

1. What type of a POS (Point of Sale) system would a retail store that sells grocery have?
 - a. A Weighing scale along with printer
 - b. A printer that will generate a bill
 - c. A laptop with a printing machine
 - d. A weighing scale along with software

2. What are the general principles of service is applicable while billing at POS?
 - a. Billing for physically challenged person before others
 - b. Billing for women customers before others
 - c. Billing senior citizens before other customers
 - d. Billing customers on first come first serve basis

3. How are the currency notes placed in the cash register of the POS machine?
 - a. In the section that is meant for each denomination
 - b. As per the cashier's convenience
 - c. Currency notes of higher denomination above the lower denomination
 - d. Currency notes of lower denomination above the higher denomination

4. What is the main purpose of the POS (Point of Sale) machine?
 - a. To test the quality of the products
 - b. To identify the products on discounts
 - c. To identify the cashier names
 - d. To carry out billing of products

5. Which of the below listed product comes under Age-Restricted category?
 - a. Bubble gums
 - b. Cigarettes
 - c. Chewing gums
 - d. Sanitary napkins

6. Which of the following documents is required to to sell age restricted product?
 - a. Photograph with date of birth written behind
 - b. Photo identity card with date of birth written
 - c. School leaving certificate
 - d. SSLC marks card

7. What could be the punishment for selling age restricted products to minors?
 - a. Cancellation of license to sell
 - b. Imprisonment or Prosecution
 - c. Monetary Penalty
 - d. Any one or all of the above

8. It is _____ to check the customer identity and credit status before processing the order for goods.
 - a. compulsory

- b. not compulsory
 - c. not required
 - d. customary
9. In case the customer asks for home delivery, you will _____
- a. Transfer the call to the home delivery team
 - b. Take down details and prepare the sales order
 - c. Inform the warehouse team
 - d. Request the customer to collect products from the store
10. How will you identify the customer's needs?
- a. By asking questions and listening
 - b. By suggesting cheapest product
 - c. By suggesting promotions and offers
 - d. By checking the inventory or stock
11. When a customer pays by credit card _____ message appears on the screen indicating a successful transaction.
- a. TXN Approved
 - b. TXN Received
 - c. TXN Done
 - d. TXN Successful
12. Which of the following is not a role of a Cashier?
- a. Scanning Products
 - b. Applying Discounts
 - c. Accepting Payments
 - d. Gift Wrapping

13. What will you look for in case you suspect that the customer is using counterfeit (fake) currency?
- Intaglio Mark
 - Symbols in raised print
 - Only the watermark
 - Only the intaglio mark
 - Both a and b
14. When a customer objects while negotiating, which is the most appropriate way to deal with the objection?
- “No Mr ABC, Listen to me ...”
 - “You are wrong Mr. ABC. This is how it works...”
 - “I understand your point of view sir, however....”
 - “You are not aware, let me explain you...”
15. What is the name of the device used to read bar codes of the products
- Billing scanner
 - Pricing scanner
 - Barcode runner
 - Barcode scanner
16. When a customer makes a payment using a gift voucher, what needs to be entered by cashier in the POS ?
- Gift voucher number
 - Date of issue of gift voucher
 - Customer phone number
 - Amount of discount
17. What should be done in case the barcode scanner fails to read the bar code?
- Rescan the product a number of times
 - Rescan after wiping the dust or water on surface of the bar code
 - Ask the customer to get another piece of the same product from store
 - Immediately generate a manual bill
18. When would you use function 'Post Sale Void'
- To make changes to an existing bill on the system
 - To delete a created bill on the system
 - To generate a new bill
 - To apply discounts
19. If the customer's card has expired, the error message that will pop up is _____
- TXN declined
 - TXN invalid
 - TXN inappropriate
 - TXN failed

20. What is 'Price Enquiry' function in POS used for?
- To check the selling price of the product
 - To check the cost price of the product
 - To check the supplier's price
 - To check the marked down price
21. What is the code assigned by the card issuing bank to a credit card sale to show that the transaction is authorized called?
- Authorization code
 - Reason code
 - Application code
 - None of the above
22. Which one of the following is not the option under the process of returned the goods?
- Cash Refund
 - Credit note
 - Extended Warranty
 - Replacement
23. It is _____ that the customer carry the bill for return of goods
- compulsory
 - not compulsory
 - customary
 - advantageous
24. Identify the Personal Protective Equipment (PPE) in the retail industry
- Safety vest and shoes
 - Disposable gloves and aprons
 - Disposable head gear or caps
 - All of the above
25. Pick the correct name of things considered as waste and should be disposed of immediately.
- Unpacked packaging material
 - Products returned by customers
 - Food items in freezer
 - Hangers not being used
26. In case of a fire hazard, you should:
- Ring the safety alarm
 - Put fire extinguishing measures into action
 - Inform supervisor and start evacuation procedure
 - All of the above

27. Which of the following behaviour makes the customer lose respect?
- Being confident
 - Being arrogant
 - Being generous
 - Good listening skills
28. Which of the following does not send a positive message to a customer when entering a shop floor?
- Not offering discounts to the regular customer
 - Understanding the need of the customer
 - Assisting the customer to the right product
 - Not greeting the approaching customer
29. Once you receive complaint from the customer you should commit to the customer that you will resolve the complaint.
- Within one hour
 - Within 24 hours
 - as per the standard operating procedures
 - as per the timelines agreed with the customer
30. Which one of the following will not allow team members to work collectively?
- Communication
 - Supporting others
 - Blaming others
 - Getting involved
31. What can be the advantage of positive attitude?
- More hard work for you
 - Team members become jealous of you
 - Achievement of personal and organizational goals
 - Failure to understand the importance of work
32. Which one of the following will not be liked by team?
- Motivating people
 - Good listening skills
 - Fighting behaviour
 - Being open to feedbacks
33. Which of the following is not a proper behaviour while responding to the customer?
- Understanding the need of the customer
 - Nodding and responding to the customer queries
 - Answering with a smile
 - Answering rudely to the customer

34. Which of the following will not help in building trust?
- Keeping your feelings to self
 - Being confident
 - Working towards organisational goals
 - Learning from other team members
35. When do the Cashiers have to report to their duty every day?
- Just before the store opens.
 - As per the instructions of the supervisor.
 - As per shift timings provided to them.
 - Just before commencing the first transaction.
36. What are the basic things to be done by a Cashier before commencing their daily operations?
- Ensure that there are enough customers and change available at the POS counter.
 - Ensure that the POS counter is clean, stationery is available and POS is online.
 - Ensure that the UPS and other electrical equipment in the store are functioning.
 - Ensure that the price labels are attached against every product placed on the shelf.
37. What is the advantage of maintaining sufficient float cash?
- Helps in speedy completion of a cash transaction.
 - Helps in speedy printing of the invoices.
 - Encourages the customer to pay by cash always.
 - Encourages the customer to pay by card always.
38. What is the instruction to cashier in case of burglary?
- Move away by surrendering the POS key to the burglar.
 - Follow the instructions given by the burglar.
 - Follow the instructions as trained by the company.
 - Use the weapons to counter the burglar.
39. Which among the following are age restricted products?
- Cigarettes and liquor.
 - Medicines and cosmetics.
 - Detergents and Soaps.
 - Paints and aerosols.

40. What action needs to be taken in case the customer demands to buy an age-restricted product and does not appear like a major?
 - a. Accept their statement at face value.
 - b. Ask them to prove that their age.
 - c. Seek to verify the identity proof
 - d. Evaluate their age with their height.

41. What will happen if you sell age restricted products to a minor?
 - a. It is a crime which attracts non-bail able arrest warrant.
 - b. The cashier will be reprimanded by his/her supervisor.
 - c. Profits will increase because of the increase in sale.
 - d. It is a crime which attracts stringent punishment.

42. What are the basic checks to be done when receiving order from customer?
 - a. Greet, repeat the order as placed by customer and reconfirm.
 - b. Inform the customer that he/she will be contacted again after confirmation of stocks
 - c. Greet, repeat order, confirm the delivery address and time
 - d. Ask the customer the time he/she is available at residence to receive the goods

43. How can upselling be done against to a customer who is placing order at the POS?
 - a. Upselling is not possible at the POS counter
 - b. Call customer and offer highly priced products.
 - c. Ask customer if they prefer products better features.
 - d. Should not do that else customer might cancel order.

44. State steps to be taken if an ordered article is not available in the store?
 - a. Deliver other articles and inform customer if they call back.
 - b. Call the customer informing non availability and when it will be available.
 - c. Inform customer of non-availability and offer alternative product.
 - d. Arrange to procure the products from other store and then deliver

45. Which of the following products cannot be exchanged?
 - a. Trousers
 - b. Lingerie
 - c. Stationery
 - d. Luggage

46. Which document must be referred to understand the policy of exchange?
 - a. Store operations policy
 - b. Standard operating procedures
 - c. Standard sales procedures
 - d. Store product policy

47. What action must be taken if a customer wants to return a defective article after use?
- Convince the customer that it is against the policy to accept defective in return.
 - Accept products within the warranty period accompanied with proper invoice
 - Check for reasons and seek supervisor's advice if decision cannot be taken
 - Refuse to accept the product and return the product to the customer
48. What action must be taken if an article brought for exchange is not under warranty but can be repaired and given back to the customers?
- Accept the product for exchange if it is under the warranty period
 - Detail the reasons for product failure to customer and not accept for exchange
 - Inform customer about exchange policy, warranty and charges for repair.
 - Accept the product for exchange if it is brought before 15 days of purchase.
49. How are products brought by the customer identified if they belong to him/her?
- Ask customer about their shopping list and find out.
 - Politely probe to find out products to be invoiced.
 - Follow the customer to check what they are buying.
 - Ask the customer if products in the trolley belong to them
50. How is a billing transaction of a customer closed?
- Check with the customer if he/she has finished shopping before billing
 - Wait for the customer to make the payment either by cash/card.
 - Announce the amount to customer and ask for mode of payment.
 - Print the invoice out and ask the customer to make the payment.
51. What has to be done if the customer goes to pick additional items while billing is in process?
- Hold the bill, retain articles and give a hold bill reference to customer if possible
 - Will ask customer to take back the articles and return to the queue again
 - Ask the customer to finish the billing and buy it later.
 - Cancel the bill and ask the customer to bill all products later.
52. What action must be taken if the customer didn't have enough money for the entire bill?
- Bill the articles equivalent to the money the customer can pay.
 - Retain articles and ask customer to bring balance amount.
 - Extend credit to customer for the balance of the amount.
 - Ask the customer to leave the store

53. What action must be taken if a customer brings in a different persons card?
- Use it till such time the approval is received from bank.
 - Request for a different card.
 - Retain the card, call supervisor to handle the situation.
 - Reprimand the customer for fraudulent activity.
54. What needs to be done if the card is not recognized by the EDC machine?
- Return the card to the customer and request customer to leave.
 - Request customer for a different card or mode of payment.
 - Check for connections or swipe it again.
 - Restart the EDC machine and swipe the card.
55. In which order must the payment be received for modes involving Cash, Debit Card, credit note, foreign currency?
- Credit note, Foreign currency, Debit card and Cash.
 - Debit card, cash, Foreign currency and credit note.
 - Credit note, Debit card, Cash and no foreign currency.
 - The order in which the customer gives the payment.
56. Which articles are not eligible for returns?
- All articles that are sold unless they are defective or lack in quality.
 - Any article that is supported with an invoice or a warranty card
 - All articles that are sold in the store which were damaged
 - All articles that fall under "No question Asked" policy only.
57. What has to be done if a customer comes after two months of purchase for an exchange?
- Do not entertain the exchange request.
 - Offer a discounted price on other product for customer to accept on the product.
 - For genuine reasons seek manager's permission and exchange within SOP Limits
 - Exchange only if the replacement is provided by the supplier
58. When there are a combination of food & non-food products, how should the cashier pack them?
- Pack food & non-food products in a bag as they get billed.
 - Segregate food & non-food products and pack them separately
 - Put each one of them in a separate pack.
 - Ask customers how they would want them to be packed
59. A customer has bought frozen articles first before shopping other products. What should be suggested to such a customer?
- Suggest the customer to bill frozen articles first before continuing to shop further
 - Suggest the customer to buy frozen articles at the last before coming in for billing.

- c. Suggest the customer to place the frozen articles in a thermocol container
 - d. Suggest the customer to them to buy chilled articles along with the frozen
60. Liquid soap bought by customer is leaking. What action has to be taken?
- a. Bill it and give it wrapped in a plastic cover.
 - b. Change the product and bill for the damaged too.
 - c. Change the product and bill for the replacement only.
 - d. Bill and ask the customer to exchange it in exchange counter
61. How can one impress the customer?
- a. By talking their language.
 - b. By dressing up well and giving excellent service.
 - c. Properly dressed and having an accent in speech.
 - d. Offering additional discounts to customer.
62. How can one bring pride to their organisation?
- a. By following the ethics & values of the organisation.
 - b. By following the all the rules & regulations of the organisation.
 - c. Publicising the values & ethics of the organisation.
 - d. Publicising all the rules & regulations of the organisation.
63. A Customer wants to know more details of the organisation. How must a cashier respond?
- a. Request him / her to see you later for the details.
 - b. Suggest him to speak to the store manager
 - c. Request the customer not to create disturbance
 - d. Provide all required details about the organisation.
64. Which of the following are the characteristics of a good team?
- a. Work is shared fairly, realistic commitments and being supportive
 - b. Open to give feedback but not take feedback; working independently.
 - c. Work independently, take others responsibility and delegate to others
 - d. Work as per the instructions provided in the HR manual
65. Why grooming of self and team is important?
- a. Because individuals and teams are ambassadors of the organisation.
 - b. Because individuals and teams are supposed to look good.
 - c. To follow guidelines.
 - d. To please people.
66. Why one must ask questions to supervisors when work is allocated?
- a. To re-confirm the understanding of the work.
 - b. To estimate when the work can be completed
 - c. So that there is no disturbance time and again.
 - d. To understand who in the team can take that task

67. What should one do when colleague is in need of help on the shop floor
- Stay away from them and do not go near them.
 - Allow them to do it on their own and learn how to perform.
 - Ask where they are finding it difficult and tell how to do it.
 - Help them from the beginning till end so that they are happy.
68. Who helps in setting up the team's goal?
- HR Manager
 - Department manager
 - Store manager
 - Operations manager
69. Which of the following elements is mandatory before commencement of any customer transaction on POS?
- POS must be offline
 - POS must be online
 - Barcodes on every product in the store
 - Updated customer database in the server
70. What has to be done if the price of an article is higher than what the customer says?
- Check up with the system and convey to customer the same.
 - Compare price on shelf & system and then inform customer.
 - Bill it at the price of the system and give it to the customer.
 - Allow the customer to take their decision.
71. What are loyalty cards?
- Cards issued by stores to customers to promote sales
 - Cards issued by brands to customers to promote business.
 - A separate article with brand names printed on it.
 - A separate tender that can be accepted as cash.
72. Which is the right method of accounting the coupons received from the customers?
- Add to the cash collected and submit at the end of the shift
 - Select cash under mode of payment and add a remark
 - Select coupon under the mode of payments.
 - Select card under mode of payment and add a remark
73. Age restricted products can be sold in loose to _____
- those who have not attained 18 years of age.
 - those who are above 18 year but less than 21 years.
 - those who have at least completed 18 years of age
 - those who are above the age specified on the product.

74. Who should be checked for age proof, when shopping for age restricted products?
- All who appear to have attained the age of a major
 - All the children who claim to be majors while buying those products.
 - Anyone who does not appear to be old enough to buy such products
 - Anyone who is carrying age restricted products inside the store premises.
75. What are the repercussions in selling an age restricted product to a minor?
- The amount will be recovered from the cashier and store will be fined
 - A warning letter will be issued to the cashier and can be punished by law
 - The store manager will be arrested against a non-bailable warrant.
 - The authorities will withdraw the license for selling age restricted products.
76. How must one convince a customer whose order time has lapsed?
- Plead ignorance and allow the customer to raise complaint
 - Wish the customer and inform him that we had tried contacting him.
 - Inform the customer that the house was locked and hence order was brought back.
 - Apologize to customer and request alternate time to deliver the same order again
77. What action must be taken if the customer doesn't accept an order that was placed?
- Convince the customer to accept because an organisation does not commit errors
 - Inform the customer to accept the order, else their name will be black listed.
 - Call Supervisor, provide details and then act according to supervisor instructions
 - Return with the order from the customer's place without any arguments.
78. How a customer complaint about quality of rice supplied must be handled?
- Listen to the customer, apologize and act as per the exchange policy of the store.
 - Ask for sample, apologize and test if the rice was really bad as the customer says.
 - Ask the customer if they have followed the cooking process properly
 - Inform customer that store is not responsible for the product after it was sold.
79. What must be done when a customer wants to return a product but has not brought the free product along with him?
- Deduct the price of the free product and issue a credit note to the customer.
 - Request the customer to get the free product without which credit note cannot be given
 - As free product does not have any value, exchange the product without deduction
 - Request the customer to pay the price of the free product and then provide a credit note
80. What can be issued to a customer who intends to exchange a product?
- Invoice
 - Receipt

- c. Debit note
 - d. Credit note
81. What actions can be taken if the customer wants replacement of the product, but as per the policy of warranty, it can only be repaired?
- 1. Will highlight the warranty part to customer.
 - 2. Inform customer about warranty procedures.
 - 3. Keep customer posted about how a product qualifies for audit.
 - 4. Inform the supplier about the status of product for replacement
- a. 1,2
 - b. 2,3
 - c. 1,3,4
 - d. 1,2,3
82. What action must be taken if the customer wants part of the purchase on credit?
- a. Request customer to settle the bill since there is no credit sales.
 - b. Inform customer that no credit sale allowed, and cancel the transaction
 - c. Extend credit to the customer for whatever amount they want to.
 - d. Allow full purchase on credit to the customer, and issue a debit note
83. What action has to be taken if the customer claims that he /she has been billed for the product that he/she has not bought?
- a. Apologise and help customer in getting the refund of the money.
 - b. Convince the customer telling that it was in the basket brought by him/her
 - c. Since the product has been billed, tell customer it cannot be taken back
 - d. Ask the customer to get a credit note from the Customer services desk.
84. What has to be done in case a customer shows a product that has been expired and has been billed to him?
- a. Inform that the product will be good for 3 months even after the expiry date
 - b. Ask the customer to get another replacement for himself from the shop floor.
 - c. Apologize, provide a replacement and pass the expired product to back store
 - d. Apologize, collect the expired product and ask the customer to get a replacement
85. Customer claims that the cashier has overcharged for an article. What action can a cashier taken?
- a. Stick to the systems price and say that no person it cannot be changed
 - b. Convince the customer that price displayed is correct as it is from system
 - c. Ask the customer to return the product and collect credit note from help desk
 - d. Apologise and Issue a credit note for the excess amount to the customer.

86. When a card is presented without a signature on the reverse, what should be done?
- Accept the card payment as any other card.
 - Do not accept the card payment
 - Request customer signature and a photo id proof before accepting
 - Seize the card and raise a complaint to the card issuing bank.
87. Customer wants to buy a product through credit note for half of the value of credit note. What should be done?
- Inform customer that credit notes cannot be accepted partly.
 - Oblige the customer and create customer delight
 - Take it to supervisor, take a split credit note and help the customer
 - Give it to cash department, collect cash and give balance to customer.

88. Identify the equipment shown in the image below.



- Cash register
 - Barcode reader
 - Cash counting machine
 - Fake note detector
89. Product brought for exchange has been discontinued. What action can be taken?
- Inform customer that the same cannot be exchanged due to discontinuance.
 - Exchange if it is under warranty/guarantee and accompanied with invoice.
 - Exchange it only for the cause of retaining the customer with the store
 - Inform customer, it can be exchanged only if supplier provides a replacement
90. A customer wants to return a product saying that it was damaged when it was delivered to his place. Which of the following initial action is recommended?
- Escalate it to customer service desk for further audit
 - Escalate it to store manager for further audit.
 - Accept the return without asking any questions
 - Let the customer know that , goods once sold will not be taken back
91. Customer wants a credit note split into four equal amounts. What action can be taken?
- Inform the customer that a minimum of two credit notes can be provided
 - Inform the customer that one credit note can be issued for one article returned

- c. Politely inform the customer that only one credit note can be provided
 - d. Politely inform the customer to approach the store manager for a solution
92. If a customer feels giddy at the counter, what has to be done?
- a. Immediately help customer to the nearest chair and call for first aid
 - b. Will ask others to give way for the customer to sit down
 - c. Ask security personnel to call for a first aid and provide water to the customer
 - d. Make an announcement to find if there is a person accompanying them.
93. Customer has brought 50 kg rice bag in trolley. How will you scan?
- a. Will request the customer to turn it around so that the bar code can be scanned
 - b. If the bar code is visible will scan it else will ask helpers to assist to turn it
 - c. Will check in the list of heavy articles and select the bar code to scan.
 - d. Ask the customer to state the article name and price to do a Price Look Up
94. If there is a burglary attempt at the POS counter, what will you do?
- a. Will follow whatever is said by the burglar
 - b. Scream and draw attention of all to catch the burglar
 - c. Try to escape from the spot
 - d. Try to protect the cash counter
95. Which of the following is most appropriate method to handle an angry and complaining customer?
- a. Apologize for the in-convenience, maintain eye contact, listen and smile
 - b. Request the customer to visit the customer service desk
 - c. Request the customer to see the store manager
 - d. Apologize, maintain eye contact, listen and answer all queries politely
96. Customer complains about software used for billing. How will you respond?
- a. Reply that you only operate it and not responsible for software used.
 - b. Reply that you operate, the company knows what is best for its business
 - c. Ask the customer to recommend new software packages for the business
 - d. Request the customer to provide a written feedback in a prescribed template
97. Customer speaks high about your organisation. How will you receive it?
- a. Look surprised at the customer and wonder why say all those words
 - b. Request customer to repeat and take a video of the same
 - c. Thank customer for feedback and appreciate their patronage
 - d. Request customer to talk to the competitors about us.
98. Which of the following are the basic things to be observed in a team?
- 1. Personal Hygiene
 - 2. Grooming standards

3. Customer first attitude
4. Co-operation
5. Anger

- a. 1, 2
- b. 2,3
- c. 1,2,3,4
- d. 1,3,4,5

99. When an associate is wounded / suffering with a viral infection, he can_____

- a. handle food products comfortably
- b. take a medical leave
- c. handle non-food products with an open wound
- d. bring a doctor along

100. What is the procedure for issues related to integrity?

- a. Refer supervisor detailing the sequence
- b. Ignore as it is not a part of cashier's responsibility
- c. Announce it to everyone about the integrity issue
- d. Do not take action as it may harm a team member

101. What should one do when working conditions are difficult?

- a. Support the team members to handle
- b. Encourage team to avoid such situations
- c. Be focussed in ones work to complete it at the earliest
- d. Delegate such difficult tasks upwards to managers

102. When a project or a work is completed one should seek _____

- a. Appreciation
- b. Feedback
- c. Date for the next project work
- d. Date for celebration