				THEORY MCQs				
Sr. No.	NOS Code	NOS Name	Level	Question	Option 1	Option 2	Option 3	Option 4
1	RAS / N0114	To process credit applications for purchases	Easy	Rajeev wants to buy a fridge but is unable to make the full payment at one time. The credit facility will help him to_____	Immediately make full payment	Defer payment against additional purchases	Make payments in easy instalments	Make payments at their convenience
2	RAS / N0114	To process credit applications for purchases	Easy	A customer's credit worthiness is decided on the basis of customer's financial capacity and past _____ history.	financial	credit	bank	purchase
3	RAS / N0120	To help keep the store secure	Easy	The Manager has asked you to receive the stocks of your section. How will you ensure inventory shrinkage doesn't happen ?	Ask housekeeping to bring the stocks	Don't waste your time checking documents, just keep an eye on the stocks	Match the documents with the stock received to ensure that correct and accurate stock is received	Ask you Manager to count the stock before you receive it.
4	RAS / N0120	To help keep the store secure	Easy	Identify this equipment used for security measures.	Metal Detector	Alarm Sensors	Barcode Scanner	Closed Circuit Television
5	RAS / N0122	To help maintain healthy and safety	Easy	What should you use while lifting and transporting heavy object?	Trolley	Metal Stairs	Plastic Bags	Big Bags
6	RAS / N0122	To help maintain healthy and safety	Easy	Identify the purpose for which this equipment is used.	Sales	Cash	Security	Visual
7	RAS / N0125	To demonstrate products to customers	Difficult	While product demonstration, what should be done to show and convince customer the utility for the product ?	Match the features and benefits with some real life utility examples	Provide product brochures with pictures of how it can be used	Present benefits with demo and ask customers to confirm from other staff	While demonstrating ask customer to take feedback from other customers
8	RAS / N0126	To help customers choose right products	Moderate	What does it mean to empathise with the customer ?	It means make customer understand that we have to adhere to our policies	It means making customer agree to your each and every point	It means understanding customer's feelings, situations and emotions.	It means agreeing with customer on his each and every point
9	RAS / N0126	To help customers choose right products	Moderate	What is the importance of product knowledge in customer service and sales ?	a. Help closing sale positively	b. Builds customer trust and respect	c. Makes customer change their mind	d. Creates a positive customer experience
					a, b, c	a, b, d	b, c, d	a, c, d
10	RAS / N0127	To provide specialist support to customers facilitating purchases	Moderate	Which of the following skill should a Sales associate specialize in, to give a Smartphone features demonstration?	Product Knowledge	Technical Knowledge	Both Product as well as Technical knowledge	Only General Knowledge
11	RAS / N0127	To provide specialist support to customers facilitating purchases	Moderate	Which of the following information gives a clear picture about the after sales service of a product ?	Warranty Period	Mode of Payment available	Product Features & Benefits	Product Options available

	A	B	C	D	E	F	G	H	I
2	**Sr. No.**	**NOS Code**	**NOS Name**	**Level**	**Question**	**Option 1**	**Option 2**	**Option 3**	**Option 4**
15	12	RAS / N0128	To maximise sales of goods & services	Moderate	Selling a Bluetooth device with a smartphone, is an example of _____ technique.	Suggestive Selling	Add - on Selling	Down Selling	Up - Selling
16	13	RAS / N0128	To maximise sales of goods & services	Moderate	Which of the following is designed to be used as a short term way of boosting sales and convincing a potential customer to buy a product ?	Display promotion	Staff promotion	Advertisement promotion	Sales promotion
17	14	RAS / N0129	To provide personalised sales & post-sales service support	Easy	To give loyal customer a delightful experience, which of the following is essential for a sales associate to know ?	past personal history , bank details	past bank history, spouse details	past purchase history, personal details	past spouse history, purchase details
18	15	RAS / N0129	To provide personalised sales & post-sales service support	Difficult	For providing after-sales service, with whom the sales associate should share the customer details ?	The technical or installation team	The customer service team	The sales & operations team	The Marketing & Promotion Team
19	16	RAS / N0130	To create a positive image of self & organisation in the customers mind	Moderate	A positive brand image gives confidence to the customer that the brand is _____ and is clear in its _____.	loyal, market	premium, vision	focused, marketing	sincere, vision
20	17	RAS / N0130	To create a positive image of self & organisation in the customers mind	Moderate	What are the benefits of providing personalized customer service ?	a. Customer Purchase	b. Customer Engagement	c. Customer Experience	d. Customer Retention
21						a, c, d	b, c, d	a, b, d	a, c, d
22	18	RAS / N0132	To resolve customer concerns	Moderate	Arrange the following according to steps taken to resolve customer concerns ?	a. Offer and execute a solution	b. Follow-up and thank customer	c. Listen to your customer complaint	d. Empathize and apologize for the situation
23						a, b, c, d	c, d, a, b	d, b, c, a	b, c, a, d
24	19	RAS / N0132	To resolve customer concerns	Moderate	Why is customer feedback important ?	a. Opportunity to target potential customers	b. Best way to measure customer satisfaction	c. Give insights to improve customer experience	d. Helps to improve customer retention
25						a, c, d	a, b, d	b, c, d	a, b, c
26	20	RAS / N0133	To organise the delivery of reliable service	Difficult	Arrange the following as per steps to be taken to attend 2 customers at the same time ?	a. Greet the other customer	b. Ask permission from the first customer	c. Get back to the first customer quickly and thank them for waiting	d. Restate where they were in the sale
27						b, a, c, d	a, b, c, d	b, c, a, d	d, a, c, b