**CPS402 STORES MANAGEMENT AND STOCK CONTROL**

**ONLINE**

**Instructions**

i) **This exam paper contains SIX questions carrying 10 mark each.**
ii) **Answer Question 1 (Compulsory) and any other three questions**
iii) **Read all questions carefully before attempting.**

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**Question 1**

Sleekmart is a fast growing retail chain that is planning to set up several stores in the City. You have since been hired to design, set up and manage all the stores towards achievement of the overall business mission and vision.

*a)* Outline four strategic objectives that you will seek to achieve to get the design and set-up right the first time

(4 marks)

*b)* Explain three functions of stores management that you will include in the Standard Operating Procedure for each store.

(6 marks)

**Question 2**

*a)* Describe four features of a well-designed store.

(4 marks)

*b)* A newly established convenience store is debating on whether to centralize the stores function or not. Outline three merits and three demerits of centralization that should be taken into account

(6 marks)

**Question 3**

*a)* Discuss any two methods of stock control

(4 marks)

*b)* Explain three stores management policies that you can document in a staff manual

(6 marks)

**Question 4**

*a)* Justify three security features that you can install in a store

(6 marks)

*b)* Explain two inventory loss risks that you should prevent as a Stores Manager

(4 marks)

**Question 5**

*a)* Outline four poor security management indicators you should watch for when undertaking stores management risk analysis

(4 marks)

*b)* Discuss three emerging technologies that you can propose for a company to invest in so as to enhance efficiency in stores management and stock control

(6 marks)

**Question 6**

a) Explain two ethical issues that you should put down in an employee manual for stores staff.

(4 marks)

b) Develop an ethical compliance plan outlining six strategies that you can implement to maintain high levels of stores ethics

(6 marks)