

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.