

1. What is the act of pulling each product to the front edge of a shelf with the label turned forward?
 - a. Facing up
 - b. Labelling
 - c. Stacking
 - d. Aligning

2. What does the question mark in the shelf edge label stand for?



- a. Electronic article number
 - b. Product identification number
 - c. Electronic identification Image
 - d. Product name and description
- (1 Mark)
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3. What should be done if there is a leakage in the display containing tetra pack products of fruit juices?
 - a. Dismantle the display
 - b. Create a new display theme
 - c. Replace the leaking packets with a new one
 - d. Place the leaking packet after wiping it off
- (1 mark)

4. Which of the following actions have to be taken whenever there is gap identified on the shelf?
- Bring to front
 - Send to back
 - Inform department manager
 - Inform the store manager
- (1 Mark)

5. What is the purpose of a design brief?
- To convey the expected display
 - To evaluate margins to be earned
 - To convey the designs of the apparel
 - To evaluate the performance of a display

6. Which of the following is the purpose of visual merchandising in retail?
- Increase sales
 - Inform about new arrivals
 - Attract customers
 - All of the above
- (1 Mark)

7. What is the type of display illustrated in the figure below known as? Note that the display is placed independently in midst of the floor.



- Water fall
- Marque
- Island
- End Cap

(1 Mark)

8. When a customer is brought to you by an associate for a product non-availability due to out of stock, what will you do?
- Ask the customer to look for any other alternate product
 - Suggest the customer with alternate product if he prefers
 - Assure that you will make the product available the next day
 - Apologise telling him the store does not sell the product

9. What should one do when a customer is in a hurry?
- Listen to the customer attentively
 - Interrupt and ask questions
 - Help in speedy checkout with a request to other customers
 - Make him follow the stores rules and regulations
10. What should the price tags and Shelf Edge Labels (SEL) always display as a legal and statutory requirement?
- Discounts and selling price
 - Maximum retail price, selling price, Unit Of Measure (UOM)
 - Selling price, cost price, discounted price, damaged quantity
 - UOM, offers and discount (1 Mark)
11. What has to be mandatorily entered by customer in a EDC (Electronic Data Capture) machine (credit/debit card swiping machine) for cards bearing smart chips?
- Credit card number
 - Personal Identification Number (PIN)
 - Permanent Account Number (PAN)
 - Debit card number (1 Mark)
12. What needs to be done when billing systems, bar code scanners or any other equipment at the sale and check-out counter is not operational?
- Stop the sale
 - Arrange for manual billing
 - Change the system
 - Install new system (1 Mark)
13. How will you bill a customer when the barcode scanner is unable to recognise the bar codes on the product package?
- By entering product codes in the system
 - By installing another barcode scanner
 - By changing the barcode on the product
 - By entering the product name in the system (1 Mark)
14. A customer walks into the store for a specific brand of toilet cleaner and finds there is no stock. However, there is enough stock in the back room of the store. Who is responsible for replenishment of stocks?
- Store manager
 - Sales associate
 - Housekeeping staff
 - Department manager (1 Mark)
15. Which is one of the key reports to be prepared after arranging the display for sale?
- Stock of each article
 - Profits per square feet
 - Labours per square feet
 - Average billing value

16. Which of the following products need to be displayed in controlled temperature?
- Staples
 - Vegetables
 - Stationery
 - Apparels
- (1 Mark)
17. What is the purpose of allocating work to the team?
- Equality amongst all
 - For speedy completion of work
 - Balancing between availability and work load
 - Balancing between availability and absenteeism
- (1 mark)
18. Why are shifts planned in a department?
- For giving better service to customers during the business hours
 - To follow the rules set by the management
 - Store will not have space to accommodate all together
 - Help associates to come whenever its comfortable for them
- (1 Mark)
19. Why is feedback necessary for day-to-day functioning?
- As part of management, feedback is required
 - Understand where we stand against where we should
 - It will be a topic for discussion
 - To spot mistakes done by other people
20. Which one of the following is one of the objectives of recording customer concerns and feedback?
- To identify frequently complaining customers
 - To Identify repeated customer service problems
 - To adhere to routine formalities
 - To adhere to the store's policies
21. There is a common complaint from customers that clothes given for alteration is never delivered on time by the tailor; especially during festivals, promotions and weekends due to heavy work load. Which one of the following can be the most suitable solutions for this?
- Ask customers to get the alterations done outside
 - Ask the tailor to ensure that he finishes the work on time
 - Hire more tailors during weekends and festivals
 - Train the existing tailor to work faster
22. Why should communication be up to the point?
- Clarity of message
 - Waste of time
 - To make it effective
 - All of the above
- (1 Mark)

23. Email is _____ form of communication.
- Verbal
 - Non-verbal
 - Body language
 - Informal
- (1 Mark)
24. What are the types of communications used to communicate on the shop floor?
- Announcements
 - Signage
 - Shelf edge talkers
 - Brochures
- 1,2,3
 - 2,1
 - 1,2,3,4
 - 1,4
25. What is preventive maintenance?
- Ensuring power supply to all the machinery
 - Ensuring all machinery is fuelled properly
 - Carrying out random check of all machinery on daily basis
 - Carrying out services of machines as per predefined schedule
26. Which one of the following is a benefit of working in a team?
- One can get their work done by others
 - One can achieve targets collectively
 - One can work causally as there is support from others
 - One can share the incentives even though they contribute less
- (1 Mark)
27. Which one of the following best describes the standard operating procedures of a store?
- Guidelines to conduct all the operations of the store
 - Guidelines to operate all the equipment at the store
 - Procedures stating how to operate the billing system
 - Procedures stating how to count the stock at the stores.
28. To be an effective team player, one is required to know _____.
- Hierarchy
 - Anarchy
 - Democracy
 - Hypocrisy
- (1 Mark)
29. Which one of the following is a feature of body language?
- E-mails
 - Telegrams
 - Voice
 - Letters
- (1 Mark)

30. Which one of the following is a characteristic of positive attitude?
- Not being serious about work
 - Blaming the environment or others for your mistakes
 - Working with enthusiasm to meet customer expectations
 - Failing to realise the importance of work
- (1 Mark)
31. Which of the following factors will help smooth progress of work?
- Deadlines are realistic;
 - Taking account of past experience
 - Identify required knowledge and skill
- 1,
 - 2,3
 - 1,2
 - 1,2,3
32. What do you consider as hygiene factors in display?
- Clean shelves, full shelves and correct shelf edge label
 - Clean shelves, no gaps and properly kept
 - No gaps, spread merchandise and dust free shelves
 - None of the above
33. What are the basics in a product display?
- Eye catching, bulkier on top and expired at back
 - Eye catching, good display and artistic display
 - Follow planogram
 - Products wherever there is place; neatly organised
34. Is there a minimum or maximum quantity to be displayed?
- No. How much ever the shelf can hold
 - Follow Planogram on horizontal and vertical facings; plus depth
 - Depending on customer purchase quantity
 - When more stock is there, display as much as possible
35. What is a planogram?
- A diagram which shows which product goes where
 - A diagram which shows which product should not be at a place
 - A diagram which shows which product where and in what quantity
 - A diagram which shows, product, where, how much and how be displayed
36. VM should always be
- Kept clean and tidy with proper signage
 - Lit with lights
 - Highlight what's there in stock
 - None of the above

37. What are the occasions the VM is changed?
 - a. Discretion of the store Manager
 - b. New product launch & Clearance
 - c. New Product launch, clearance & occasion
 - d. None of the above

38. Which is not a form of Visual Merchandising?
 - a. Floor stacking
 - b. Window display
 - c. Focal Point display
 - d. All of the above

39. When a customer is shopping...
 - a. Observe what they are buying
 - b. Interrupt their buying and arrange stocks
 - c. Approach unobtrusively and be of assistance
 - d. Allow them to shop on their own

40. When will you sample a product to a customer?
 - a. When the product is to be cleared of shelf
 - b. During introduction or promotion of a product
 - c. Whenever a customer wants
 - d. None of the above

41. When a customer is billing a fragile product, it breaks from the cashiers Hand. What will be his action?
 - a. Will have it replaced and bill it to customer
 - b. Will bill it to the customer
 - c. Will be debited to the cashier
 - d. Will make the cashier and customer to pay 50% each

42. When a customer is looking at a fragile product, it drops and breaks
 - a. Will have it billed to the customer
 - b. Will debit it to the section associate
 - c. Will call the housekeeping to come and clean it and give a new piece to customer.
 - d. Will send it back to supplier

43. When a customer pays by credit card, it reflects pick up card
 - a. Will request customer for a different card
 - b. Will retain card and will speak to customer taking them aside
 - c. Will call the security to handle the customer
 - d. Call the store manager

44. After billing a customer says that they are short of money, then
 - a. Will not bill the customer for any product
 - b. Request customer to take products of immediate requirement
 - c. Request customer to buy products equivalent of available money
 - d. Let the customer walk off

45. What is the appropriate action when a team member suggests a change in display?
 - a. Will tell him that we will consider it later.
 - b. Will implement it if it is right
 - c. Will ask to mind their business
 - d. Ignore what is said

46. Displays can be made at the store level depending on customer's choice?
 - a. No. Should be done as per the norms of the organisation
 - b. Yes. Customer is the Kind. We need to satisfy customer wish
 - c. May be we should consider
 - d. None of the above

47. When fixtures for a display are incomplete, then action is to be initiated to
 - a. Do not display anything
 - b. Put up card board boxes and fill it up
 - c. Indent for missing fixtures
 - d. None of the above

48. When the team is working on the shop floor then
 - a. Supervise them
 - b. Let them work on their own
 - c. Review work being done and guide the team
 - d. Understand why they are doing

49. Inputs to the team should be given as and when
 - a. The Team Leader wants
 - b. There is no work
 - c. Whenever felt as required both by team and the leader
 - d. No need to give inputs

50. Responsibility is to be delegated to the team, because
 - a. Leader would be over burdened with work
 - b. Build up second line to take up higher responsibility
 - c. To have more spare time
 - d. Think more without much work in hand

51. Regular customer complaints about non-availability of a product
 - a. Will apologise to customer and take details of requirement to call back
 - b. Give a patient hearing to the customer complaint
 - c. Assure to take up action on the non-availability
 - d. All of the above

52. Customer brings back a product wrongly billed and different product given
 - a. Regret inconvenience to customer and exchange with evidence
 - b. Will demand for proof of purchase and try to avoid exchange
 - c. Ignore the complaint from the customer
 - d. Stay away from customer

53. When in doubt about the authenticity of a communication, then
 - a. Ignore the communication
 - b. Check with Manager
 - c. Check with Manager and the sender
 - d. Either of b & c.

54. All information you get should
 - a. Be comprehended well
 - b. Confidentiality maintained to the extent required
 - c. Shared with all concerned
 - d. All of the above

55. All information about the organisation and stores may be
 - a. Shared to the extent possible depending on grade
 - b. Not be shared with anyone
 - c. Open and should be kept open
 - d. All of the above

56. What are the types of fire extinguishers available?
 - a. Water & Foam; Dry Powder; Carbon dioxide
 - b. Water & Foam; Dry Chemical; Carbon dioxide
 - c. Dry Chemical; sulphuric Acid & Petrol
 - d. Dry Powder; Chemicals, Water & Foam

57. Grooming of self and team is important, because
 - a. We are ambassadors of the organisation
 - b. We need to be dressed up
 - c. To look good
 - d. To please people

58. What are the benefits of asking questions during allocation of work to your team?
 - a. To Understand if the person has understood
 - b. To understand the completion time of the allocated work

- c. To make sure that supervisor is not disturbed again & again
 - d. All of the above
59. What do you understand by personal hygiene?
- a. Odourless body
 - b. Hair well kept & clean teeth without odour
 - c. Well pressed uniform and polished shoes
 - d. All of the above
60. When working conditions are difficult, one should
- a. Encourage and support team members
 - b. Try how to avoid it
 - c. Be focussed in ones work and finish it
 - d. Not be involved in team work and not be helpful
61. When a project or a work is completed, one should seek
- a. Budget for celebration
 - b. Feedback from key people involved including team members
 - c. Date for the next project work
 - d. All of the above
62. Why is it necessary to seek status of work?
- a. To check if they are working or not
 - b. Understand if the work is progressing or not
 - c. Monitor the work and know if its progressing as per plan
 - d. Otherwise work will get delayed
63. When there is a gap, what will you do?
- a. Will make a note of it
 - b. Will make a note and pass it on to an associate
 - c. Will make note and ensure follow-up action taken
 - d. None of the above
64. What precautions you have to take when printing the label?
- a. Its legible
 - b. Carries the correct price
 - c. Unit of sale
 - d. All of the above
65. What factors do you consider for putting up a display?
- a. Sales, Stock, Promotions
 - b. Sales and Space
 - c. Promotion, stock and space
 - d. Promotion and non-selling articles
66. What is the legal requirement for a label?

- a. MRP is to be mentioned
 - b. Selling price and unit price to be printed
 - c. Manufacturing date and expiry date
 - d. All of the above
67. What products are put in an End cap?
- a. Launch products; Promotion products; Seasonal Products
 - b. Stocks which are high
 - c. Slow sellers and end of season
 - d. Discounted and marked down products.
68. What is a focal point display?
- a. Filling up of space
 - b. Display on shop floor to navigate customers
 - c. Promotion of new arrival or seasonal product drawing customer Attention
 - d. Display with focal lamps
69. What are the basic requirements to put up a display?
- a. Any place will be good for display
 - b. Enough stock and material with space
 - c. Right stock, plan of display, traffic flow and proper signage
 - d. Merchandise, signage, fixtures, business & display plan.
70. When a customer asks about use of product, one should
- a. Point at the signage
 - b. Guide the customer
 - c. Lead the customer to the place
 - d. Guide customer to Customer Service Desk.
71. Reasons for a customer not being satisfied?
- a. Service and hygiene conditions below expectations
 - b. Product quality not meeting price
 - c. Price was higher than the market; low margins
 - d. All of the above
72. When a customer buys products and wants to pay, customer can pay through
- a. Cash, card, credit note, coupons, gift voucher & foreign currency
 - b. Cash, credit & debit card, coupons, gift vouchers & foreign currency
 - c. Cash, credit notes, credit and debit cards
 - d. All of the above
73. If a customer contests that the price at the till is higher than the label, then
- a. Inform customer, cash counter price is final
 - b. Tell customer you are helpless.

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- c. Cross check if customer claim is correct and then direct post billing to CSD for refund
 - d. Advise customer to take decision to buy or leave it.
74. A customer has got a credit card which is not signed on the reverse
- a. Request to prove identity and sign the card before acceptance
 - b. Will not accept the card from the customer
 - c. Will ask customer to sign the card and thereafter accept
 - d. Will retain the card since it's not valid without a signature on it

75. A customer has got a credit card which is not theirs
- Hand them over to the police
 - Follow organisations policy on customer centricity
 - Will not accept the card from the customer
 - All of the above
76. If the fixtures for a display are not completely available then
- Put up cartons and build up the display
 - Ensure that display is done with available fixtures
 - Postpone displaying products
 - Order for fixtures and wait
77. If number of pieces of a product is not enough to display, then
- Spread the product across the shelf
 - Put some other product on display
 - Display products complimenting the core product
 - Seek advice from the category manager
78. What is the priority of replenishment to shelves?
- Top sellers; Promotion SKU's; Normal gaps
 - Products which are not in shelf; and not in order
 - Chilled, frozen, promotion articles
 - All of the above
79. After giving work to a team member one should
- Keep on tracking what they are doing
 - Track the progress of the work
 - Ask if help required and guide the team
 - Let them complete the work without interference
80. When an associate lags behind in the allocated work?
- Find out what is hindering and guide the associate
 - Blame the associate for lack of knowledge
 - Ignore the associate and focus on others
 - Encourage the associate to delay the work further
81. When team efficiency stagnates
- Give them a break
 - Encourage and give feedback for achieving
 - Discourage them from resuming
 - Leave them as it is.

82. What are the basic things to be followed when there is an aggrieved Customer?
- Ignore the customers grievance
 - Speak louder than the customer and ask them to keep quiet
 - Listen, understand, empathise and put your point forward to customer
 - All customers have some problem, leave it as it is
83. When a customer wants to give a written complaint
- Encourage the customer to add more than what they have experienced
 - Guide the customer to CSD, offer seat, understand issue, try sorting and take Feedback/complaint
 - Ask the customer to leave the store immediately.
 - Threaten with dire consequence if they complain
84. When talking to someone, if they are busy on the phone then,
- Interrupt them and speak
 - Apologise for interrupting and speak
 - Wait for them to complete their phone call and speak
 - Go away and come back to speak to them later
85. When you give instructions to your team, you should
- Recheck with them if they have understood what you said
 - Trust that they have understood it
 - Do not allow them to ask questions
 - Leave it as it is
86. When you want to send an important data, if the system fails
- Wait for system restoration
 - Write in short notes and send it by scan/fax/courier
 - Call the receiving person over phone and inform details
 - Keep quiet
87. What should be the action of staff during times of emergency?
- Hurry the customers to emergency exit
 - Go switch off the hooter so that there is less noise
 - Take responsibility of customer, colleague and product safety
 - Follow instruction as given by Managers.
88. Basic things to be observed in a team are
- Trust and belief of the colleague
 - Blunt and straight answers for all questions
 - Display one man up man-ship
 - Be away from the team
89. When a colleague is in need of assistance or help, one should
- Allow them to manage on their own
 - Volunteer to help

- c. Understand what is being done and how one may help and do it
 - d. Ignore the colleague
90. What is the procedure for issues related to integrity?
- a. Give verbal warning and let them go away
 - b. Investigate, interrogate, take it in writing and separation
 - c. Beat them till they tell who are all involved
 - d. Hand them over to police
91. One of your prime performer is required in a different dept. This associate will be transferred permanently. What are your actions?
- a. Will not relieve the associate
 - b. Will share his services till such time a replacement is found
 - c. Will wish the associate all the best and will support growth
 - d. Will send in a different person
92. Who helps in setting up the team's goal?
- a. All the team members give their goals and summed as team goal
 - b. Percolates from Management to follow and achieve
 - c. Individual targets are taken for goals
 - d. Whatever that is accomplished becomes goals.
93. What should be done to colleagues who find it difficult to cope up?
- a. Inform what is expected and how the same should be approached
 - b. Counsel and direct how the job is to be accomplished
 - c. Help sort their difficult portions to accomplish and guide them
 - d. All of the above
94. According to you what is a good display?
- a. Display which is attractive and accessible
 - b. Is able to highlight the use of the product
 - c. Meets the touch and feel aspect of the product
 - d. All of the above
95. How would you ensure that display is without gaps?
- a. Fill all the gaps in the shelf
 - b. With proper horizontal and vertical facing
 - c. Following the instructions in the Planogram
 - d. Spread the facings of the product
96. Who decides about product location in the aisle, bay and shelf?
- a. Planogram team in collaboration with Merchandising
 - b. Store Manager in discussion with the Department manager
 - c. Department Manager in discussion with the Team leader
 - d. Team leader in discussion with the Associates

97. What precaution one need to take while displaying?
- Product should be available in the same aisle; adjacencies & pricing communication
 - That the display does not fall off from the shelf and might cause damage
 - Reachable to all people of all ages without asking for any help
 - Product is displayed in maximum quantity and in loads to impress customers
98. What are the criteria to put a product at the end cap?
- Any product can be displayed at the end cap without any criteria
 - New product; high sales, good margin, slow seller, end of line (clearance)
 - Non selling articles which are to be cleared from the shelf are put at end caps
 - All of the above
99. What is the ideal time to change Visual Merchandise?
- During early morning hours
 - After the store has opened for customers
 - Silent Hours (Between store closing and store opening)
 - Any time that is convenient for the visual merchandiser
100. What is a VM calendar and when was it made?
- This is similar to the monthly calendar which is hung in the VM department
 - A calendar which highlights the festivities of the state or region
 - Calendar which highlights when to display which theme and complete it when?
 - Calendar comprising of pictures of good visual merchandise in Retail
101. What are various methods to know about customer satisfaction?
- Personal Interview with prior appointment of the customer
 - Telephonic conversation with customer
 - Through feedback solicited on the shop floor
 - All of the above
102. What's the technique to be used when a customer is not able to decide on the product to buy?
- Leave the customer as such so that they can buy more and more being confused
 - Keep a close eye on the customer who might just walk away without buying anything
 - Involve in a discussion and probe reason for shopping and help the customer
 - There isn't any specific way in which the same can be done
103. List atleast 6 modes of payment a customer can make?
- Credit card; Debit card; cash; gift vouchers; credit notes and coupons
 - Currencies, plastic money, vouchers, merchandise slips, coupons and coins
 - Foreign currency; Indian currency; foreign card; Indian card and coupons
 - Coupons, credit notes, debit notes, demand notes, currencies and vouchers
104. Freebie for an article is not available which a customer wants, what will you do?
- Will stop the sale of the article for which freebie is not available

- b. Will make a note of the customer who has not been given and will reach it once it comes
- c. Will inform customer that since freebie is not available, they shouldn't opt for that article
- d. Return back the money to the customer through a credit note

105. A product breaks when billing, what will you do?
- Will bill it to the customer since it has broken only when billing
 - Will ask customer to bear 50% of the cost and rest debit to the company
 - Will apologise to the customer; get a new piece and bill only for one piece
 - Will call the security and advise the customer to leave the store immediately
106. A customer has got an expired card and does not have cash. What will you do?
- Will regret to invoice the customers purchases
 - Will extend a credit to the customer till such time they pay for it
 - Request the customer to borrow or get money from the ATM
 - None of the above
107. What are the ways in which the product can be made available to customers?
- Everyday filling of the articles and replenishments from back office
 - Dump the articles on the shelves, the customer would pick up whatever they want to
 - Look at the articles that are sold and replenish them as per the planogram
 - All of the above
108. What is FEFO on the shelf?
- Fast express forward object
 - Few express few outlets
 - First express first one
 - First expiry first out
109. Do Non-food articles have expiry? Justify.
- No they are dead articles and do not have expiry date/
 - They have expiry dates according to the fashion change
 - Only softlines articles have expiry
 - Cartridges, pen inks, crayons and ink pots have expiry dates apart from others
110. How can work be evenly spread across the day?
- Based on urgency of work, manpower availability & customer walk in
 - Less important work first and the most important at the last
 - Urgent work at first place and not so urgent at a later part of the day
 - Based on the comfort level of the associates in doing the work
111. What steps should one take to ensure people do not lag behind in the work allocated to them?
- Keep on flogging the team to finish the work fast
 - Remind the team about the time that is left to complete task
 - Monitor from time to time and guide the team to complete task
 - Interfere at all stages and understand how the team is progressing
112. How would you handle when a customer starts shouting on the floor?
- Will request customer to come to the back office and speak to sort out issue.

- b. Ask the security to bodily lift the customer and take him out of the floor
 - c. Increase the volume of the music so that the customer cannot be heard.
 - d. Ignore the customer as if nothing is happening.
113. How would you treat a written complaint from a customer?
- a. Immediately answer informing that will revert within stipulated time
 - b. Try and resolve if within ones authority
 - c. If not within authority escalate with correspondence done to customer
 - d. All of the above.
114. Who are all the stake holders of the store?
- a. Everyone in the organisation who are associated with the business.
 - b. Everyone in the organisation other than the promoters.
 - c. All employees of the organisation other than the agencies
 - d. All agency employees other than the permanent employees
115. What are the possible ways one can communicate to the store team during silent hours?
- a. Call individually on phone and communicate to the store members
 - b. Through the internet sending all an email about what is to be communicated
 - c. Conduct a Huddle in which detailing of performance, progress and areas of improvement be discussed
 - d. None of the above.
116. Before putting up a communication on the notice board, what are the precautions one should take?
- a. Read it for any grammatical mistake and if the contents are good for display.
 - b. Ensure contents are for display; addressing the community intended and no extra information
 - c. Re read it so that it does not communicate anything derogative
 - d. Everyone concerned have signed the notice and the date is correct.
117. What would be your action if the emergency exit is blocked with stock?
- a. Immediately clear the block and advise team to follow safety regulations
 - b. Will find out who had blocked the emergency exit and reprimand them.
 - c. Call for a meeting and advise on the perils of such act
 - d. Make a note of it, time and date to discuss during the appraisal.
118. How can one evaluate the bonding in the team?
- a. By knowing the number of times the team goes out for dinner
 - b. The way in which the team conducts themselves
 - c. Less number of in-fight within the team
 - d. The way they help one another to achieve team goals
119. If there is groupism in your team, what will you do?
- a. Participate in each of the groups meeting and encourage them
 - b. Ignore groupism till such time it does not interfere with day to day functioning

- c. Avoid it by till such time there is healthy competition within the team
 - d. Reprimand the people who are responsible with dire consequence
120. How would you treat a team member who does not follow the code of conduct of the organisation?
- a. Counsel the customer and find out the reason for non-compliance
 - b. Highlight consequences of non-compliance of organisations code of conduct
 - c. If continues despite a & b prepare for parting with the organisations
 - d. All of the above
121. What will enhance the effectiveness of the team in the organisation?
- a. Constant monetary incentives to the team will enhance
 - b. Value addition, guidance and morale support to work will enhance
 - c. Repeated get together, lunches and outing will enhance
 - d. Constant threatening of dire consequences will help enhance
122. How are the Goal achievements evaluated?
- a. The way the managers behave with us we will know.
 - b. When no additional work is given to the team we would understand
 - c. Reviewing of the work that has been done and adaptability of the team
 - d. All of the above
123. How can one be an effective contributor to the organisation?
- a. By giving monetary contributions to the organisation
 - b. Serving the organisation following the code of conducts and help overall growth of the organisation
 - c. The way in one conducts themselves and directs the team
 - d. By not taking leaves and spends maximum time in the store