

Sr No	NOS	PC along with PC No	Difficulty level	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	RAS/N0110 To service cash point/POS	PC2. look into and promptly sort out any problems with routine cash point operations and transactions.	D1	What should you do if the cash register does not open during a transaction?	Wait for a customer to help	Attempt to fix it yourself	Notify your supervisor	Close the cash register	Choice 3
2	RAS/N0110 To service cash point/POS	PC3. check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.	D1	How should refunds be handled to ensure efficiency?	Issue a store credit without any record	Keep returned items separate without processing	Offer a refund only during off-peak hours	Record the refund and adjust the cash register	Choice 4
3	RAS/N0110 To service cash point/POS	PC5. correctly follow cash point security procedures.	D2	A customer requests you to give cash back on a credit card transaction. What should you do in this situation?	Offer a cash advance from the register.	Politely decline	Charge a small fee for providing cash back.	Offer a store gift card instead of cash back.	Choice 2
4	RAS/N0110 To service cash point/POS	PC6. develop effective plans to cope with unexpected problems at the cash point.	D3	If the cash register stops working suddenly, what is the best action to take?	Close the store immediately	Offer discounts to customers for the inconvenience	Use a calculator and record sales manually	Redirect customers to another store	Choice 3
5	RAS/N0111 To follow point-of- sale procedures for age-restricted products	PC3. follow legal requirements and company policies and procedures for refusing sales.	D1	What is the correct action if you suspect a customer is using a fake ID to buy alcohol?	Refuse the sale	Accept the ID and sell the alcohol	Ask for another form of ID	Call the police immediately	Choice 1
6	RAS/N0111 To follow point-of- sale procedures for age-restricted products	PC7. tell customers the correct amount to be paid.	D1	What should you do if a customer gives you a ₹500 note for an item priced at ₹450?	Keep the change	Return ₹50	Ask for exact change	Ask if they want to buy something else	Choice 2
7	RAS/N0111 To follow point-of- sale procedures for age-restricted products	PC8. check accurately the amount and means of payment offered by the customer.	D1	What do you do when a customer wants to pay ₹150 bill using UPI?	Ask for their phone number	Tell them UPI is not accepted	Give them your UPI code to scan	Ask them to pay by cash	Choice 3
8	RAS/N0111 To follow point-of- sale procedures for age-restricted products	PC10. tell the customer tactfully when payment cannot be approved.	D2	A customer's mobile payment app shows a transaction failure. How should you respond?	It's not going through. Something's wrong.	Please check your app or try again.	That app doesn't work here.	Use cash or leave it.	Choice 2
9	RAS/N0112 To process customer order for goods	PC3. find out who can supply the goods needed and on what terms.	D1	Which supplier has a return policy for damaged goods?	Wholesale Market	Online Retailer	Local Grocer	Local Farmer	Choice 2
10	RAS/N0112 To process customer order for goods	PC4. keep customers informed of progress in finding the goods they need.	D1	What should you do if a customer asks for a product that's in a locked display?	Unlock the display and help them	Suggest they try another store	Ask them to check online instead	Offer a similar product that is not locked	Choice 1
11	RAS/N0112 To process customer order for goods	PC6. follow legal and company procedures for checking the customers identity and credit status.	D2	What should you do if a customer's credit card is declined?	Ask them to pay cash	Give them a discount	Hold their items until they find another payment method	Let them take the items and pay later	Choice 3
12	RAS/N0112 To process customer order for goods	PC9. provide accurate, clear, complete and timely information to those responsible for issuing the invoice.	D3	A customer asks for an itemized bill. How should you prepare the information for invoicing?	List each item with prices and quantities	Just item names	Only total amount	Mention the most expensive items only	Choice 1
13	RAS/N0113 To process part exchange sale transaction	PC3. identify accurately any repairs and cleaning needed and the costs involved.	D1	How can you accurately identify if an item needs cleaning?	Visually inspect it for dirt and stains	Review the item's price tag	Inspect the item's brand label	Review the item's sales history	Choice 1
14	RAS/N0113 To process part exchange sale transaction	PC4. work out the exchange value of the item accurately within company guidelines.	D1	If the new item costs more than the returned item, what should you do?	Refund the difference	Give the new item for free	Ask the customer to pay the difference	Cancel the transaction	Choice 3
15	RAS/N0113 To process part exchange sale transaction	PC6. tell the customer politely that the item is not acceptable for part exchange, when this applies.	D2	Arrange the given steps in the correct order to handle an unacceptable exchange item: A. Apologize for any inconvenience caused. B. Check the item against the exchange policy. C. Inform the customer the item isn't eligible.	A>B>C	A>C>B	C>B>A	B>C>A	Choice 4

16	RAS/N0113 To process part exchange sale transaction	PC8. follow company policies and procedures for checking who owns the item.	D3	Match the company policy steps with the appropriate scenarios to ensure proper verification of item ownership. <table border="1"> <thead> <tr> <th>Policy Steps</th> <th>Scenarios</th> </tr> </thead> <tbody> <tr> <td>A. Ask for receipt</td> <td>1. A customer returns an expensive electronic item without a box.</td> </tr> <tr> <td>B. Verify identity if high-value item</td> <td>2. A regular customer retrieves a forgotten shopping bag.</td> </tr> <tr> <td>C. Use customer database for verification</td> <td>3. A customer claims a watch left at the checkout.</td> </tr> </tbody> </table>	Policy Steps	Scenarios	A. Ask for receipt	1. A customer returns an expensive electronic item without a box.	B. Verify identity if high-value item	2. A regular customer retrieves a forgotten shopping bag.	C. Use customer database for verification	3. A customer claims a watch left at the checkout.	A - 3 B - 2 C - 1	A - 1 B - 2 C - 3	A - 1 B - 3 C - 2	A - 2 B - 3 C - 1	Choice 3
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17	RAS/N0115 To process payments	PC1. accurately identify the price of purchases.	D1	What should be done when a customer questions the accuracy of a price?	Offer a discount	Suggest a cheaper product	Verify the price	Explain store policies	Choice 3								
18	RAS/N0115 To process payments	PC1. accurately identify the price of purchases.	D1	What is a crucial step after noticing a pricing error on a receipt?	Refund the difference	Ignore since the transaction is complete	Offer a free item to make up for the error	Offer a future discount	Choice 1								
19	RAS/N0115 To process payments	PC2. promptly sort out any pricing problems by referring to pricing information.	D2	Arrange the given steps in the correct order to correct a price error at checkout: A. Update the transaction with the correct price. B. Verify the price discrepancy with the price list. C. Apologize to the customer for the inconvenience.	A>B>C	B>C>A	C>B>A	A>C>B	Choice 2								
20	RAS/N0115 To process payments	PC4. work out accurately the amount the customer should pay.	D3	During a sale, a customer buys an item originally priced at ₹500 with a 10% discount. What is the discounted price?	₹550	₹400	₹450	₹500	Choice 3								
21	RAS/N0116 To process cash and credit transactions	PC3. promptly investigate reasons for missed payments and accurately record the findings.	D1	What should you first check if a payment fails?	Customer's ID	Payment method	Store policy	Time of day	Choice 2								
22	RAS/N0116 To process cash and credit transactions	PC4. identify customers who go over their credit limits and report the findings promptly to the right person.	D1	During a sale, how do you handle a situation where the credit payment exceeds the limit?	Adjust the bill	Call the bank	Suggest paying in cash	Pack the goods anyway	Choice 3								
23	RAS/N0116 To process cash and credit transactions	PC8. record payments from customers promptly and accurately.	D2	Arrange the given steps in the correct order to record a cash payment: A. Enter the total amount in the cash register. B. Give the customer their receipt. C. Count the cash provided by the customer.	A>C>B	B>A>C	B>C>A	C>A>B	Choice 4								
24	RAS/N0116 To process cash and credit transactions	PC13. check that charges made to customer accounts are correct.	D3	If a customer has a discount coupon that didn't apply, what should you do?	Apply the coupon	Deny the coupon's validity without verification	Ask the customer to pay the full price	Tell the customer to try again next time	Choice 1								
25	RAS/N0117 To process returned goods	PC4. explain to the customer clearly and politely the action to be taken, and any charges that apply.	D1	When a customer asks about the return policy, what should you first explain?	Return time limits and fees	Product warranty details	Delivery tracking options	Loyalty program benefits	Choice 1								
26	RAS/N0117 To process returned goods	PC5. pick out accurately the replacement goods and follow company procedures for preparing them to be sent out.	D1	When preparing a replacement item to be sent out, what is important to include with the package?	Excess packaging material	A customer satisfaction survey	A return label	A thank-you note for the purchase	Choice 3								
27	RAS/N0117 To process returned goods	PC8. give accurate and complete information to the person who can raise a credit note or refund the payment.	D2	Arrange the given steps in the correct order to process a refund payment: A. Inform the accounts team about the refund details. B. Ensure the customer's eligibility for a refund. C. Record the payment method and amount to be refunded.	B>C>A	C>B>A	A>C>B	A>B>C	Choice 1								

28	RAS/N0117 To process returned goods	PC10. label clearly any goods that are to be returned to the supplier or manufacturer.	D3	Match the type of return label to the correct description. <table border="1" data-bbox="876 237 1163 367"> <thead> <tr> <th>Type of Return Label</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>A. Defective</td> <td>1. Incorrect item was delivered.</td> </tr> <tr> <td>B. Unwanted</td> <td>2. Customer changed their mind.</td> </tr> <tr> <td>C. Wrong Item</td> <td>3. Goods are damaged or faulty.</td> </tr> </tbody> </table>	Type of Return Label	Description	A. Defective	1. Incorrect item was delivered.	B. Unwanted	2. Customer changed their mind.	C. Wrong Item	3. Goods are damaged or faulty.	A - 3 B - 2 C - 1	A - 1 B - 3 C - 2	A - 2 B - 3 C - 1	A - 1 B - 2 C - 3	Choice 1
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39	DGT/VSQ/ N0102 Employability Skills	PC10. calculate income, expenses, savings etc.	D1	If your monthly income is ₹12,000 and you save ₹3,000. what is your monthly expense?	₹9,000	₹6,000	₹12,000	₹15,000	Choice 1								
40	DGT/VSQ/ N0102 Employability Skills	PC14. identify and assess opportunities for potential business	D2	What is an important factor when choosing a location for a new business?	The number of potential customers nearby	The colour of the walls	The distance from your home	The type of floor tiles	Choice 1								

