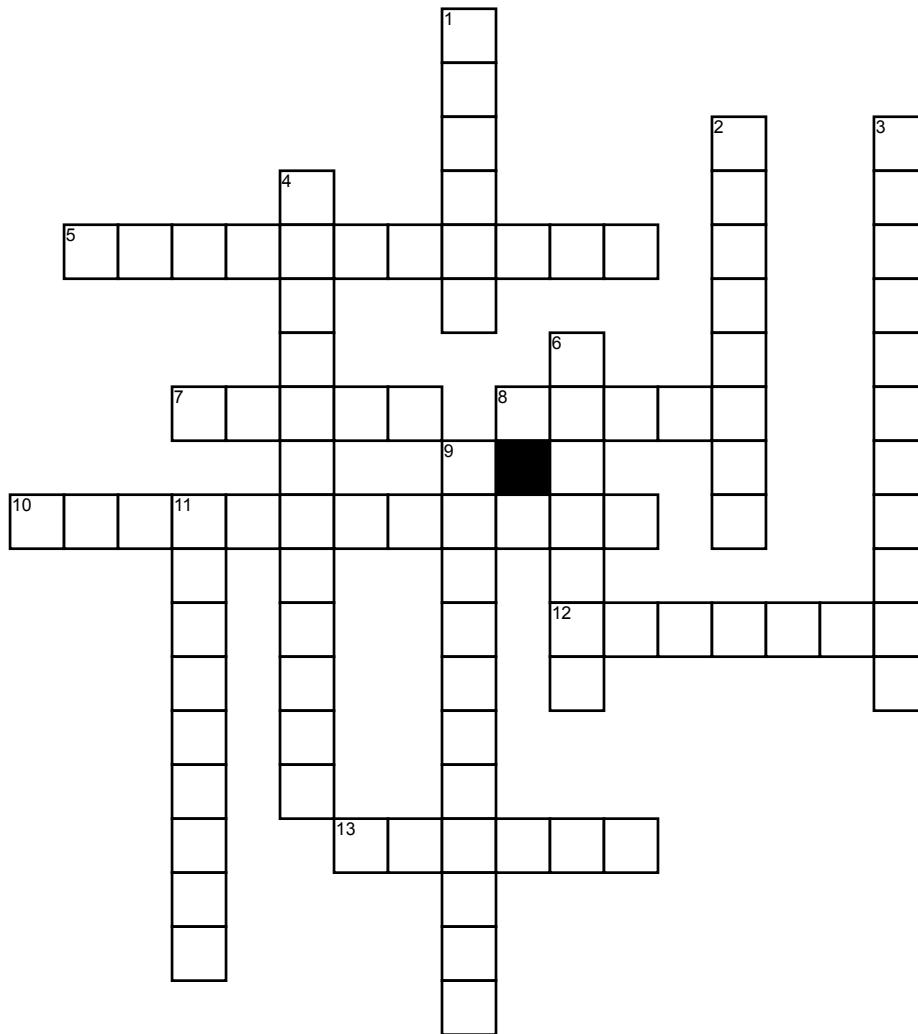


Name: _____

Date: _____

Retail Crossword



Across

- 5. Numerical calculations common to a community pharmacy/retail workplace
- 7. Causes of shrinkage
- 8. Role and responsibilities of relevant personnel in WHS consultation and participation

- 10. Selling techniques
- 12. Type of Report
- 13. Types of employment in retail services industries

Down

- 1. Reason For a Refund
- 2. Type Of Customer
- 3. Skill with handling complaints

- 4. Types of theft that are common to retail services industries
- 6. Types of shrinkage
- 9. Overt and covert security measures common to retail services
- 11. Principles of display

Word Bank

Theft	Union	alarm system	Cross-Selling	subtraction
Written	Faulty	Unknown	Professional	Casual
Negotiating	symmetric	External		