



YEAR 12 Retail Services

Trial Examination

Due Date: Thursday 28th June, 2018 12:40pm – 2:45pm	Assessment Name: Trial Examination
Mark: /80	Weighting: 70 %

Syllabus Outcomes:

SIRXWHS002 Contribute to workplace health and safety
SIRXCOM002 Work effectively in a team
SIRXCEG003 Build customer relationships and loyalty
SIRXCEG001 Engage the customer
SIRXRSK001 Identify and respond to security risks
SIRRMER001 Produce visual merchandise displays
SIRRINV001 Receive and handle retail stock
SIRXPDK001 Advise on products and services
SIRRMER001 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)