

1. Which department is responsible for Receiving Goods?
 - a. Point of Sale
 - b. Administration
 - c. Goods Inward
 - d. Accounts

2. What is the highest acceptable Temperature for Frozen foods?
 - a. -15 degrees Centigrade
 - b. -10 degrees Centigrade
 - c. -03 degrees Centigrade
 - b. -09 degrees Centigrade

3. Which is the most accurate method of checking merchandise?
 - a. Blind Check Method
 - b. Direct check Method
 - c. Dummy Invoice Method
 - d. Spot check Method

4. How should you unload the orders?
 - a. Quickly
 - b. Safely
 - c. Rapidly
 - d. Immediately

5. How should you treat the customer throughout the delivery process?
 - a. Courteously
 - b. Safely
 - c. Moderately
 - d. Properly

6. It is _____ to have systems to carefully record every product that enters and exits the business.
 - a. Safe
 - b. Needless
 - c. Essential
 - d. Unnecessary

7. You should use correct _____ when lifting cartons or boxes.
 - a. Logistics procedures
 - b. Security procedures
 - c. Relocation procedures
 - d. Lifting procedures

8. All the waste material should be disposed of according to _____.
 - a. Safety policy
 - b. Logistics policy
 - c. Health policy
 - d. Company policy

9. Each carton or item in a delivery should be checked off against the _____.
 - a. Invoice
 - b. Receipt
 - c. List
 - d. Table

10. Goods that have special storage requirements include _____.
 - a. Perishable goods
 - b. Toys
 - c. Furniture
 - d. Electronic goods

11. Which of the following is the right time to raise an order to procure any product?
 - a. Whenever the stock falls below the previously ordered level of that product.
 - b. Whenever the stock falls below the re-order level set for that product
 - c. Whenever the customer demand arises for the stock at the store
 - d. Whenever the shelves where the products are stored get emptied

12. What is the correct method of handling the unsaleable stocks on the shelf?
 - a. Dump them in the nearest available waste bins
 - b. Dump them in the back store waste collection area
 - c. Follow the operation guidelines for unsaleable material disposal.
 - d. Follow the operation guidelines for perishable material disposal.

13. What can be the result of not updating the stock control system?
- Shutdown
 - Out-of-stock
 - Mark down
 - Out-of-order
14. What is stock available for sale on the sales floor called as?
- Adequate stock
 - Service level stock
 - Sales level stock
 - Required stock
15. What is the meaning of best-before-date of a product?
- Date till the product can be sold
 - Date till the product can be consumed
 - Date till the product can be stocked
 - Date till the product can be displayed
16. At any given point of time, the stock of an SKU must be 240. Currently the stock on hand is 104, on order is 24 and on the way is 60. What is the shortfall?
- 52
 - 42
 - 198
 - 140
17. Which is the correct way of lifting heavy items?
- Using trolleys
 - Dragging on the floor
 - Lifting on your back
 - Pushing on the floor
18. Identify the examples of 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
19. To maintain hygiene and clean standards, one must _____
- Know the responsibilities related to health and hygiene requirements
 - Report hygiene and safety issues to supervisors
 - Learn the correct procedures to maintain hygiene and safety
 - All of the above
20. To avoid repetitive action of harassment the problem should be _____
- Escalated
 - Forgotten
 - Neglected
 - Repeated

21. What should be done after an incident of robbery at the store?
1. Clean the area of attack
 2. Close the area of attack
 3. Verify and make a report of the incident
 4. Update people around about the incident
 5. Record details of attackers and/or witness
- a. 1, 2, 3, 4, 5
b. 2,3,5
c. 1,3,5
d. 1,2,4
22. Identify the gestures and body language you should avoid.
1. Bothering or staring the customer
 2. Standing too close to customer
 3. Combing on sales floor
 4. Chewing a bubble gum
 5. Blowing or picking the nose,
 6. cleaning ears
- a. 1,2,3
b. 3,4, 6
c. 1,2,3,4,5,6
d. 3,2,4,6,1
23. Which behaviour creates a negative image in the minds of the customers?
- a. Being confident
 - b. Being happy
 - c. Listening attentively while customer is speaking
 - d. Interrupting customer while he is speaking
- (1 Mark)
24. Why one should pay close attention to customer complaints?
- a. To improve customer experience
 - b. To improve listening skills
 - c. To keep a track record of complaints
 - d. To report to the supervisor on number of complaints
- (1 Mark)
25. Which of the following behaviour makes the customer lose respect on you?
- a. Being confident
 - b. Being arrogant
 - c. Being generous
 - d. Being patient
26. What are the needs of customer as individuals?

- a. To be heard
 - b. To be understood
 - c. to be respected
 - d. All of the above
27. Which of the following will not help in building trust?
- a. Keeping your feelings to self
 - b. Maintaining confidential information to yourself
 - c. Demonstrating that you are working for team
 - d. Demonstrating that you are capable
28. Which is a characteristic of high performance teams where members believe in the integrity, character, and ability of each other?
- a. Openness
 - b. Loyalty
 - c. Trust
 - d. Reliability
29. A team member must seek feedback regarding his performance from _____
- a. Immediate supervisor
 - b. Colleagues
 - c. Store managers
 - d. Customers
30. Which one of the following will not help in working together in a team?
- a. Communicate with each other
 - b. Support group member's ideas
 - c. Blaming others
 - d. Getting involved
31. What can one request from a colleague?
- a. Help in finding another job
 - b. Help in selling the products
 - c. Help in maintaining your clothes
 - d. Help in taking money from cashiers
32. Which one of the following is a part of body language?
- a. E-mails
 - b. Telegrams
 - c. Voice
 - d. Letters
33. Which one of the following will not help in overcoming fears?
- a. Motivating people
 - b. Good listening skills

- c. Fighting behaviour
- d. Being open to feedbacks

34. Which is a result of positive attitude?

- a. Not being serious about the work
- b. Blaming the surroundings and others for your mistakes
- c. Achieving personal and organizational goals

Failing to understand the importance of work