












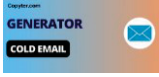



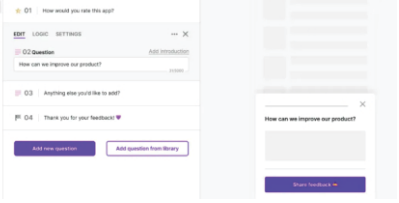


















Sr No	NOS	PC along with PC No	Difficulty level	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	RAS/N0301. Conduct profiling and	PC1. study the market to be able to identify new sellers	Easy	Merchant relationship executives often begin by conducting thorough_____ to understand market trends.	internal audits	financial analysis	market surveys	competitive analysis	Choice 3
2	RAS/N0301. Conduct profiling and acquisition of sellers	PC2. study the prospective seller base based on product categories in the marketplace	Easy	Which of the following product category is shown in the image given below? 	Books	Electronics	Cosmetics	Clothes	Choice 2
3	RAS/N0301. Conduct profiling and acquisition of sellers	PC4. communicate advantages and benefits about the online platform to sellers	Easy	Which of the following is a benefit of using platform as shown in the image given below for business? 	Improved manual record-keeping	Enhanced physical store traffic	Increased global reach	Better local print advertising	Choice 3
4	RAS/N0301. Conduct profiling and acquisition of sellers	PC7. identify prospective sellers for the organization	Easy	Which of the following is most effective for identifying new sellers in a targeted market segment?	Conducting team exercises	Reviewing emails	Managing office tasks	Attending trade shows	Choice 4
5	RAS/N0301. Conduct profiling and acquisition of sellers	PC8. identify critical elements of seller registration	Medium	Which of the following is a critical element for verification while performing the below-shown task? 	PAN Card	Credit card details	Debit card pin	Blank cheque	Choice 1
6	RAS/N0301. Conduct profiling and acquisition of sellers	PC3. set targets to approach, explain and register sellers	Medium	Arrange the following steps of setting targets for approaching sellers in a chronological sequence: A) Define specific and measurable target goals B) Review and adjust targets based on feedback C) Analyse past performance and market data	A>B>C	C>B>A	C>A>B	A>C>B	Choice 3
7	RAS/N0301. Conduct profiling and acquisition of sellers	PC10. list down key elements of knowledge to be passed on to the sellers	Difficult	Sarah is on boarding a new seller for her e-commerce platform. Which key element of knowledge should she ensure the seller understands?	Company's office layout	Seller's preferred colour scheme	Historical sales data of competitors	Platform's fee structure and payment terms	Choice 4
8	RAS/N0305. Study the market and	PC2. seek information about their market share, sales and revenue	Easy	Which parameter makes one understand the percentage of customer purchasing a seller's products?	Income generated	Gross margin	Market share	Revenue figures	Choice 3
9	RAS/N0305. Study the market and competition to improve business performance	PC3. seek information on their strengths and weaknesses	Medium	Why should you seek information about competitors' strengths and weaknesses?	To copy their business model	To identify market opportunities and threats	To establish personal connections	To copy their product designs	Choice 2

10	RAS/N0305. Study the market and competition to improve business performance	PC5. identify offers/schemes that work, based on competitor study	Difficult	Arrange the following steps of identifying offers or schemes that work based on competitor study in a chronological order: A) Research competitors' market performance B) Implement similar successful offers or schemes C) Analyse competitors' successful offers and schemes	A>B>C	C>B>A	A>C>B	C>A>B	Choice 3
11	RAS/N0302: Update the sellers on product	PC1. know and understand the critical aspects of the online portal	Easy	___ are important information required to log in to a merchant portal.	Email address and password	Address	City name	Credit card number	Choice 1
12	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	A shipping label should include the recipient's address, sender's address, and _____.	Product manufacturing date	Product expiry date	Customer's social security number	Tracking number	Choice 4
13	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 material will you suggest the seller to use for a variety of cosmetic products, especially those in the luxury segment?	Bio-plastics 	Metal 	Bamboo 	Plastic 	Choice 2
14	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC2. orient and train sellers on the elements of portal operation and seller panel	Easy	Which feature is essential for tracking sales performance on a merchant portal?	Customer feedback section	Sales analytics dashboard	Live chat support	News feed	Choice 2
15	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC12. give promotional offers on high-end brands and bulk offers on small brands	Medium	Which type of offer is being used in the below-shown promotional ad of a high-end brand? 	Buy One, Get One Free	Free Item with purchase	Bulk discount	20% Off all items	Choice 2
16	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC11. suggest and guide new sellers about how to grow business online	Medium	You are developing a content strategy for your new online merchant. Which type of content will be most effective for attracting and retaining customers?	Random blog posts	High-quality and relevant content	Infrequent updates	Frequent meme spam	Choice 2

17	RAS/N0302: Update the sellers on product promotions and orient them on operating the technology platform	PC9. update self about upcoming promotions and technology applications	Difficult	As a merchant relationship executive, you need to stay informed about new promotional strategies. Which of the following will you opt for receiving updates on upcoming promotions?	Social media platforms	Marketing newsletters	Payment processing systems	Inventory management software	Choice 2
18	RAS/N0303: Execute daily operational	PC1. ensure complete tracking of seller listing on the portal	Easy	To monitor the performance of product listings, you should regularly check the _____ section of the seller portal.	Order history	Inventory	Analytics dashboard	Account settings	Choice 3
19	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC6. use MIS reporting	Easy	_____ of MIS report is best suited for tracking sales performance across different regions.	Sales dashboard	Inventory list	Employee attendance record	Product Status	Choice 1
20	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC5. collect, collate and share seller feedback with management	Easy	What does the below-shown seller feedback specify about their experience? 	Dissatisfied	Neutral experience	Highly satisfied	Experienced significant issues	Choice 3
21	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 tool is effective for collating feedback from different sources and arranging them in the form of a table?	 Excel				Choice 1
22	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC4. monitor and achieve targets in terms of seller registration	Medium	Which metric should be used to track the number of new registrations as a seller each month?	Registrations	Traffic	Inventory	Revenue	Choice 1
23	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC4. monitor and achieve targets in terms of seller registration	Medium	Which visualization tool can help in identifying trends in seller registrations?	Chart	Memo	Calendar	Invoice	Choice 1
24	RAS/N0303: Execute daily operational activities to enhance business and improve seller satisfaction	PC7. conduct webinars and exhibitions for sellers	Difficult	You are planning a webinar but the scheduled time conflicts with another major event. What approach should be followed here?	Proceed with the original time	Reschedule the webinar	Cancel the webinar	Host the webinar	Choice 2

25	RAS/N0314: Use AI to onboard and manage sellers on the e-commerce platform	PC2. Use chatbots or virtual assistants to guide sellers through onboarding steps efficiently	Easy	Virtual assistants can offer _____ support to sellers during on boarding.	real-time	limited	delayed	occasional	Choice 1
26	RAS/N0314: Use AI to onboard and manage sellers on the e-commerce platform	PC3. Apply knowledge of AI algorithms to analyse historical data and predict seller success on the platform	Medium	AI identifies patterns in successful seller behavior. What is the primary data source for AI to predict seller success?	Historical data	Competitor trends	Social media likes	Offline activity	Choice 1
27	RAS/N0314: Use AI to onboard and manage sellers on the e-commerce platform	PC12. Use AI-driven tools for natural language processing to understand and respond to seller inquiries more effectively.	Medium	Which of the following options represents an AI-driven tool that helps in getting a nice email that can be optimized further with internal insights?					Choice 1
28	RAS/N0314: Use AI to onboard and manage sellers on the e-commerce platform	PC9. Implement AI-powered surveys or feedback mechanisms that adapt based on seller interactions	Difficult	What role will the below-shown application perform? 	Increase the sales	Provide customer insights in minutes	Provide an analysis of the competitor's performance	Help in on boarding sellers	Choice 2
29	N0304 Build relationships with new sellers and strengthen relationships with	PC9. identify the list of existing sellers who have come from different mediums	Easy	Which tool can you use to keep a database of new joining and existing sellers on a sheet?					Choice 4
30	N0304 Build relationships with new sellers and	PC4. take feedback on the material and incorporate the same PC6. address all seller queries and	Easy	Which option gives the importance of asking clarifying questions while receiving feedback from a seller?	To better understand the feedback	To challenge the seller's opinions	To show that you are defensive	To end the feedback session quickly	Choice 1
31	N0304 Build relationships with new sellers and strengthen relationships with existing sellers	PC4. take feedback on the material and incorporate the same	Easy	Which tool is often used to help sellers to add suggestions and give reviews openly?	Inventory management system	Customer feedback form	Product listing tutorial	Shipping calculator	Choice 2
32	N0304 Build relationships with new sellers and	PC11. understand and interpret seller queries PC12. suggest solutions to address the	Medium	What would you suggest to a seller, if you find that the delays in the delivery of their products are due to issues with the current courier service?	Hold shipping products to customer	Deduct the delivery fees	Switch to a more reliable courier service	Continue using the same courier service	Choice 3
33	N0304 Build relationships with new sellers and strengthen	PC10. identify the background of the seller accounts PC11. understand and interpret seller queries	Medium	A seller is struggling to list new products correctly on the platform. Which immediate action should you take?	Register the complaint and ask technical team to take over	Handover the issue to supervisor	Review the current selling process	Provide a video tutorial on product listing	Choice 4

34	N0306 Maintain good interpersonal relationships with all stakeholders	PC15. consult supervisor if the seriousness of conflict is beyond scope of responsibility PC16. concisely and accurately record details of the conflict	Easy	Which application will you use to create an incident report on a recent conflict of sellers that took place in the workplace?					Choice 1
35	N0306 Maintain good interpersonal relationships with all stakeholders	PC15. consult supervisor if the seriousness of conflict is beyond scope of responsibility PC3. adopt appropriate medium of communication	Easy	Which communication medium is best suited for sending an official invitation to a corporate event?	Social media story	Formal email	Video conferencing	Text message	Choice 2
36	N0306 Maintain good interpersonal relationships with all stakeholders	PC7. build a network of sellers through various sources as per company policy	Easy	When building a network of sellers, which source of information is often considered the most reliable?	Social media marketing	Paid advertisements	Referrals from existing sellers	Cold calling	Choice 3
37	N0307 Comply to grooming, health and hygiene requirements of the organization	PC6. adhere to company policy with respect to personal grooming PC7. identify articles required to conform to grooming norms as per company policies	Easy	Which grooming article helps in reducing body odour and maintaining freshness throughout the day?	Face cream	Deodorant	Shampoo	Hair conditioner	Choice 2
38	N0307 Comply to grooming, health and hygiene requirements of the organization	PC6. adhere to company policy with respect to personal grooming PC7. identify articles required to conform to grooming norms as per company policies	Easy	Which article is typically used to ensure clothing is wrinkle-free and presentable?					Choice 1
39	N0102 Employability Skills	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies,	Easy	Which of the given platforms is dedicated to searching for job opportunities?					Choice 1
40	N0102 Employability Skills	PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for	Easy	Which type of entrepreneurship is practiced by established firms that seek to sustain growth by innovating and entering new markets?	Social entrepreneurship	Small business entrepreneurship	Corporate entrepreneurship	Franchise entrepreneurship	Choice 3