BERJAYA
UNIVERSITY COLLEGE

FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures)   :

Student ID (in Words)   :

Course Code & Name	:	**RTL1523 LOSS PREVENTION IN THE RETAIL BUSINESS**
Semester & Year	:	May - August 2021
Lecturer/Examiner	:	Sheau Huey
Duration	:	3 Hours

INSTRUCTIONS TO CANDIDATES

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

1. Discuss **FIVE (5)** types of alarm systems that could reduce losses and shrinkages on the sales
   floor. **[Total: 20 marks]**

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

   [Total: 20 marks]

3. 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]

4. Use **FOUR (4)** examples, analyse **FOUR (4)** strategies to manage unwanted risk in the retail
   outlet. **[Total: 20 marks]**

END OF EXAM PAPER