




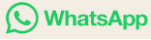

















Sr No	NOS	PC along with PC No	Difficulty level	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	RAS/N0301. Conduct profiling and acquisition of sellers	PC9. follow the process and documentation required for registration as per the company standards	Easy	To complete the registration process, the merchant relationship executive must ensure that all required _____ are submitted along with the registration form.	customer reviews	legal documents	product samples	marketing materials	Choice 2
2	RAS/N0301. Conduct profiling and acquisition of sellers	PC13. keep abreast of international operating standards for benchmarking	Easy	What is important for staying updated with international operating standards for benchmarking?	Focusing on local trends	Using traditional practices	Attending global conferences	Following regional guidelines	Choice 3
3	RAS/N0301. Conduct profiling and acquisition of sellers	PC15. work on self to get better at business development, selling skills, negotiation skills and customer service orientation	Easy	To improve the below-shown skill, what should a professional prioritize? 	Practice mock negotiations	Ignore the other party's perspective	Avoid difficult negotiations	Rely on past successes	Choice 1
4	RAS/N0301. Conduct profiling and acquisition of sellers	PC5. match offer proposition with prospective clients (sellers)	Medium	Which type of client is best suited for an offer proposition that includes a bulk discount on services?	High-volume sellers	Single-product retailers	New start-ups	Small, local shops	Choice 1
5	RAS/N0301. Conduct profiling and acquisition of sellers	PC14. know about success stories of comparative organizations	Easy	Why is it beneficial for a business to learn about the success stories of comparative organizations?	To know about their next move	To copy their strategies	To criticize them	To understand effective practices	Choice 4
6	RAS/N0301. Conduct profiling and acquisition of sellers	PC11. explain the documentation requirement and registration process to seller for undertaking business	Medium	Arrange the following steps of the seller registration process in a chronological sequence: A) Review and approve the seller's application. B) Collect required documentation from the seller. C) Provide the seller with registration guidelines and forms.	A>B>C	C>A>B	C>B>A	B>C>A	Choice 3
7	RAS/N0301. Conduct profiling and acquisition of sellers	PC12. ensure accurate and timely completion of documentation process	Difficult	Mike is managing the documentation process for new sellers. To ensure everything is completed accurately and on time, what should he do initially?	Rely on sellers to self-check their documents	Check only for errors in the documents	Review the documents after registration process	Provide clear instructions and deadlines	Choice 4
8	RAS/N0305. Study the market and competition to improve business performance	PC5. identify offers/schemes that work, based on competitor study	Easy	Which scheme is being followed by a competitor, if they are reducing the marked price by a certain percentage during sale?	Buy one get one free	Providing coupons	Providing scratch cards	Providing discounts	Choice 4
9	RAS/N0305. Study the market and competition to improve business performance	PC7. collect seller feedback and provide valuable inputs to reporting manager/ business partners	Medium	Which is the most effective method for collecting the below-shown information from sellers? 	Sending out anonymous surveys	Analysing market trends	Reviewing sales reports	Holding one-on-one meetings	Choice 1
10	RAS/N0305. Study the market and competition to improve business performance	PC6. work in tandem with marketing team to help create new schemes for acquisition and maintenance of sellers	Difficult	You have just worked with the marketing team to brainstorm new schemes for acquiring and maintaining sellers. What should be your next step?	Focus on managing existing sellers	Design marketing materials yourself	Finalize the scheme details with the marketing team	Implement the scheme without further discussion	Choice 3
11	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC5. assist sellers in order processing, packaging and shipping procedures	Easy	Which packaging material should a merchant use to protect the fragile glassware during shipping?	Tissue paper	Bubble wrap	Newspaper	Plastic bags	Choice 2
12	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC7. evaluate promotions and advise the advantages that sellers can derive from the promotions	Easy	A new online store is running a promotional campaign. In what way, can promotion help the merchant?	Increase product prices	Decrease customer engagement	Boost sales and customer interest	Reduce website traffic	Choice 3

13	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC4. help and guide seller in uploading new products	Easy	Which of the following buttons should be pressed if the seller wants to add new product information?					Choice 3
14	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC4. help and guide seller in uploading new products	Easy	What does the image suggest about adding product variants? 	Variants cannot be added	Only colour variants can be added	Multiple variants can be added	Size variants are not allowed	Choice 3
15	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC5. assist sellers in order processing, packaging and shipping procedures	Medium	Arrange the following steps of order processing and packaging in the correct chronological order: 1. Package and ship the product 2. Verify and confirm the order details 3. Print the shipping label	1>2>3	3>2>1	2>3>1	1>3>2	Choice 3
16	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC4. help and guide seller in uploading new products	Medium	Arrange the following steps of uploading a new product to an online marketplace in the correct chronological order: 1. Add product images 2. Enter product details (name, description, price) 3. Submit the product listing	1>2>3	2>1>3	2>3>1	1>3>2	Choice 2
17	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC8. ensure seller receives advantages and dues as per contract	Difficult	A seller is concerned that they have not received all the benefits promised in their agreement. Which document should the seller review to verify the benefits?	Sales contract	Customer feedback	Shipping receipts	Payment gateway statements	Choice 1
18	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC2. complete seller training about processes, guidelines and panels to targeted sellers	Easy	What approach will you follow to make the seller training engaging and effective?	Use lengthy presentations	Incorporate interactive elements	Limit the session to a single slide	Focus solely on theoretical concepts	Choice 2
19	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC5. collect, collate and share seller feedback with management	Easy	Which media format allows for real-time interaction and discussion for collecting feedback?	Video conference	Email report	Press release	Social media post	Choice 1
20	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC7. conduct webinars and exhibitions for sellers	Easy	Which of the following platforms can be used to hold a webinar?					Choice 3
21	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC7. conduct webinars and exhibitions for sellers	Easy	Which approach will you follow to educate multiple sellers about the upcoming schemes and promotional events and help them in being a part of the event?	Conducting webinar	Press release	Uploading a post	Individual calls	Choice 1

22	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC2. complete seller training about processes, guidelines and panels to targeted sellers	Medium	Arrange the following stages of the sellers' training process in the correct chronological order: 1. Detailed process training 2. Introduction to company policies 3. Q&A session	1>2>3	3>2>1	2>1>3	3>1>2	Choice 3
23	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC8. manage the payment cycle for sellers	Medium	Arrange the following steps of managing the payment cycle effectively in the correct order: 1. Verify and approve the payment details provided by sellers. 2. Reconcile the payment transactions with bank statements. 3. Process the payment through the financial system.	1>2>3	3>2>1	2>1>3	1>3>2	Choice 4
24	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC5. collect, collate and share seller feedback with management	Difficult	After collecting seller feedback, you need to prepare a report for management. What should be included in the report?	Only positive feedback	Only negative feedback	A summary of feedback	Detailed personal opinions	Choice 3
25	RAS/N0314: Use AI to onboard and manage sellers on the e-commerce platform	PC1. Implement AI-driven systems for automating document verification and data entry during the onboarding process.	Easy	Which of the following document should be verified during the on boarding process?	Adhar card 	Ration card 	Medical certificate 	Driving licence 	Choice 1
26	RAS/N0314: Use AI to onboard and manage sellers on the e-commerce platform	PC5. Utilize AI-driven systems to tailor training materials and support based on individual seller needs and preferences	Medium	In which aspect, does using AI-driven training systems for sellers benefit the work?	Cost	Loyalty	Speed	Standardization	Choice 3
27	RAS/N0314: Use AI to onboard and manage sellers on the e-commerce platform	PC10. Apply sentiment analysis on feedback data to identify trends and areas for improvement in the seller activation process	Medium	For what purpose, will you perform a sentiment analysis during your work?	To figure out the current sales	To figure out the schemes to be offered	To understand customers' satisfaction level	To understand the value of a product	Choice 3
28	RAS/N0314: Use AI to onboard and manage sellers on the e-commerce platform	PC13. Apply knowledge of IoT devices to monitor and track compliance with policies, such as tracking goods in the supply chain.	Difficult	In which operations of the sellers and logistics section, can IoT play a role? 1. Managing inventory 2. Tracking and monitoring assets 3. Managing on boarding of sellers 4. Optimizing routes	3 and 4 only	1, 2, and 4 only	1, 3, and 4 only	2 and 4 only	Choice 2
29	N0304 Build relationships with new sellers and strengthen relationships with	PC1. complete all required processes from registration to onboarding to ensure smooth and complete handover of the seller to account manager	Easy	You need to send a document with contract terms along with a written message. Which application will you use for the same?					Choice 2
30	N0304 Build relationships with new sellers and strengthen	PC11. understand and interpret seller queries PC12. suggest solutions to address the identified queries PC13. help manage and grow their businesses	Easy	Which aspect of the on boarding process helps sellers ensure their products meet platform standards?	Product listing approval	Customer service training	Tax information submission	Marketing campaign creation	Choice 1
31	N0304 Build relationships with new sellers and strengthen relationships with existing sellers	PC1. complete all required processes from registration to onboarding to ensure smooth and complete handover of the seller to account manager PC2. help build healthy relationships between seller and account manager	Easy	_____ is a part of the on boarding process.	Receiving customer orders	Setting up payment methods	Handling returns	Writing product reviews	Choice 2
32	N0304 Build relationships with new sellers and strengthen relationships with existing sellers	PC6. address all seller queries and resolving concerns and	Medium	Which strategy can the seller use to mitigate the impact of delays while still using the same courier service?	Lower the quality of packaging	Stop offering expedited shipping	Stop offering expedited shipping	Extend the estimated delivery time on listings	Choice 4

33	N0304 Build relationships with new sellers and strengthen relationships with existing sellers	PC5. train and orient sellers about the processes, guidelines, and panels PC6. address all seller queries and resolving concerns and issues, if any	Medium	Arrange the given steps of training a new seller about the company's processes in the correct sequence. 1. Provide training and doubt solving 2. Conduct an orientation session 3. Hand them a manual	2>1>3	1>2>3	2>3>1	2>3>1	Choice 3
34	N0306 Maintain good interpersonal relationships with all stakeholders	PC7. build network of sellers through various sources as per company policy	Easy	Which platform will you consider to perform social media marketing to build a network of sellers?					Choice 1
35	N0306 Maintain good interpersonal relationships with all stakeholders	PC3. adopt appropriate medium of communication	Easy	For quick updates and less formal communication within a team, the most suitable medium would be _____.	written report	video call	formal letter	instant messaging	Choice 4
36	N0306 Maintain good interpersonal relationships with all stakeholders	PC8. manage network of sellers by being in continuous contact with them PC9. establish trust and confidence with sellers by communicating the need, expectations and shareable information with them PC10. ensure minimization of possible losses and risks in relationships	Difficult	A seller has consistently met your expectations and you want to strengthen this relationship further. Which of the following are the possible ways to communicate this? 1. Send a generic thank-you email 2. Publicly acknowledge their efforts in a company newsletter 3. Organize a formal meeting to discuss future collaboration	2 only	1 & 3 only	2 & 3 only	1 & 2 only	Choice 3
37	N0307 Comply to grooming, health and hygiene requirements of the organization	PC1. ensure personal hygiene while at work PC2. avoid use of products that affect personal hygiene adversely PC3. identify hygiene conditions that could impact health	Easy	Which of the following should be done daily to maintain personal hygiene at work?	Skipping breakfast	Brushing teeth	Wearing the same clothes	Avoiding physical activity	Choice 2
38	N0307 Comply to grooming, health and hygiene requirements of the organization	PC14. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community PC10. report on personal health issues related to injury,	Easy	Which personal protective equipment (PPE) is most effective in preventing the spread of airborne infectious diseases?					Choice 2
39	N0102 Employability Skills	PC20. operate digital devices and carry out basic internet operations securely and safely PC21. use e-mail and social media platforms and virtual collaboration tools to work effectively	Easy	Which application can be used to send instant messages and perform real-time conferencing?					Choice 2
40	N0102 Employability Skills	PC1. identify employability skills required for jobs in various industries	Easy	Which skill involves the ability to work well with others to achieve a common goal?	Public speaking	Time management	Independence	Teamwork	Choice 4