



**FACULTY OF BUSINESS**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **RTL1313 RETAIL SECURITY AND LOSS PREVENTION**  
Semester & Year : January – April 2022  
Lecturer/Examiner : Sheau Huey  
Duration : 2 Hours

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**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (20 marks) : Answer all TWENTY (20) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.  
PART B (80 marks) : Answer all FOUR (4) essay questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorised materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. 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.
4. 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 = 5 (Including the cover page)**

**PART B : STRUCTURAL TYPE QUESTIONS (80 MARKS)**

**INSTRUCTION(S)** : Answer all **FOUR (4)** questions. Write your answers in the Answer Booklet(s) provided.

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1. Describe any **FIVE (5)** types of shoplifter profile that are commonly considered as a committed crime in the retail outlet.

**[Total: 20 marks]**

2. a) Define “loss prevention”. Provide **THREE (3)** examples to support your answers. [5 marks]

b) Explain the following errors that cause losses:

- i. Pricing Error
- ii. Paperwork Error
- iii. Advertisement Error

[15 marks]

**[Total: 20 marks]**

3. Explain the importance of the following terms to have loss prevention:

- i. Mirrors and blind spots
- ii. Under lock and key
- iii. Checkout points
- iv. Store display
- v. Shrinkage

**[Total: 20 marks]**

4. Discuss **FIVE (5)** main steps in carrying out an investigation of incidents and accidents in the workplace by providing **FIVE (5)** examples.

**[Total: 20 marks]**

**END OF EXAM PAPER**