**YEAR 12 Retail Services**

**Trial Examination**

<table>
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<tr>
<th>Due Date: Thursday 28th June, 2018 12:40pm – 2:45pm</th>
<th>Assessment Name: Trial Examination</th>
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<td>Mark: /80</td>
<td>Weighting: 70%</td>
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**Syllabus Outcomes:**
- SIRXWH5002 Contribute to workplace health and safety
- SIRXCOM002 Work effectively in a team
- SIRXCEG003 Build customer relationships and loyalty
- SIRXCEG001 Engage the customer
- SIRXR5K001 Identify and respond to security risks
- SIRRMER001 Produce visual merchandise displays
- SIRRINV001 Receive and handle retail stock
- SIRXPDK001 Advise on products and services
- SIRRMR001 Produce visual merchandise displays

**DIRECTIVES TO BE ASSESSED:**
- Discuss: Identify issues and provide points for and/or against
- Distinguish: Recognise or note/indicate as being distinct or different from; to note differences between
- Explain: Relate cause and effect; make the relationships between things evident; provide why and/or how
- Identify: Recognise and name

**TASK DESCRIPTION:** A two-hour examination with five minutes of reading time. You are allowed to use a calculator in the examination.

**Part I** - 15 multiple choice (15 marks) - on all units covered (approximately 15 minutes)

**Part II** - Short Response (35 marks) - on all units covered (approximately 45 minutes)

**Part III** - One question (15 marks) – on Building customer relationships and loyalty (approximately 30 minutes)

**Part IV** - One question from three options (15 marks) - on General Selling (approximately 30 minutes)