



STUDENT NUMBER

CENTRE NUMBER

HIGHER SCHOOL CERTIFICATE EXAMINATION

1998

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) cost price **1**

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(b) vendor theft **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**

- (a) Outline the aim of the Fair Trading Act.

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- (b) Describe THREE sections covered by the Fair Trading Act. Give an example of each.

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(i)

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(ii)

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(iii)

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QUESTION 3**Marks**

Use the table below to answer the following question.

Select TWO features and give TWO corresponding benefits of each of the sunscreen products below.

Sunscreen 1—*Sunsafe*

- Water resistant—need to re-apply after six hours
- Sun Protection Factor 15⁺
- 200 mL roll-on bottle
- Tropical fragrance

Sunscreen 2—*Sunglow*

- Water resistant—need to re-apply after two hours
- Sun Protection Factor 5
- 500 mL ‘flip-top’ bottle
- No fragrance

	<i>Features</i>	<i>Benefits</i>
Sunsafe	(i)	(i)

	(ii)	(ii)

Sunglow	(i)	(i)

	(ii)	(ii)

4**4**

QUESTION 4**Marks**

Dianne received a gift voucher for a CD on her birthday on 23 March 1998. In August, **10**
Dianne visited the store to use the gift voucher. The back of the voucher states that all gift
vouchers must be used within THREE months.

When you, the salesperson, refuse to process the gift voucher sale, Dianne becomes
very angry.

Describe the steps that you, as a professional salesperson, should take to handle this
difficult situation.

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QUESTION 4. (Continued)

Marks

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