



**L-Università
ta' Malta**

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2025 MAIN SESSION**

SUBJECT:	Retail
PAPER NUMBER:	Controlled – Unit 3
DATE:	1 st April 2025
DURATION:	10:00 a.m. to 11:35 a.m.

**THIS PAPER SHOULD BE RETURNED TO THE INVIGILATOR
AFTER THE EXAMINATION.**

Name of candidate _____

I.D. number _____

School _____

Class _____

Answer **ALL** questions in the space provided.

Scenario

- 'Paper & Pen' is a shop offering photocopying services and a wide range of stationery, including notebooks, pens, planners, and art supplies.

Question 1

C-2 (6 marks)

a. Outline the following **FIVE** steps of the 5S housekeeping model.

Sort: _____

_____ (0.4)

Set in order: _____

_____ (0.4)

Shine: _____

_____ (0.4)

Standardise: _____

_____ (0.4)

Sustain: _____

_____ (0.4)

- b. The employees at 'Paper & Pen' find it difficult to find the necessary tools and supplies quickly in the photocopying and printing area.
Describe how to implement the **FIVE** steps of the 5S housekeeping model within the photocopying and printing area at 'Paper & Pen'.

Sort: _____

_____ (0.4)

Set in order: _____

_____ (0.4)

Shine: _____

_____ (0.4)

Standardise: _____

_____ (0.4)

Sustain: _____

_____ (0.4)

This question continues on next page.

Question 2

K-3 (4 marks)

a. List **FOUR** causes of retail shrinkage, apart from return fraud and inappropriate inventory control.

Cause 1: _____ (0.25)

Cause 2: _____ (0.25)

Cause 3: _____ (0.25)

Cause 4: _____ (0.25)

b. Outline the following **FOUR** measures to prevent retail shrinkage.

Senior management commitment to loss prevention strategy: _____

_____ (0.25)

Invest in automated cash management technology: _____

_____ (0.25)

Use security systems and ensure their proper maintenance: _____

_____ (0.25)

Refer to private security firms' advice: _____

_____ (0.25)

This question continues on next page.

