'false' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Pick n Pay belongs to the chains subsector.

1.1.2 Suppliers are important stakeholders within Pick n Pay.

1.1.3 Logistics is an external transportation service for Pick n Pay.

1.1.4 Shrinkage refers to losses within merchandise or product within retail.

1.1.5 Theft is a cause of shrinkage.

1.1.6 Shoplifting is theft by customers.

1.1.7 Change is important for customer service.

1.1.8 The human resources department is an operational function.

1.1.9 Receiving and dispatch is an operational function.

1.1.10 Housekeeping is important for store appearance.

(10 × 1) (10)

1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Sales minus cost of sales	A	high impact zones
1.2.2	Staff member who steals in the business	B	turnover
1.2.3	Impact of incorrect orders	C	window posters
1.2.4	Products displayed at busy areas	D	gross profit
1.2.5	Empty shelves due to no stock	E	stockrooms
1.2.6	Customer experience within the store	F	internal theft
1.2.7	Another term for *sales*	G	till over
1.2.8	When a cashier has more than what the expected takings should be	H	poor profitability
1.2.9	Meant to keep backup stock	I	sold out
1.2.10	Used to highlight promotions	J	moment of truth

(10 × 1) (10)
[20]

TOTAL SECTION A: 20

SECTION B

QUESTION 2

Read the following passage and answer the questions.

Pick n Pay offering township spaza shops convenient supply chain service
24 October 2017 10:29 AM

Pick n Pay has launched a pilot program partnering with spaza shops in townships to offer the informal market a convenient service.

The supermarket has worked with its suppliers to upgrade the spazas with new refrigeration and IT systems.

CapeTalk's Kieno Kammies spoke to Richard Van Rensburg, Deputy CEO at Pick n Pay about the initiative. It has already started being piloted in Gauteng province and will now be launching in the Western Cape.

Van Rensburg says they have developed a good relationship with spaza shop owners, giving them full buying power. He says the products sold in their stores are in the same price range as the ones found in Pick n Pay stores, sometimes even cheaper. The system that is going to be used in these spaza outlets is similar to the system used in a new store opening in Constantia, says van Rensburg.

What we bring to the party other than price is that we've got a cold chain and we've got an advanced IT system that allows proper forecasting for the owners
— Richard Van Rensburg, Deputy CEO at Pick n Pay

[Source: http://www.capetalk.co.za/articles/277611/pick-n-pay-offering-township-spaza-shops-convenient-supply-chain-service]

2.1 Describe TWO important rules to be kept in mind by PnP staff, when receiving cold chain products. (2 × 2) (4)

2.2 Compare and explain the difference between the PnP stock counting method and a spaza shop stock counting method. (2 × 2) (4)

2.3 Explain the importance of a spaza shop moving towards using technology for the following:

2.3.1 Tills

2.3.2 Stock counts

2.3.3 Ordering

(3 × 2) (6)

2.4 Explain how each of the following methods can assist the prevention of losses at the till:

2.4.1 Ring up the correct stock quantity

2.4.2 Ring up the correct code

2.4.3 Receive correct payment

2.4.4 Give customer the correct change

(4 × 2) (8)

2.5 Explain the impact of not having enough change in spaza shops by giving FOUR examples. (4 × 2) (8)

[30]

QUESTION 3

3.1 Name PnP's role within the supply chain based on the passage in QUESTION 2. (1 × 2) (2)

3.2 Name the category PnP belongs to. (1 × 2) (2)

3.3 Describe the term *target market*. (1 × 2) (2)

3.4 Give TWO practical examples of the result of poor customer service on spaza shops. (2 × 2) (4)

3.5 Shoplifting leads to shrinkage.

Give TWO practical examples of how shoplifting can take place. (2 × 2) (4)

3.6 Give THREE examples of areas where access to unauthorised staff can be limited within PnP. (3 × 2) (6)

3.7 Name THREE methods of payment used at PnP. (3 × 2) (6)

3.8 Give TWO reasons why achieving good stock levels, is important for PnP. (2 × 2) (4)

[30]

QUESTION 4

4.1 Describe PnP's role as an external support function to the spaza shops. (1 × 2) (2)

4.2 Name ONE external support function that provides repair services for PnP. (1 × 2) (2)

4.3 Give TWO examples of generally accepted service standards within retail, that spaza shops can use when assisting customers. (2 × 2) (4)

4.4 Give TWO reasons why profit is important for spaza shops. (2 × 2) (4)

4.5 Describe the meaning of the following steps for change replenishment:

Step 1 – Estimate how busy the store is going to be during your shift
Step 2 – Check the quantity in the drawer
Step 3 – During your shift, be aware of change in your drawer
Step 4 – Complete documentation according to company procedures (4 × 1) (4)

4.6 Describe the following methods of processing:

4.6.1 Cash

4.6.2 Debit cards and credit cards

4.6.3 Coupons

(3 × 2) (6)

4.7 Explain when floats should be issued to cashiers and when they should be collected. (2 × 2) (4)

4.8 Give TWO examples of what can be stored in stockrooms within PnP and spaza shops. (2 × 2) (4)

[30]

QUESTION 5

5.1 State TWO general rules that can be applied by spaza shops for the layout of stockrooms. (1 × 2) (2)

5.2 Explain the term *stock rotation*. (1 × 2) (2)

5.3 Give ONE example for each method of counting stock, using technology and using the manual method. (2 × 2) (4)

5.4 Describe how spaza shops should understand the term *merchandising*. (2 × 2) (4)

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5.5 Name TWO types of display fixtures used by PnP. (2 × 2) (4)

5.6 Discuss how PnP can arrange its layouts and what PnP can do in general to focus on higher income groups. (2 × 2) (4)

5.7 Name TWO methods used by PnP for displaying prices. (2 × 2) (4)

5.8 Explain the difference in the way a Spaza shop arranges its stock layouts or displays, compared to PnP. (2 × 2) (4)

5.9 Give TWO reasons why shelf talkers are used within the electronics and furniture retail industry. (2 × 2) (4)

5.10 Name TWO ways in which PnP can communicate display instructions. (2 × 2) (4)

5.11 State TWO additional services PnP can advise spazas to offer to customers. (2 × 2) (4)

[40]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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