

**FACULTY OF BUSINESS****FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in words) :

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Subject Code & Name : **RTL1523 LOSS PREVENTION IN THE RETAIL BUSINESS**  
Semester & Year : May-August 2020  
Lecturer/Examiner : Dr. Christine Chow  
Duration : 3 hours

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**INSTRUCTIONS TO CANDIDATES**

- This question paper consists of 2 parts:**  
**PART A (15 marks) : ONE (1) Reflective Question**  
**PART B (85 marks) : FOUR (4) Short Answer Questions. Answer all FOUR (4) questions.**
- Candidates are not allowed to bring any unauthorised materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.**
- Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.**

**WARNING:** The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

**Total Number of pages = 3 (Including the cover page)**

**PART A** : **REFLECTIVE QUESTIONS**  
**INSTRUCTION (S)** : **Answer the ONE (1) question in this section.**

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**QUESTION 1**

While it's impossible to profile shoplifters, evidence suggests the rich actually do steal more than the poor. The paper cited most often to support this theory, Prevalence and Correlates of Shoplifting in the United States (American Journal of Psychology, 2008), states that people with incomes of \$70,000 shoplift 30% more than those earning \$20,000 a year.

Of a series of high-profile cases in past years, perhaps the most infamous is Winona Ryder's. The movie star made headlines almost two decades ago when arrested trying to steal from Saks. Identify the type of shoplifter Winona Ryder is and discuss 4 other types of shoplifters.

**(15 MARKS)**

**END OF PART A**

**PART B : FOUR (4) SHORT ANSWER QUESTIONS (80 MARKS)**  
**INSTRUCTION(S) : Answer ALL FOUR (4) questions below.**

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**QUESTION 1**

**Good housekeeping is an important part of a safe workplace.**

- i. Explain the purpose of good housekeeping habits (10 Marks)**
- ii. Elaborate on the general guidelines for a good housekeeping (10 Marks)**

**QUESTION 2**

**Fire hazards can be prevented and one method is compartmentalization.**

- i. Explain what compartmentalization is and does (10 Marks)**
- ii. Describe the purpose of a fire door. (10 Marks)**

**QUESTION 3**

**Analyse FOUR (4) importance of retail security, and it's role in preventing losses. (20 Marks)**

**QUESTION 4**

**Describe the preventive measures to be taken for the safety and well-being of retail sales and service personnel (20 MARKS)**

**END OF EXAMINATION**