



L-Università
ta' Malta

MATRICULATION AND SECONDARY EDUCATION CERTIFICATE
EXAMINATIONS BOARD

**SECONDARY EDUCATION CERTIFICATE LEVEL
2026 MAIN SESSION**

SUBJECT:	Retail
PAPER NUMBER:	Controlled – Unit 3
DATE:	17 th April 2026
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

- 'Trendy Teens' is a popular retail outlet located in a busy shopping mall in Malta.
- The store specialises in casual clothing for teenagers, including hoodies, jeans, t-shirts, and accessories.

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 'Trendy Teens' often waste time searching for price tagging equipment, product labels, and garment hangers in the stockroom.

Describe how to implement the **FIVE** steps of the 5S housekeeping model within the stockroom at 'Trendy Teens'.

Sort: _____

_____ (0.4)

Set in order: _____

_____ (0.4)

Shine: _____

_____ (0.4)

Standardise: _____

_____ (0.4)

Sustain: _____

_____ (0.4)

This question continues on next page.

- c. Maximising floor space utilisation, and maintaining a smoother and more systematic workflow are two reasons for sustaining good housekeeping practices by 'Trendy Teens'.

Discuss **TWO** other reasons for sustaining housekeeping practices in a retail outlet.

[illegible]

Question 2**K-3 (4 marks)**

a. List **TWO** causes of retail shrinkage, apart from vendor fraud and return fraud.

Cause 1: _____ (0.5)

Cause 2: _____ (0.5)

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

Use special tags for products: _____

_____ (0.5)

Increase employee accountability: _____

_____ (0.5)

c. Shrinkage in retail leads to less cash for stock purchase.

Describe the following impact of shrinkage on retail operations:

less cash for stock purchase

_____ (2)

Please turn the page.

Question 3

K-7 (4 marks)

- a. At 'Trendy Teens', the retail staff use a Point of Sale (POS) system to complete customer transactions — two important components of this system are the cash register and the cash drawer.

Name **FOUR** other components of a Point of Sale (POS) structure.

POS Component 1: _____ (0.25)

POS Component 2: _____ (0.25)

POS Component 3: _____ (0.25)

POS Component 4: _____ (0.25)

- b. List **TWO** back office functions of a POS system, apart from inventory control and sales trends.

Function 1: _____ (0.5)

Function 2: _____ (0.5)

- c. Offers real-time access to both financial and operational data and provides reports for better decision-making are two benefits of a POS system.

Outline **FOUR** other benefits of a POS system.

[illegible]

Question 4**K-9 (4 marks)**

a. State the meaning of 'retail accounting'. The statement should include **TWO** elements.

 (1)

b. Outline the following **FOUR** basic retail financial elements.

Assets: _____

 (0.25)

Liabilities: _____

 (0.25)

Mark-up: _____

 (0.25)

Income: _____

 (0.25)

This question continues on next page.

