

1. Why Visual merchandising is required?
 - a. Improve the aesthetics of the store
 - b. Display the products available in store
 - c. convert customers from stoppers to shoppers
 - d. Display lifestyle utility of the product

2. How will you evaluate the effect of Visual Merchandising?
 - a. Increases the sale of products before and after Visual Merchandising
 - b. Enquire from the sales staff about the product movement
 - c. Count the number of customers stopping and buying the product
 - d. Analyse the expenditure on Visual Merchandising and the increase in sales of the products

3. Which are adjacencies in the display?
 - a. Colour blocking
 - b. Price blocks
 - c. Sequence of articles in a story telling mode
 - d. Products complimenting one another displayed side by side

4. What is the purpose of putting up an OOS label?
 - a. Serves as communication to the customer
 - b. Helps in fast ordering and replenishment
 - c. Part of the store SOA
 - d. All of the above

5. What is expected from you to monitor on a day-to-day basis?
 - a. People, Product and Customers
 - b. Man, Money and Merchandise
 - c. Times, Trade and Tiredness
 - d. Competition, Carelessness and Casual behaviour

6. Which is the most suitable store Objectives?
 - a. Based on the objectives of the cluster manager
 - b. Based on the goals of the store manager
 - c. Specific, measurable, achievable, realistic and time bound
 - d. Based on the objectives that would be reviewed during appraisal at the end of the year

7. What is delegation of work?
 - a. Handing over part of responsibilities to anyone
 - b. Handing over part of responsibilities to second in line
 - c. Handing over part of responsibilities to a person capable of doing
 - d. Handing over part of job to a capable person and being accountable

8. What will be your course of action if a team member, doesn't listen to you?
 - a. Abuse the person in front of the entire store during a meeting
 - b. Counsel the person and understand reason for such behaviour
 - c. Ignore the actions of the team member and focus on those listening
 - d. Threaten about consequences during the annual appraisal

9. What is Team effort?
 - a. As assigned by the team leader
 - b. Everyone contributes towards the common goal
 - c. Each doing the job allocated to them at their pace
 - d. Cohesion, cooperation, understanding and helpfulness

10. What is the benefit of knowing about each other's strengths and weaknesses Within our team?
 - a. Compensate for one another shortcoming
 - b. Opportunity to be a cut above the other
 - c. Make mockery of the other persons inability
 - d. Making one feel jealous about the not-haves

11. What is "Norming" in team formation stages?
 - a. Understanding is low and large scale appreciation
 - b. Better cohesion, appreciation of differences
 - c. Low trust and indirect attacks through communication
 - d. Total disintegration of the department to individuals

12. On what basis would you allocate the work to the team members?
 - a. Depends on the workload and manpower availability
 - b. Priority of work to be done and the competence of the people
 - c. Personal likes and dislikes
 - d. Per request of the team members and choices

13. How would you draw the resources while allocating work to the team Members?
 - a. Based on personal likes and dislikes
 - b. People volunteering to do the work
 - c. Sharable manpower from other departments
 - d. Anyone who wants to do the work

14. How one should understand before getting on to execution of work?
 - a. The objective; time lines, resources available and competence
 - b. Plan on who is going to what work, where, when and how
 - c. Identify the monetary benefits and the work infrastructure
 - d. Evaluate the people who can be trusted and who can be ignored

15. What are the activities that a manager should consider after completion of Work?
 - a. Appreciate all those who had worked on their completion even before inspecting
 - b. Review the work allocated and the completed one; give feedback on improvements that can be made
 - c. Walk through the completed work and inquire who has done what part of the work
 - d. Walk through the work completed and pick holes on improvements to be done

16. How would you know the requirements of your customer?
 - a. Shopping pattern of the customer
 - b. Mix of products in the customers basket
 - c. Interaction with the customer
 - d. All of the above

17. What would you do if a customer is not satisfied with the availability of Products?
 - a. Will request their needs and will revert when available
 - b. Politely inform that it's not possible to satisfy every customers need
 - c. Will make a note of the customers requirement to make the customer happy
 - d. Will inform upfront that we are doing our best and the buyers are not doing us any help

18. How would you know if your subordinate has understood your statement (1 Marks) correctly?
 - a. Will ask others in the department to find out if the subordinate has understood or not
 - b. Will ask the team member repeat what was told and can evaluate the understanding
 - c. From the quality of work that is being done and the time taken for the same
 - d. Will advise the team mate to write first and do the work which will reflect understanding

19. What is verbal communication and non-verbal communication?
 - a. Communications which has with & without verbs in them are called as verbal and non-verbal communications
 - b. Actions and writings are called as verbal and non-verbal communication
 - c. Announcements in store and signage can be termed as verbal and non-verbal communication respectively
 - d. Spoken and written words are verbal and non-verbal communication

20. Why is your body language important in customer service?
 - a. The structure of the body is very important for the conduct of business
 - b. Body posture communicates our readiness to serve the customers
 - c. It is not included in the communication to customer or service
 - d. Some sort of communication is required for the customer to shop

21. Whose responsibility is health & safety in the store?
 - a. Housekeeping
 - b. Food department team
 - c. HR department
 - d. Everyone in the store

22. Why is it important to take care of health?
 - a. It will reflect the hygiene standards of the store
 - b. Imparts sense of safety in the minds of the customer
 - c. As a norm of the government we have to follow
 - d. All of the above

23. When should one follow health & safety instructions?
 - a. Whenever there is an inspection by the health inspector
 - b. Always both at the store and at home
 - c. Whenever there is an epidemic breaks out in the city
 - d. In front of the customers so that they are not offended

24. What is your course of action in case of fire incident in the store?
 - a. Proceed to the nearest alarm and activate it and direct customers to safety
 - b. Run as fast as possible and open the emergency exit and shout for help
 - c. Scream and draw attention of the attention of the customer to rush out
 - d. Take fire extinguishers and pass it on to people to use them

25. If an associate asks you for help at work which they are supposed to complete, what will you do?
 - a. If my work is completed, will guide them to complete it
 - b. Will take over the work and finish it first before mine
 - c. Will ask the supervisor to lend required support for completion of work
 - d. Would advise the associate seek someone else help

26. What is the best way to understand your team members?
 - a. From their profile submitted during employment
 - b. Analyse their work and the pattern in which they do
 - c. Working and talking with them
 - d. Ask their friends about my team members

27. How would you keep up the morale of your team?
 - a. Entertaining them whenever their mood is down
 - b. Lead them being a role model
 - c. Infusing in them morality and good behaviour
 - d. Being part of the team work every time possible

28. What would you do if you find that something is going or being done wrong in your organisation?
 - a. Ignore it if it doesn't interfere in my career growth, least interested in it
 - b. Even if it's against the organisations values, will not antagonise people
 - c. Will speak up and escalate it per the defined matrix
 - d. Will ignore and mind my business alone

29. What do you mean by working relations at work place?
 - a. Being part of the family of the other colleague
 - b. Understanding between me and my manager; me and my subordinates
 - c. Relationship developed during the course of working in the organisation
 - d. Getting to understand and deciding on the future course of action at work

30. What do you understand by the term Budget?
 - a. A goal set for spending money of the organisation
 - b. Silos in which money can be discharged from the organisation
 - c. A forecast of income and expenditure under various headings
 - d. Departments where money can be spent, to what extent and how

31. What is the benefit of having a budget?
 - a. Maintain income expenditure ratio under control
 - b. Monitor incomes and expenditure to be in control
 - c. Controls all expenses and puts a brake
 - d. Helps fulfil one of the statutory requirements

32. Who are all the stake holders of a budget?
 - a. Financial controller & Chief Executive Officer
 - b. Executive Management committee
 - c. Accounts department & Operations
 - d. Everyone involved in the business

33. When does the Visual Merchandising change across the stores?
 - a. Once there is scheduled for change of displays
 - b. Once in a month

- c. During silent hours & low flow of customers
 - d. Anytime of the day as required
34. What are the requirements before changing a Visual Merchandising?
- a. Mannequins, manpower, additional budget
 - b. Event, Design brief, dates of launch, fixtures & props
 - c. Merchandise that are launched/promoted, purpose of VM change
 - d. Anything that would help change the VM look good is welcome
35. When a customer wants to buy curtains, what are the things you would ask?
- a. Purpose, size, direction of house and wall colours.
 - b. Budget, colour, floor tiles, bed linen colour
 - c. Why and how they are going to use it
 - d. Existing drapes colour and condition for
36. When a customer wants to buy a Panel TV, what would be your query?
- a. What is your brand and size you are looking at
 - b. What is the budget and what is the brand
 - c. Whether they are looking for b/w or color panel TV
 - d. What is the size of the room and what are the preferred features
37. Why is knowledge of the organization important for a Manager?
- a. It's the basic requirement for anyone in the organisation
 - b. To propagate about the organisation across the city
 - c. To feel proud of working in the organisation
 - d. To know the loop holes of the organisation

38. What sort of information will you share with your team?
 - a. Information that would help the team in their day-to-day functioning
 - b. Information about the organisation which would make them feel proud
 - c. About the progress the organisation is making and their part
 - d. All of the above

39. What is most important quality between the leader and the follower?
 - a. Trust within the team
 - b. Leadership qualities of the leader
 - c. Follower discipline
 - d. Working relation between the leader and follower

40. Would you allow others in your team to take a lead?
 - a. Yes, leadership depends on situation
 - b. Depends upon the followers wish to lead
 - c. Only to those who are favourites of the leader
 - d. All of the above

41. What are the basic details about the team members that should be known?
 - a. Capability, capacity and willingness to do
 - b. Name, age, address and languages known
 - c. Name, address, languages known and marital status
 - d. Proximity to the store, capability and if owning vehicle

42. Why is feedback necessary to the team members?
 - a. It makes the giver feel happy about giving feedback
 - b. Helps the receiver make course correction where critical
 - c. Helps course correction and also better understanding with the giver
 - d. Identify those people who are critics of them

43. What is "Forming" in the various steps towards team building?
 - a. Formation of a team and grouping them is forming
 - b. Being positive, polite and excited about the task ahead
 - c. Formation of the team by christening the team
 - d. Allocation of task and making members understand the same

44. What should the team members do to avoid fatigue?
 - a. Frequent rest breaks
 - b. Work and rest equally
 - c. Have rotation of work
 - d. Drink and eat lot of energy food

45. What are the steps that a manager should take once the work is allocated?
 - a. Start working on the next project
 - b. Review and give inputs from time to time
 - c. Evaluate at the end of the project
 - d. Appreciate the team workers of their participation

46. What should a manager do for the healthy growth of team?
 - a. Moral support even if they do not deserve
 - b. Monetary benefit so that the team stays together
 - c. Unbiased feedback and course correction
 - d. Knowledge that will keep them thinking

47. Why is it necessary to discuss with the team before starting a work?
 - a. Who, where and how should be detailed
 - b. The purpose of the work should be detailed
 - c. Importance and necessity of why the work is being done
 - d. Who would like to take which part of the work

48. How would you identify the type of customer at your stores?
 - a. Engaging in a conversation with them and probing them
 - b. Seeing their outfit and the number of articles in their basket
 - c. From the shopping list they have with them and what they have shopped
 - d. Knowing their purpose of their visit to the stores and how can on be helpful

49. What parameters would you consider to evaluate which customer group helps you in achieving your targets?
 - a. Number of times they come to the store and the orders they place with us
 - b. Repeat orders, volume of business and frequency of orders will help
 - c. Articles what the customer buys; number of times they buy the product
 - d. Visits, value; repeat orders and increase in order values will help

50. What is the difference between hearing and listening in communication?
 - a. After receiving no action is hearing and reaction is listening
 - b. Hearing because of the designation; listening because of benefit
 - c. No option but to receive the message; where action required listening
 - d. All of the above

51. What is "minutes of meeting"?
 - a. Time spent in minutes for the meeting is minutes of the meeting
 - b. Brief synopsis of who said what and when, why they said
 - c. Brief of who said, committed what and course of action
 - d. Synopsis of entire proceeding and decisions taken during the meeting

52. What are the barriers of communication?
- Bad weather and lot of disturbance at the senders end
 - Unknown language by sender and unknown receiver
 - Assumptions, unclear message and presumed inferences
 - Low network; crackling in the lines and low volume
53. What is preventive maintenance?
- Preventing the maintenance department from doing their work
 - Preventing anyone from carrying out any maintenance work
 - Regular check-ups & maintenance of machinery and allied to avoid any breakdowns
 - Preventing machinery from getting worn out and having breakdowns
54. Why food and non-food articles be packed separately?
- Because non-food cannot be packed with food
 - Food requires to be packed separately
 - When packed separately cross contamination is avoided
 - This will increase the sale of carry bags and the margins
55. What do you mean by ERT?
- Electrical recharge terminal
 - Emergency response technique
 - Everyone responds to teamwork
 - Everything regularly thought
56. While grooming, why women are not allowed to wear big ear rings?
- It might get stuck in the fixtures and cause injury
 - There will not be uniformity amongst women
 - Only small rings and ear studs are allowed as part of grooming
 - Since it costs more, not all can afford the same
57. What would you do if an associate in your team falls sick when at work?
- Get a temporary replacement for the associate so that work is not affected
 - Check if any help is required and extend; find a stand in for absent days
 - Advise to go to a good doctor and get the sickness diagnosed
 - Inform all in the department so that sickness doesn't spread in the team
58. Why is a dress code necessary at work?
- Increases the value of the organisation of providing uniform
 - To avoid people talking about where one bought the dress they are wearing.
 - Uniformity, customer impression and ease at work
 - Avoidance of confusions what dress to wear which day

59. How would you motivate your team?
- Keep on hosting games and parties to all members
 - Keep doling out monetary benefits to the team members
 - Keep away from whatever they are doing and least disturbance
 - Be part of their work and keep guiding and inspiring the team
60. How would you be transparent with your team?
- Share all the details that are relevant and non-relevant to them
 - Share with the team details that will be of importance for their growth
 - Share all relevant details for their day to day working
 - Inform them why things are happening the way they and their roles defined
61. How would you evaluate your effectiveness in the organisation?
- Number of people who stay with me and attrition is low
 - When people refer to consult me before taking action
 - My contribution is recognized and accepted by all in the team
 - All of the above
62. For what a period is a budget prepared?
- For every month
 - For half yearly
 - Every quarter
 - Always an annual budget
63. What is the limit of a budget?
- There are no limits for budget for any period
 - It commensurate with the projected allocation of funds
 - Its relative to the projected sales and the ratio of expenses
 - It varies depending on the department for allocation
64. What can affect budgets?
- Unprecedented expansion or promotions
 - Drop in sales against the projection
 - Increase in the operations cost and effectiveness
 - All of the above
34. Who does the Visual Merchandising in store?
- All are equally responsible for the visual merchandising at the store
 - The team member who is trained to do the VM does the job
 - Person from the corporate office comes and does the VM at store
 - External agency person comes and does the VM at store
35. How can one evaluate the effect of Visual Merchandising for a given period?
- The number of customers who stop and see the VM
 - By the cost of merchandise in the VM and the expense to do it
 - The position of the VM in the store will help evaluate

- d. The increase in sale of that department of VM and accessories
36. What are the steps taken to identify customer requirement?
- a. Ask the customer directly what they want to buy
 - b. Take the shopping list from them and ask how much of each they require
 - c. Look at the customer and decide what should be sold to them
 - d. Observe customer movements and buying habits; thereafter speak and get to know requirement
37. How would you take care if a customer is doubtful?
- a. Approach the customer and unobtrusively start assisting customer
 - b. Will probe customers requirement and then become a consultant
 - c. Know about the price range and color preferences before assisting
 - d. All of the above
38. Name the basic thing which impacts the store profitability?
- a. Low sale, damages and defectives which cannot be returned and pilferage
 - b. Sales, proper upkeep and low shop lifting
 - c. High stocks; high sales and high density of stock
 - d. Great footfalls; high conversion and low shrinkage
39. What would you do if you are unhappy with the housekeeping team?
- a. Complain to the admin department to check with housekeeping
 - b. Suggest change of housekeeping supervisor and team
 - c. Will take it up with Admin and also discuss in the presence of Store Manager
 - d. Will resign to fate since housekeeping people always threaten us
40. If two people are at logger heads in your team, what will you do?
- a. Will call both of them and ask them to fight in my presence
 - b. Will counsel them together and make them understand about the bad atmosphere
 - c. Will propagate to other team members of their animosity
 - d. Keep them away from the sight of others so that they settle their issues
41. How would you motivate your team?
- a. Will be a role model for them
 - b. Congratulate achievements of the team members
 - c. Work with them and help them achieve goals
 - d. All of the above
42. How does sharing of information amongst team help sort our problems?
- a. It actually leads to problem with if others know more about me
 - b. Others do not understand better one another and help one another
 - c. Helps others to mock at short comings and feel jealous on achievements
 - d. Better understanding within team members and know the strengths of others
43. What would you do if a team member performance is below par?
- a. Sit with the person; understand situation and guide for better performance
 - b. Direct the person to HR for separation and parting with the organisation

- c. Advise team members to identify short comings and help the person to tide over
 - d. Ignore the person and keep away other too from the said person
44. What are the various stages in the formation of a team
- a. Meeting, chatting, collaborating and skyping
 - b. Forming, storming, norming and performing
 - c. Teaming, performing, norming and relaxing
 - d. Forming, storming, norming and performing
45. How will you prioritise work to increase overall performance of the store?
- a. By allocating the right work to the right person
 - b. Will only increase the workload of others
 - c. Since it will smoothen the flow of work and achieve targets
 - d. Help others to focus on their work and not on others
46. Why should doubts be clarified?
- a. In case of any mistakes none will blame the person who is doing
 - b. It does not hinder others work which might be connected with
 - c. Inform others that asking clarification means less knowledge about work
 - d. So that the work gets delayed till clarification is received
47. What happens when prompt feedback is given?
- a. Helps in correcting or improving ones work
 - b. Gives an opportunity to give feedback to others
 - c. Identifies the people who should be avoided in future
 - d. Just ignore advises and follow the way things are
48. Timely visit and feedback will enhance _____
- a. Smooth working conditions
 - b. Avoidance of irregularities and smart way of working
 - c. Will hinder the work of others
 - d. Create a sense of security in working with others
49. What are the three basic things you would look before building up a rapport With a corporate client?
- a. What are the Client requirements?
 - b. How can my organisation be benefit?
 - c. How can the client's organisation benefit?
 - d. All of the above
50. How would you get to know about competitors activities rendered to your client?
- a. By going through the market situations
 - b. From advertisements; vendors; benchmarking and market visit
 - c. Meeting the competitors at their offices
 - d. Will visit their stores and enquire with them

51. What do you understand by the term effective communication?
 - a. What is said is understood and reacted the way expected
 - b. Listener hears what is said and behaves the way they want
 - c. All things that are said are heard and actioned
 - d. People with great listening skills hear what is said

52. What are the ways of communicating within the organisation?
 - a. Writing mails and speaking with the managers
 - b. Talking to the managers over the phone
 - c. Will write in a piece of paper and drop it in the manager's office
 - d. Will speak to my colleagues and will allow it to reach the management

53. What are the types of customer communication a store handles?
 - a. Signage; Shelf edge labels; pamphlets; notices and public address system
 - b. Talking to customers; hoardings; bit notices
 - c. Radio announcements; sms's in mobile phones
 - d. Tele-calling; one to one conversation with customers

54. What are the basic grooming standards as far as health is concerned?
 - a. Clean clothes; odourless body; healthy habits
 - b. Long hairs; highly perfumed body and nail polished
 - c. Nail polished; light lipsticks; good jewellery
 - d. Neat clothing; well pressed and starched; good socks

55. What precautions should one take when a person comes back after long Sick leave to the floor?
 - a. Share work with the person so that sickness does not relapse
 - b. Ensure that the person takes medication from time to time so that they are health
 - c. Ask for doctors certification and medical bills to
 - d. Seek a fitness certificate and ensure that the person is capable of working

56. Why should associates, in food retailing should not have long nails; short haircut and loose hairs?
- For fashion purpose
 - Hygiene factor
 - Customers will not like long nails
 - Might scratch someone
57. Why is it suggested that the chiller or freezer counters be kept closed When not in use?
- Saves energy
 - Products will not have thermal shocks
 - Higher effectiveness
 - All of the above
58. When an associate asks for a pay increase what will you do?
- Will reject it outright
 - Inform increments are HR issues and pass it on
 - Will detail the process of pay rise and advise patience
 - Will recommend to HR immediately
59. What would be a complete day for you?
- Will be the day I am able to complete my planned work at the end of the day
 - Stipulated hours of duty as per the labour law
 - Per the requirement of my manager and the work load
 - All of the above
60. What qualities should be common in a team?
- Everyone's uniform
 - Language what we speak
 - Purpose, aims and targets
 - None of the above
61. How can you be an effective member in your team?
- Being involved and contributing to the teams goal
 - Being there in all the meetings of the team
 - Working with the team and giving a helping hand
 - Be part of it whenever there is an assignment is given
62. How would you evaluate if you are an active member of your team?
- How people are responding to the thoughts and action
 - The way people volunteer to be part of my assignment
 - People seek my thoughts for progressing a project
 - All of the above
63. How would you plan your budget for your department?
- Will flatly increase the budget per the business requirements

- b. The percentage in line with the increase in budget
 - c. Per the requirement of each of the department
 - d. Based on last three years achievements & expenditure
64. When will you look at the performance per budget?
- a. Daily
 - b. Monthly
 - c. Quarterly
 - d. Annually
65. What three things you would consider for setting your budgets?
- a. Requirements of departments
 - b. Business projection
 - c. Based on targets and standard expenditure percentages
 - d. Man, Machine and Money
66. What will happen if Visual Merchandise is not present in a store?
- a. Budgeted costs will be unspent and add to profit
 - b. Customers would be able to see more articles on display
 - c. VM space can be better utilised for other displays
 - d. Customers will not be able to identify a product with their lifestyle
67. What is the need for a Visual Merchandise in a store?
- a. Portray a product with accessories as a lifestyle
 - b. Spend organisations money that have been set aside
 - c. Will give employment for many people and vendors
 - d. Will be able to highlight products which are not selling
68. What is indicated if the basket of a customer is mixed?
- a. Customer had not planned their purchases before entering the store
 - b. The product range of the store is beyond customers' expectations
 - c. All products what the customer had planned were available in the store
 - d. Prices in the store are higher than the market prices
69. What are customer touch points in a store?
- e. The signage of the store
 - f. All what the customer can touch and feel
 - g. All those who are working in the store
 - h. All of the above
70. If there is a marked change in a category performance, what would you derive from it?
- a. Customers have started liking the products in the department
 - b. Product quality, price and availability are good in the department
 - c. No competition for the department in the market
 - d. All of the above

71. How would you monitor productivity of an associate?
- Improvement in sales from the section taken care by the associate
 - Proactiveness of the associate in forecasting gaps and requesting for more stock
 - Involvement in getting replenishments done without being asked
 - All of the above
72. How would you be a role model for your team?
- Working as per the wish of the group and giving freedom
 - Handing over part of responsibilities to second in line
 - Delegating work to the second in command and allowing them to perform
 - Walking the talk and doing what is promised will help a role model
73. What is the need for developing subordinates?
- To establish one owns credibility as a leader
 - Ensures that the subordinates will be able to take higher responsibilities
 - As part of their KRA's have to develop their subordinates
 - To fill up vacancies that might arise over a period of time
74. What are the basic things you would expect as a manager from your team?
- Discipline, punctuality, proper grooming, team work and excellent customer service
 - Everyone should be present at the store everyday without fail
 - Reach store and be present in their department doing something or other
 - Mind their own work and not keep asking questions to supervisors or managers
75. How would one manage a situation when there is a clash of thought with the team?
- Ignore others' ideas and thoughts and stick to one's own thoughts
 - Not compromise on ones thoughts and to prove better off than other
 - Listen, convince or get convinced and work as a team together for better results
 - Listen to what others have to say but takes one's own decision
76. How would you tackle the situation if an associate doesn't want to be in the team?
- First step would be to speak to HR and get the person out of the team
 - Will ignore the attitude and dump the person with more work
 - Will counsel the person and if found some ground will propose the transfer
 - Reprimand the person for such thoughts and keep under vigil
77. How would you keep all your associates busy all the time?
- Will allocate work in such a way they are kept busy
 - Allocate work to complete in 9 hours which will otherwise take 10 hrs
 - Set targets which are achievable within a stipulated time and to attend to customers
 - Will ask them to work in other departments if they have completed their work.

78. If there is a temporary challenge of manpower on your floor, how would you meet it?
- Roll up my sleeves and be working with the associates on the shop floor
 - Will ask HR to recruit part times till the situation is tide over
 - Speak to all associates to extend their timings without any benefits
 - Since it's a temporary challenge will ignore the situation
79. What are the activities that precede execution of any work?
- Understand the objective; time lines, resources available and competence
 - Plan on who is going to what work, where, when and how
 - What are the monetary benefits and the work infrastructure?
 - Evaluate the people who can be trusted and who can be ignored
80. What should be done before signing off a work as completed?
- Appreciate all those who had worked on their completion even before inspecting
 - Review the work allocated and the completed one; give feedback on improvements that can be made
 - Walk through the completed work and inquire who has done what part of the work
 - Walk through the work completed and pick holes on improvements to be done.
81. What are the ways to identify a customer's requirement?
- Shopping pattern of the customer
 - Mix of products in the customers basket
 - Interaction with the customer
 - All of the above
82. What is the appropriate action to be taken on customer's feedback that reflects dissatisfaction of current range?
- Will request their needs and will revert whence available
 - Politely inform that it's not possible to satisfy every customers need
 - Will make a note of the customers requirement to make the customer happy
 - Will inform upfront that we are doing our best and the buyers are not doing us any help
83. What are the channels in which you can communicate to your stake holders?
- Emails; notice board; circulars; huddle; meetings; personal discussion and phone
 - Telegram, fax, registered posts; courier and posters
 - News Channels and Infotainment channels on electronic media
 - All of the above
84. What is the importance of huddle (stand up meeting) at the store?
- Highlight the achievements and expectations without getting into details
 - A motivational tool for the entire team
 - Opportunity for everyone to understand what the other department is up to
 - All of the above

85. How would you make a customer buy more than what they had planned?
- Keep on following the customer all through the store
 - Engage in a conversation and identify needs before suggesting more articles
 - Hand over the list of promotions which are available and ask them to choose
 - Highlight the benefits of buying more and assure of home delivery
86. Who are all the custodians of Health & Safety at the store?
- Housekeeping
 - Food department team
 - HR department
 - Everyone in the store
87. Why should health & safety be of prime importance at store?
- It will reflect the hygiene standards of the store
 - Imparts sense of safety in the minds of the customer
 - As a norm of the government we have to follow
 - All of the above
88. Which of the following is the location where health and safety precaution should be followed?
- Whenever there is an inspection by the health inspector
 - Always both at the store and at home
 - Whenever there is an epidemic breaks out in the city
 - In front of the customers so that they are not offended
89. In case of robbery, what will you do as a cashier?
- Do as directed by the robber without panicking and try activating burglar alarm
 - Shout robber, robber and gain attention
 - Plead with the robber not to do any harm to self
 - Run away from the store and seek help outside the store
90. What should be the appropriate action if an associate asks for help at work, which they are supposed to complete?
- If my work is completed, will guide them to complete it.
 - Will take over the work and finish it first before mine
 - Will ask the supervisor to lend required support for completion of work
 - Would advise the associate seek someone else help
91. How would you understand your team members?
- From their profile submitted during employment
 - Analyse their work and the pattern in which they do
 - Working and talking with them
 - Ask their friends about my team members

92. What are the ways in which the team morale can be kept high?
- Entertaining them whenever their mood is down
 - At critical junctures; adding value and guiding them always
 - Infusing in them morality and good behaviour
 - Being part of the team work every time possible
93. What do you mean by integrity and honesty?
- Performing ones duty to the required standards whether supervised or not
 - Being there and showing off that they are working in the presence of supervisor
 - Act differently at different times in the presence of supervisor
 - All of the above
94. What are the guiding principles of the organisation?
- Being part of the family of the other colleague
 - Code of Conduct as laid down by the management
 - Relationship developed during the course of working in the organisation
 - Getting to understand and deciding on the future course of action at work
95. How is budgeting useful for an organisation?
- A goal set for spending money of the organisation
 - Silos in which money can be discharged from the organisation
 - A forecast of income and expenditure under various headings
 - Departments where money can be spent, to what extent and how
96. Who are the people responsible for maintaining budget?
- Operations team who run the business for the organisation
 - Finance team who controls the finance of the organisation
 - Top management people in the head office
 - All who are involved in the running of the business
97. What are the consequences of not maintaining budgets?
- The business will net only losses
 - Expenditure will be higher than envisaged
 - No control on sales and consequent expenditure ratio
 - Other departments will be affected because of this