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**Time : 1½ Hours****RETAIL (NSQF)****Subject Code**

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**Total No. of Questions : 42 (Printed Pages : 7)****Maximum Marks : 40**

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**Choose the correct alternative from the given option and rewrite the complete sentences : 3**

1. The ability to do what needs to be done, without influence from other people or situation is .....

[Self-Awareness, Self-Motivation, Self-Management, Self-Regulation]

2. The following is not the quality of successful entrepreneur .....

[Self-Confident, Determinant, Impatient, Creative]

3. The Goal of Sustainable development is .....

[Removing Dust, Constructing Building, Zero Hunger, Constructing Dam]

4. A set of dreams with a deadline to achieve is called as .....

[Target, Goal, Aim, Team]

5. Miss Rita has opened a store in Ponda, so she can be called as .....

[Self-Employed person, Self-Motivated person, Self-Consumed person, Self-Awareness]

6. Electric Vehicle is an example of .....

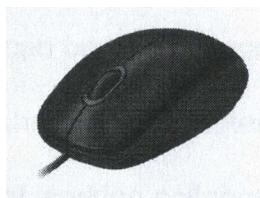
[Emotional Development, Sustainable Development, Skill Development, Construction Development]

**Answer the following questions in more than two sentences : 4**

7. Mr. Ganesh was traveling from Panjim to Margao on the way he got a call from his father, he received a call but he was not able to listen what he was saying. List and explain what type of communication barrier Mr. Ganesh is facing from ?

8. Identify the following Hardware Device :

(a)



(b)



**Answer the following questions in one sentence :**

**3**

9. Define Emotional intelligence.

10. An entrepreneur is a person, who has a vision and generates an action plan to achieve it. So what are the basic functions performed by an entrepreneur ?

11. What are the initiatives of sustainable development ?

**Compare the Co-ordination in the first pair and complete the second pair : 1**

12. Store that sales product electronically over internet : Online seller.

A sale of product using machine with no personal contact : .....

13. A process of putting material, supplies on vehicle : Loading.

A process of Taking off material, supplies from vehicle : .....

**Give *one* word for the following : 1**

14. A process of transporting goods from a source location to predefined destination.

15. A state of physical, mental and social well-being.

16. **Match the following items in Column A with the correct items in Column B and write the correct pair : 1**

**Column A**

**Column B**

(i) The selling and ordering the product through post

(a) Type A

(ii) Fire caused due to cooking oil

(b) Telemarketing

(c) Mail order

(d) Type K

**Answer the following questions in more than *two* sentences : 4**

17. Explain any *two* documents required while delivering products.

18. Distinguish between Store based retail and Non-store base retail. (any *two*)

**Answer the following questions in *one* sentence : 3**

19. Define Hygiene.

20. List any *two* promotional techniques used by a Retailer.

21. Why material handling is important ?

**Choose the correct alternative from the given options and rewrite the complete sentences : 3**

22. A device that can be used to control small fire .....

[Fire Extinguisher, Smoker detector, CCTV, Sign board]

23. The Process of working collaborating with a group of people in order to achieve a common goal is .....

[Team Leader, Team Work, Team Motivation, Team Process]

24. A document issued by a seller to the buyer that indicates the quantities and cost of the product or services provide by the seller is .....

[Delivery note, Invoice, Consignment note, Bill of lading]

25. An area concerned with protecting the safety, health and welfare of people engaged in work or employment is .....

[Occupational Health and standard, Occupational Health and status, Occupational Health and safety, Occupational Hygiene and safety]

26. A person who receives payments from customers is .....

[Sales personnel, Cashier, Store Manager, Logistics]

27. A material made up of several layers of paper, making it thicker, harder and more resistant than paper is ..... packaging.

[Plastic, Polythene, Cardboard, Cellophane]

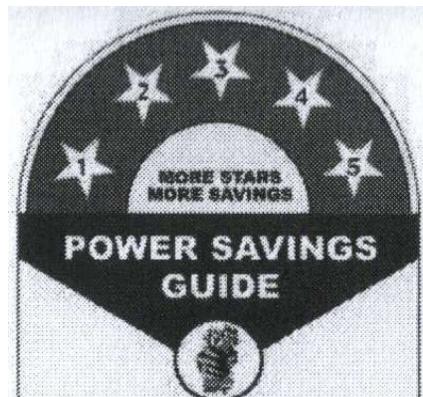
**Answer the following questions in more than *two* sentences : 4**

28. Miss. Siya works as Store in charge in DIY Store. Explain her any *two* methods of stock control.

29. Mr. Ashraf is a team leader at ROC store. In the morning he gives instruction to his team members regarding the work schedule for that particular day but he never ask for any suggestion or any feedback from his team members so most of the time there is a conflict among team leader and team members. Explain why team feedback is important.

**Answer the following questions in *one* sentence : 3**

30. Identify and explain label given below :



31. Identify and explain Safety equipment given below :



32. How to work effectively in Team ?

**Compare the Co-ordination in the first pair and complete the second pair : 1**

33. Amazon : Mass market :: Rolex (Design Watch) : .....

34. Oil, Milk, Ghee : Polythene Packaging :: Jam, Sauce, Pickles : .....

**Answer the following sentences as True or False : 1**

35. Home delivery is the bringing of items to the customer's home rather than the customer taking or collecting them from the store.

36. An expected and planned event that occurs at a particular time is called accident.

37. **Match the following items in Column A with the correct items in Column B and write the correct pair : 1**

**Column A**

**Column B**

(i) MRP

(a) Risk of Fire

(ii) A sign prohibits smoking or other actions that could cause a fire in a specific area

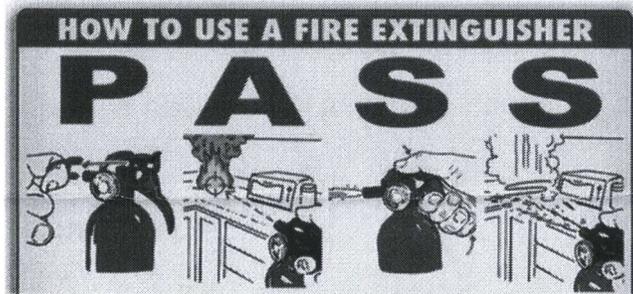
(b) Minimum Retail Price

(c) Maximum Retail Price

(d) Risk of electric shock

**Answer the following questions in more than *two* sentences : 4**

38. With the help of a diagram write down the steps to use a fire extinguisher.



39. Which are the different types of pricing structures used in retail ?

**Answer the following questions in *one* sentence : 3**

40. List any *four* Agencies that are involved in Retail delivery services.
41. State difference between HEALTH and HYGIENE.
42. What is the Full form of MBO ?