

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