



NSW Education Standards Authority

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Centre Number

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Student Number

2023 HIGHER SCHOOL CERTIFICATE EXAMINATION

Retail Services

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Calculators approved by NESA may be used
- Write your Centre Number and Student Number at the top of this page and pages 9, 11 and 13

Total marks: 80

Section I – 15 marks (pages 2–6)

- Attempt Questions 1–15
- Allow about 20 minutes for this section

Section II – 35 marks (pages 9–14)

- Attempt Questions 16–20
- Allow about 50 minutes for this section

Section III – 15 marks (page 15)

- Attempt Question 21
- Allow about 25 minutes for this section

Section IV – 15 marks (page 16)

- Attempt ONE question from Questions 22–24
- Allow about 25 minutes for this section

Section I

15 marks

Attempt Questions 1–15

Allow about 20 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

1 An employee's clothing catches fire from a candle.

The most appropriate way to deal with this incident is to use a fire

- A. hose.
- B. blanket.
- C. hydrant.
- D. extinguisher.

2 Which is the most useful document for a retailer when assessing a job applicant's previous employment history?

- A. Certificate
- B. Covering letter
- C. Curriculum vitae
- D. Expression of interest

3 A customer has made regular purchases from the same store for the past three years.

Which of the following best describes this type of customer?

- A. New and internal
- B. New and external
- C. Repeat and internal
- D. Repeat and external

4 A customer has confirmed the book they wish to purchase.

What type of question should a retailer ask the customer when finalising the sale?

- A. Active
- B. Closed
- C. Open
- D. Reflective

5 A worker is employed for a specific project and period of time.

What best describes this type of employment?

- A. Contract
- B. Part-time
- C. Full-time
- D. Shift worker

6 Which of the following would improve the environmental sustainability of a workplace?

- A. Securing loose cords
- B. Removing single-use plastics
- C. Restructuring the organisation
- D. Implementing anti-discrimination policies

7 A document is shown.

| RetailUs Pty Ltd 43 Mouse Street Brayden Heights NSW 1234 ABN: 98 765 432 100 Ph: (02) 789033334 | | | |
|---|-----------------|------------------|------------|
| Product ID | Description | Quantity on hand | Unit price |
| SC134B | Scissors (blue) | 52 | \$4.55 |
| LA456 | Labels | 113 | \$7.82 |
| DP958P | Diary (purple) | 10 | \$26.99 |

What is this document an example of?

- A. An invoice
- B. A return slip
- C. A credit note
- D. An inventory list

8 The price of an item is \$79.95 and it is to be reduced by 30%.

What is the final price if it is paid in cash?

- A. \$23.99
- B. \$24.00
- C. \$55.95
- D. \$55.97

9 A manager regularly withholds the minutes of a general meeting from a team leader.

This is an example of which type of bullying?

- A. Physical
- B. Psychological
- C. Social
- D. Verbal

- 10** What is a function of the Fair Work Commission in the retail industry?
- A. To regulate workplace health and safety standards
 - B. To set minimum wages and conditions for all contractors
 - C. To provide job search assistance to unemployed individuals
 - D. To resolve workplace disputes and cases related to unfair dismissal
- 11** An employee experiences an irresistible compulsion to steal various items from their workplace.
- This is an example of which category of theft?
- A. Medical
 - B. Opportunist
 - C. Professional
 - D. Repeat
- 12** Which of the following is an example of waste as a cause of shrinkage in retail?
- A. A customer stealing a product from a store
 - B. An employee accidentally breaking a product
 - C. A vendor delivering an incorrect product to a store
 - D. An employee intentionally undercharging their friend for a product
- 13** A workplace introduces a ventilation system to reduce potential airborne emissions.
- This is an example of which level in the hierarchy of risk control?
- A. Isolation
 - B. Elimination
 - C. Engineering
 - D. Personal protective equipment

- 14** Customers in a clothing store are taking a number of clothing items into change rooms and leaving them there.

What short-term effect could this have on retailers?

- A. Financial loss
 - B. Emotional loss
 - C. Commercial loss
 - D. Human resources loss
- 15** How does Australian Consumer Law protect consumers against unsafe products?
- A. By directing retailers to provide a warranty for their products
 - B. By insisting retailers display clear information about product features
 - C. By allowing consumers to return products for any reason within a specific timeframe
 - D. By requiring manufacturers to ensure that their products comply with relevant standards

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Student Number

Section II

35 marks

Attempt Questions 16–20

Allow about 50 minutes for this section

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Show all relevant working in questions involving calculations.

Question 16 (6 marks)

- (a) Outline the disadvantages of a *backorder* to a retailer. 3

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- (b) Outline ONE advantage and ONE disadvantage to a retailer if a purchase is made via EFTPOS. 3

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Question 17 (6 marks)

- (a) Describe a strategy that could be used to address a potential safety breach in a community pharmacy/retail workplace. Support your answer with reference to legislation. **3**

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- (b) Describe steps that retailers should follow when an evacuation alarm sounds. **3**

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Student Number

Section II (continued)

Question 18 (4 marks)

- (a) How could a retailer overcome a customer's objection? **2**

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- (b) Why is it necessary for a retailer to have security procedures in place for non-cash transactions? **2**

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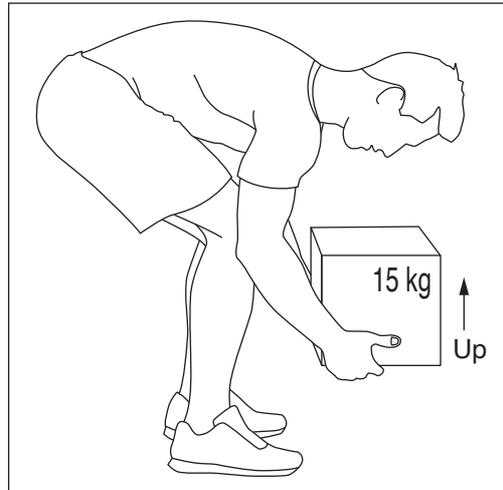
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Question 19 (7 marks)

A person is shown lifting an item.



- (a) Describe an organisational cost if this action results in a workplace injury. **2**

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- (b) Explain how the person should lift this item to avoid an injury. **5**

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Student Number

Section II (continued)

Question 20 (12 marks)

- (a) What is the purpose of Equal Employment Opportunity (EEO) legislation? **2**

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- (b) Justify EEO practices that can be implemented in a community pharmacy/retail workplace. **4**

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Question 20 continues on page 14

Question 20 (continued)

- (c) Explain why an employer might apply an agreement rather than an award in a community pharmacy/retail workplace.

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End of Question 20

Retail Services

Section III

15 marks

Attempt Question 21

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

Your answer will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
-

Question 21 (15 marks)

Explain why it is important for retailers to respond effectively to customer inquiries and complaints in an e-commerce environment.

Please turn over

Section IV

15 marks

Attempt ONE question from Questions 22–24

Allow about 25 minutes for this section

Answer the question in a SEPARATE writing booklet. Extra writing booklets are available.

Question 22 — General selling (15 marks)

- (a) Explain factors that need to be considered when deciding how long a merchandise display should remain in place. **5**
- (b) Justify FIFO (first in, first out) as a strategy in monitoring stock. Support your answer with relevant workplace examples. **10**

OR

Question 23 — Food selling (15 marks)

- (a) Explain factors that need to be considered when deciding how long a food merchandise display should remain in place. **5**
- (b) Justify FIFO (first in, first out) as a strategy in monitoring food stock. Support your answer with relevant workplace examples. **10**

OR

Question 24 — Community pharmacy (15 marks)

- (a) Explain factors that need to be considered in the promotion and supply of Pharmacist Only Medicines. **5**
- (b) Justify policies and procedures a community pharmacy should use to prevent and control infection. Support your answer with relevant workplace examples. **10**

End of paper