

**2022**  
**Retail (Vocational)**

Total marks : 50

Time : 2 hours

**General instructions :**

- i) *Approximately 15 minutes is allotted to read the question paper and revise the answers.*
- ii) *All questions are compulsory except Q. nos.18 to 23 where general option is given.*
- iii) *The question paper consists of 23 questions.*
- iv) *Marks allocated to every question are indicated against it.*

**N.B:** *Check to ensure that all pages of the question paper are complete as indicated on the top left side.*

**1. Choose the correct answer from the given alternatives: 10x1=10**

- i. Who is responsible for the consistency of the delivery dates with the delivery notes?
  - a) The contractor
  - b) The ordering person
  - c) The delivery person
  - d) The retailer
- ii. It consists of a large self-contained shopping area with many connected outlets.
  - a) Strip-shopping centre
  - b) Shopping area
  - c) Regional shopping mall
  - d) Departmental store
- iii. A relatively very small market located near residential area is a
  - a) Departmental store
  - b) Hyper market
  - c) Super market
  - d) Convenience store
- iv. Health and safety risk caused by chemicals or working with chemicals may cause
  - a) Asthma
  - b) loss of memory
  - c) Dysentery
  - d) hearing loss
- v. Brainstorming is a good opportunity for the team to
  - a) develop new strategy
  - b) stay balanced
  - c) cultivate self-discipline
  - d) exchange ideas
- vi. Being able to communicate effectively is one of the most important
  - a) values
  - b) life skills
  - c) verbal communication
  - d) oral communication
- vii. The ability to do things without someone or something influencing us is
  - a) self-confidence
  - b) self-awareness
  - c) self-motivation
  - d) self-esteem
- viii. Which of the following shortcut key is used to save file?
  - a) Ctrl+s
  - b) Ctrl+p
  - c) Ctrl+v
  - d) Ctrl+x
- ix. People who start business to satisfy the needs of people are called
  - a) wage employed
  - b) self-employed
  - c) businessman
  - d) producer

- x. Which organization has made the Sustainable Development Goals?
  - a) United Nations
  - b) UNESCO
  - c) UNICEF
  - d) WHO

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

- 2. What is the load of a pallet? 1
- 3. State any one important point on goods delivery procedure. 1
- 4. What is hyper market? 1
- 5. List any two safety accessories used in retail store operation. 1
- 6. Write the full form of SAIL. 1
- 7. In SMART goal setting, what does the letter ‘S’ and ‘A’ stand for? 1
- 8. Write any one quality that successful entrepreneurs have. 1
- 9. What are Sustainable Development Goals? 1

**Answer the following questions in 20-50 words:**

- 10. When is a delivery considered to be accepted? How is the reporting done? 1+1=2
- 11. Differentiate between independent retailer and chain retailer. 2
- 12. Mention any two duties and responsibilities of store assistant. 2
- 13. Write any two important points to prevent injuries as a result of carrying heavy loads. 2
- 14. Write any two safety ways to dispose waste in retail store operation. 2
- 15. List any two responsibilities of an employee in retailing. 2
- 16. Mention any two points to develop a good work habit. 2
- 17. What is posture? Give an example. 1+1=2

**Answer any four from the following questions in 60-100 words:**

- 18. Briefly explain the rights of the contractor in case the delivery fails to meet the specific requirements. 4
- 19. Explain any four different types of customers. 4
- 20. Explain any four types of store-based sellers. 4
- 21. Mention any four ways to store chemicals safely. 4
- 22. Briefly explain any four reasons why teamwork is important in workplace. 4
- 23. Explain the hardware and software of the computer. 2+2=4

\*\*\*\*\*