



STUDENT NUMBER

CENTRE NUMBER

HIGHER SCHOOL CERTIFICATE EXAMINATION

2000

INDUSTRY STUDIES

2 UNIT

RETAIL STRAND

SECTION II

(30 Marks)

*Total time allowed for Sections I and II—One hour and a half
(Plus 5 minutes reading time)*

DIRECTIONS TO CANDIDATES

- Write your Student Number and Centre Number at the top right-hand corner of this page.
- Attempt ALL questions.
- Answer the questions in the spaces provided in this paper.

QUESTION 1

Marks

Define each of the following terms.

(a) Obsolete lines **1**

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(b) Rational buying motives **1**

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(c) Cash register float **1**

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(d) Credit rating **1**

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QUESTION 2**Marks**

Complete the table by providing ONE implication of consumer credit for the following three aspects of a firm's business.

<i>Aspect</i>	<i>Implication</i>	
Cash flow	1
Customer loyalty	1
Storage of goods	1

Please turn over

QUESTION 3

Marks

Bethany’s Electrical Discount Store has a policy of ‘No refunds and no exchanges’.

- (a) Describe the circumstances in which this policy may be illegal. **2**

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- (b) State the New South Wales legislation that covers this issue. **1**

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- (c) List and explain TWO other issues covered under the New South Wales legislation that you identified in part (b).

- (i) **2**

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- (ii) **2**

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QUESTION 4

List and explain TWO principles of total quality management (TQM).

- (a) **2**

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- (b) **2**

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