






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	PC1. check at suitable times that staff are setting up and operating cash points correctly.	D1	How frequently should you verify the accuracy of the cash register?	Verify once at the start.	Verify only when it feels necessary.	Verify regularly throughout the shift.	Verify only at the end of the day.	Choice 3								
2	RAS/N0110 To service cash point/POS	PC1. check at suitable times that staff are setting up and operating cash points correctly.	D1	When processing a payment, you should always _____.	make the customer wait without explanation	speak clearly and confirm the total amount	rush through the process	forget to thank the customer	Choice 2								
3	RAS/N0110 To service cash point/POS	PC2. look into and promptly sort out any problems with routine cash point operations and transactions.	D1	How should you deal with a customer who says they got the wrong change?	Recheck the transaction details	Argue with the customer	Give extra change to avoid conflict	Ask the customer to leave	Choice 1								
4	RAS/N0110 To service cash point/POS	PC4. accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.	D2	Arrange the given steps in the correct order to authorise a credit card payment: A. Input the amount and confirm the transaction. B. Verify customer's identity and card details. C. Provide the customer with a payment receipt.	B>A>C	C>B>A	A>C>B	A>B>C	Choice 1								
5	RAS/N0111 To follow point-of- sale procedures for age-restricted products	PC1. follow legal requirements and company policies and procedures for asking for proof of age.	D1	Which ID is acceptable for buying alcohol?	Aadhar Card	Library card	School ID	Shopping card	Choice 1								
6	RAS/N0111 To follow point-of- sale procedures for age-restricted products	PC2. make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products.	D1	What is the cashier doing before selling the alcohol product? 	Asking for the receipt	Calculating the total amount due	Packing the product	Checking the customer's ID	Choice 4								
7	RAS/N0111 To follow point-of- sale procedures for age-restricted products	PC9. process the payment in line with company procedures, where the payment is acceptable.	D2	Arrange the given steps in the correct order to process a gift card payment: A. Swipe the gift card through the card reader. B. Confirm the balance and proceed with the transaction. C. Hand the receipt to the customer.	A>B>C	C>B>A	B>C>A	B>A>C	Choice 1								
8	RAS/N0111 To follow point-of- sale procedures for age-restricted products	PC11. record payments accurately.	D3	Match the payment method to the corresponding action required for accurate recording. <table border="1" data-bbox="951 1045 1220 1138"> <thead> <tr> <th>Payment Method</th> <th>Action Required</th> </tr> </thead> <tbody> <tr> <td>A. Credit Card</td> <td>1. Verify the transaction on the app and confirm</td> </tr> <tr> <td>B. Cash</td> <td>2. Count the amount received and provide a receipt</td> </tr> <tr> <td>C. Mobile Payment</td> <td>3. Enter the amount and ask for the PIN</td> </tr> </tbody> </table>	Payment Method	Action Required	A. Credit Card	1. Verify the transaction on the app and confirm	B. Cash	2. Count the amount received and provide a receipt	C. Mobile Payment	3. Enter the amount and ask for the PIN	A - 1 B - 3 C - 2	A - 2 B - 3 C - 1	A - 1 B - 2 C - 3	A - 3 B - 2 C - 1	Choice 4
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9	RAS/N0112 To process customer order for goods	PC1. identify customers needs accurately by asking suitable questions.	D1	Why is it useful to ask customers if they need assistance with sizes or fits?	To reduce returns and exchanges	To make them buy more items	To offer a discount	To know their fashion sense	Choice 1								
10	RAS/N0112 To process customer order for goods	PC2. identify the goods that will meet customers needs and check with customers that these are satisfactory.	D1	Which item would best meet the needs of a customer looking for a healthy snack?	Chips 	Chocolate bar 	Apple 	Donut 	Choice 3								

11	RAS/N0112 To process customer order for goods	PC5. give customers clear, accurate and complete information about the availability of goods and the terms of supply.	D2	Arrange the given steps in the correct order to handle a query about a back-ordered item: A. Offer alternatives or future availability dates. B. Check the expected date in the inventory system. C. Apologise for the inconvenience and explain the delay.	A>C>B	B>A>C	B>C>A	C>B>A	Choice 4
12	RAS/N0112 To process customer order for goods	PC8. prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment.	D3	Why is it important to provide clear information about an order to the fulfilment team?	To reduce the amount of packaging used	To ensure the order is processed quickly	To meet the store's daily sales targets	To prevent the need for customer follow-ups	Choice 2
13	RAS/N0113 To process part exchange sale transaction	PC1. thoroughly inspect the item being offered.	D1	In the given image, the item's price tag is missing.  What should you do? 	Use the last known price from previous sales	Request the customer to check the price online	Offer the item for free	Check the system for the price	Choice 4
14	RAS/N0113 To process part exchange sale transaction	PC2. protect the item from damage while handling it.	D1	To prevent clothing items from getting torn, avoid using _____ when handling them.	hangers	sharp pins	soft cloths	fabric softener	Choice 2
15	RAS/N0113 To process part exchange sale transaction	PC5. explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement.	D2	Why is it important to explain the part-exchange value clearly to a customer?	To help them understand the deal	To check their payment method	To know their favourite product	To see if they need a bag	Choice 1
16	RAS/N0113 To process part exchange sale transaction	PC7. treat the customer politely throughout the valuation process.	D3	During the valuation process, why is it important to greet the customer with a smile?	It shows the customer they are welcome and valued.	It helps to finish the process quickly.	It reduces the workload.	It avoids any confrontation.	Choice 1
17	RAS/N0115 To process payments	PC1. accurately identify the price of purchases.	D1	Why should a cashier double-check the prices of sale items?	To confirm the discount is applied correctly	To find out the original price	To see if the item is in stock	To ask for customer feedback	Choice 1
18	RAS/N0115 To process payments	PC1. accurately identify the price of purchases.	D1	What should a cashier do if the price on the register does not match the price tag?	Charge the customer the higher price	Adjust the price to match the tag	Change the price tag without checking	Ask the customer to pay the higher price	Choice 2
19	RAS/N0115 To process payments	PC2. promptly sort out any pricing problems by referring to pricing information.	D2	Why is it important to promptly sort out pricing problems?	To save time for the cashier	To make the store look good	To increase sales quickly	To avoid customer frustration	Choice 4
20	RAS/N0115 To process payments	PC3. seek advice promptly from the right person when he/she cannot sort out pricing problems himself/herself.	D3	Who should a cashier ask for help with a pricing problem they cannot solve?	The store manager or supervisor	Another customer	The cashier at the next counter	The store security guard	Choice 1
21	RAS/N0116 To process cash and credit transactions	PC1. follow company guidelines for setting customer credit limits.	D1	How can following company guidelines for credit limits benefit the store?	It helps in managing financial risk	It increases the number of transactions	It reduces store maintenance costs	It reduces the need for discounts	Choice 1
22	RAS/N0116 To process cash and credit transactions	PC2. check customer accounts accurately and at suitable intervals to check that payments are up to date.	D1	To keep customer accounts accurate, each payment must be _____ as soon as it's received.	refunded to the customer	recorded in the system	ignored until later	given a discount	Choice 2
23	RAS/N0116 To process cash and credit transactions	PC5. act promptly and within company guidelines to deal with customers who go over their credit limits.	D2	What is a suitable response when a customer is upset about their credit limit during checkout?	Explain the credit policies clearly	Suspend the customer's account	Offer to hold items for 24 hours	Remove some items from the bill	Choice 1
24	RAS/N0116 To process cash and credit transactions	PC10. identify problems accurately and sort them out promptly.	D3	If a customer receives the wrong item, what is the first step you should take?	Ask them to fill out a complaint form	Apologize and offer to replace the item	Give them a store credit instead of a replacement	Provide a refund without addressing the mistake	Choice 2
25	RAS/N0117 To process returned goods	PC1. check clearly and politely with the customer what goods they want to return and their reasons.	D1	When a customer wishes to return an item, ask _____ to understand their reasons.	them to quickly mention any issue	them to clearly explain the problem	for their receipt only	for a manager's approval	Choice 2
26	RAS/N0117 To process returned goods	PC3. follow legal & company requirements for offering replacements and refunds, and explain these to the customer clearly & politely.	D1	How should you respond if a customer wants to return an item that is not in its original packaging?	Refuse the return rudely	Call the manager immediately	Accept the return without checking	Check the store policy and explain it to the customer politely	Choice 4

27	RAS/N0117 To process returned goods	PC7. check accurately the type, quantity and condition of returned goods.	D2	What should you do if the quantity of returned goods is different from the receipt?	Accept the return without checking.	Politely inform the customer about the discrepancy.	Check if the items are on sale.	Offer a different product.	Choice 2
28	RAS/N0117 To process returned goods	PC9. update the stock control system promptly, accurately and fully.	D3	How can you ensure the stock control system is updated fully?	By checking the stock only once a year	By using outdated inventory data	By counting items carefully	By reviewing past sales data	Choice 3
39	DGT/VSQ/ N0102 Employability Skills	PC9. use various financial products and services safely and securely	D1	When dealing with cash transactions, what is a good practice to ensure security?	Count the cash openly in front of the customer	Leave cash in an unsecured place	Use a cash register or safe to store money securely	Allow customers to handle the cash	Choice 3
40	DGT/VSQ/ N0102 Employability Skills	PC13. use internet and social media platforms securely and safely	D2	How should you react if you receive an unexpected email asking for your personal information?	Provide the information immediately	Delete the email and report it as phishing	Reply with your personal details	Forward it to your friends	Choice 2