RETAIL OPERATIONS TRIAL HSC – Answers. 2005.

Multiple Choice.
1 b   2 b   3 c 4.d 5.a 6.b 7.a 8.d 9.c 10.c 11.a 12.d 13.a 14.c 15.a

Short Answers.
Q16a. (1mk)
The sale comes to $100.85c, so the sale is not allowable.
Q16b. There are options. (2 mks)
If the limit is placed by the actual store itself, then the customer may make two different transactions.
The store may waive the 0.85c.
The customer can use credit card and some cash
The customer can use all cash
Q16c. (2mks)
 The retailer has to bear the cost of the transaction over the limit
The credit card company may charge the retailer a fee, like a fine.
The sales assistant may lose their job for not following store procedures

Q17a (2mks)
.If Ivan has proof of purchase, then he can get a refund or exchange for Fernando, at store level
If there is no satisfaction then they may go to the manufacturer, again with proof of purchase, for either a refund or exchange.
If there is still no satisfaction, they may go to the Dept of Fair Trading
If there is still no satisfaction, then they may go to the relevant Ombudsman
Q17b. (1mk)
If Samantha has a receipt, she may get an exchange or a refund.
Otherwise she can throw the toy away, as it is only worth $2.
Q17c. (2mks)
 There is a "cooling off" period of between 10-30 days, depending on the fine print of the contract. Until such time as this period has expired, the contract is not valid, therefore allowing him to cancel the order.
If there was no "cooling off" period in the contract, then the sale would have to proceed.

Q18a. (2mks)
 The store sells disposable goods only
They sell at low cost with a high turnover
They sell non-renewable goods
They sell easily replaceable goods
Q18b (2mks)
The store sells sat high cost with a low turnover
The store sells original garments
Q18c. (1mk)
Locate the store in the CBD
Locate the store in a high socio economic area
Locate the store in an area which attracts tourists

Q19a (2 mks)
Need to have the old stock at the front, to ensure the "use-by date" doesn't expire, and so the store loses profit – this applies to disposable goods
So the store can have a quick turnover of stock
To cater for the changes in season
To increase sales

Q19b (3 mks)
Size of the store / space available
Demand for the goods
Supply of the goods
Finance available for purchasing initial stock
Season
Fashion

Q20a. (2mks)
If a condition of entry is displayed, that the store has the right to search bags, then Simon has no rights
The reverse is also true.

Q20b. (3mks)
If no condition of entry is displayed then Simon is right
Otherwise, Paul can call a security guard, or centre management
The police can then be called to search Simon's bag, because there was an indication that the newspaper was in fact concealing something stolen.

Q21a. (1mk)
$43.00

Q21b. (5 mks)
First, add total of all goods purchased. =$40.68c
Next, work out what items are stationery items. Envelopes, pens, erasers and folders
Add the value of those items = $20.28
Now work out the value of the 20% discount = $4.05c

Q21c. (2 mks)
Envelopes, pens, folders, erasers

Q21d. (2 mks)
 Take the 20% discount of $4.05 from the overall total purchase of $40.68 = $36.63c
Now take $36.63 away from the $40 given to you by the customer = $3.37.

Q22a. (1 mk)
100 x $10 = $1000.00

Q22b. (1 mk)
WP = $8.90 x 100 = $890.00

Q22c. (1 mk)
Final retail value less the buying cost = $1000 - $890 = $110.00

Q22d   (2 mks)
Sell more books
Increase the mark up on the books
Employ someone to negotiate a lower WP
Increase advertising to increase awareness of the books and improve popularity
Buying in bulk gets a better WP.

Extended Response

Inclusions.
Q23.   THEFT.