higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

WHOLESALE AND RETAIL
NQF LEVEL 2

(11030012)

22 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 8 pages.

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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. Write neatly and legibly.

NCV

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 (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 The amount of money given to cashiers in the morning before the shift starts to assist them with change is called ...

A shrinkage.
B float.
C theft.
D total amount.

1.1.2 During month ends and when it is busy, cashiers must ensure they have enough ... at the tills.

A stock
B change
C food
D lunch

1.1.3 When daily takings of a cashier shows a lesser amount than expected, it is called ...

A damages.
B short.
C expired stock.
D change.

1.1.4 One of the following shop floor tasks has an impact on stock levels:

A Counting stock
B Cleaning
C Meetings
D Sleeping

1.1.5 Retailers use ... as a form of displaying stock.

A equipment
B gondola ends
C water
D till drawers

(5 × 1) (5)

1.2 Choose a/an item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–E) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Loss of stock	A	damages
1.2.2	An overloaded trolley can cause this	B	eye level
1.2.3	Stock displayed within easy reach	C	shrinkage
1.2.4	Process of keeping store neat and tidy	D	out of stock
1.2.5	When stock is not available on-shelf	E	housekeeping

(5 × 2) (10)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 An acronym for Fast Moving Consumer Goods is FMSO.

1.3.2 One of the methods used to display prices is called kimbal tags.

1.3.3 Retailers within higher Living Standards Measure (LSM) display products using cheaper material.

1.3.4 Planograms are used as a form of communicating display instructions.

1.3.5 Sell outs are used to advise customers that stock is available.

(5 × 1) (5)

[20]

TOTAL SECTION A: 20

SECTION B

QUESTION 2

Read the extract below and answer QUESTION 2.3 and QUESTION 4.



Maphuthi owns a tuck shop in Tembisa. She opened the business in 2006 with only a few grocery items. Now the business has grown to offer a lot of grocery products and is the size of a mini market.

2.1 Explain the concept of supply chain within the context of Maphuthi's tuck shop. (4)

2.2 Identify the stakeholder responsible to serve customers in Maphuti's tuck shop. (2)

2.3 Name the category Maphuthi's tuck shop belongs to. (2)

2.4 Name the subsector Maphuthi's tuck shop belongs to. (2)

2.5 Identify TWO external stakeholders within Maphuthi's business environment. (2)

2.6 Describe how Maphuthi can improve sales during a recession. (2)

2.7 Name TWO examples of good customer service Maphuthi can offer her customers. (2)

2.8 Name TWO examples relating to the impact of poor customer service Maphuthi can encounter. (2)

2.9 Describe Maphuthi's consumer profile using:

2.9.1 Income

2.9.2 Location

2.9.3 Age

2.9.4 Gender

(4 × 2) (8)

2.10 Discuss the difference in the customer service experience/moment of truth between Maphuthi's tuckshop and Makro. (4)

[30]

QUESTION 3

3.1 Provide another name for sales. (2)

3.2 Provide TWO examples of how shrinkage can occur in Maphuthi's tuck shop. (4)

3.3 Identify TWO processes to be followed when staff witness shoplifting. (4)

3.4 The following information is provided:

Maphuti tuck shop sales R20 000

Cost of sales R15 000

Expenses R3 000

Interest R200

Calculate the following:

3.4.1 Gross profit

3.4.2 Net profit before interest

3.4.3 Net profit after interest

(3 × 4) (12)

3.5 Correct the following incorrect flow of cash processes. Write the first step next to the QUESTION 3.5.1 in your ANSWER BOOK. Continue until the last step is indicated next to QUESTION 3.5.8.

3.5.1 Money and credit cards are kept in the till

3.5.2 Cash office clerk prepares cash to go to the bank

3.5.3 Customer pays the cashier

3.5.4 Change is ordered from bank and delivered to store

3.5.5 Cash office clerk makes sure that float is prepared

3.5.6 Cash collection guards collect cash

3.5.7 Cashier takes her cash drawer to cash office

3.5.8 Cash is deposited into the business account

(8 × 1) (8)

[30]

QUESTION 4

4.1 Identify the TWO methods of recording sales within retail and give TWO examples each. (6)

4.2 Name FOUR methods of payment Maphuthi can use at her tuck shop. (8)

4.3 Describe how each payment method in QUESTION 4.2 is processed at the till. (8)

4.4 Provide TWO examples of how Maphuthi can prevent fraud when processing payment. (4)

4.5 Provide TWO examples of how Maphuthi can prevent losses when processing payment. (4)

[30]

QUESTION 5

Read the extract below and answer QUESTION 5 and QUESTION 6 below.

Joe Mabuza has been working at Makro since 2006, he started as a Cashier, then he was promoted to Stock Control Supervisor in 2009 and now works as a sales manager since 2013 to date.

5.1 Discuss the importance of controlling stock levels within Makro. (2)

5.2 Explain the difference between *stock counting* and *financial stocktaking*. (4)

5.3 Name TWO methods of counting stock within retail. (4)

5.4 Name TWO examples of the impact of counting stock incorrectly. (4)

5.5 Provide ONE example of why stock rooms are used in Makro. (2)

5.6 Compare the handling of till shorts between Maphuti's tuck shop and how Joe Mabuza handles them at Makro. What is the difference? (2 × 2) (4)

[20]

QUESTION 6

6.1 Name TWO examples of rules Joe should take into account when packing stock in the stock room. (4)

6.2 Provide an example of poor stock rotation Joe should avoid. (2)

6.3 Compare housekeeping standards of Makro to Maphuti's tuck-shop. (4)

6.4 Describe the concept *merchandising* the way Joe should understand it. (2)

6.5 Discuss the difference in display methods between high LSM stores and low LSM stores. (4)

6.6 Provide TWO types of price display methods. (4)
[20]

TOTAL SECTION B: 130
GRAND TOTAL: 150

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