



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID :

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Student Name : _____

Subject Code & Name : **DRL 2302 SECURITY AND LOSS PREVENTION**
 Semester & Year : January to April 2016
 Lecturer/Examiner : Dr. Christine Chow
 Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
 - PART A (20 marks) : TWENTY (20) multiple choice questions. Answer all TWENTY (20) questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
 - PART B (80 marks) : FOUR (4) Short Answer Questions. Answer all (FOUR) 4 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 of Hospitality 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 of Hospitality.

Total Number of pages = 6 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS (80 MARKS)

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

QUESTION 1 (20 marks)

- a) Define Shrinkage. (5 marks)
- b) List causes of shrinkage (5 marks)
- c) Describe **FOUR (4)** major causes of shrinkage. (10 marks)

QUESTION 2 (20 marks)

- a) Explain what Fraud is. (5 marks)
- b) Describe the different types of fraud that affect the company's bottom line (15 marks)

QUESTION 3 (20 marks)

- a) List 10 red flags you will look for to give an indication that an employee may be committing fraud. (10 marks)
- b) Relate the theory of RCT for the reasons that employees steal (10 Marks)

QUESTION 4 (20 marks)

- a) In performing an apprehension, there are six universally accepted steps to minimise the potential for a false arrest claim. Identify the steps to be taken for a lawful apprehension of a shoplifter. (6 marks)
- b) Explain how you are to confront a shoplifter (4 marks)
- c) Should there be evidence that the person is stealing the store merchandise, describe the things to do and to avoid during apprehension (10 marks)

END OF EXAM