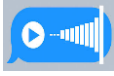



































S. No.	NOS name	PC	Difficulty level	Theory/Skill	Question	Choice 1	Choice 2	Choice 3	Choice 4	Correct choice
3	RAS/N0115: To process payments.	Promptly sort out any pricing problems by referring to pricing information	Medium	Practical	What skill is demonstrated by resolving a price discrepancy with an immediate solution? 1. Problem-solving 2. Time management 3. Technical knowledge	Only 1	Only 2 & 3	Only 3	Only 1 & 2	Choice1
5			Easy	Practical	What skill is essential when addressing pricing objections without offering discounts?	Negotiation tactics	Discount strategy	Time management	Value-based selling	Choice 4
6			Medium	Practical	What skill is crucial to avoid setting prices too high or too low? 1. Market research 2. Risk management 3. Time management	Only 1	Only 2 & 3	Only 3	Only 1 & 2	Choice 1
8		Work out accurately the amount the customer should pay.	Difficult	Practical	A customer bought two skirts each costing Rs 350 and Rs 450. Calculate the total amount if they also have to pay Rs 25 as tax.	Rs 825	Rs 755	Rs 625	Rs 700	Choice 1
9	RAS/N0111: To follow point-of-sale procedures for age-restricted products	Follow legal requirements and company policies and procedures for asking for proof of age	Easy	Practical	Which ID would you consider acceptable as a proof of age?	Rashan card	School ID	Adhar card	Employee ID	Choice 3
13		Make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products.	Difficult	Practical	What is the best approach for a retailer to ensure compliance when verifying a customer's age online? 1. Use age verification systems 2. Manually assess customer details 3. Deliver without verification	Only 2 & 3	Only 2	Only 1	Only 1 & 2	Choice 3
14		Refuse politely and firmly to make sales that are against the law or any procedures and policies he/she must follow	Easy	Practical	Why is it important to thank the customer when declining a sales offer?	To appear firm	To avoid conflict	To encourage follow-ups	To show empathy	Choice 4
16		Store payments securely and protect them from theft.	Medium	Practical	Which of the following practices help prevent retail theft through inventory management? 1. Conduct physical inventory counts 2. Keep overstocked display shelves 3. Track at-risk merchandise	Only 1	Only 2 & 3	Only 2	Only 1 & 3	Choice 4
17		Store payments securely and protect them from theft.	Medium	Practical	Where would you keep payments to keep them safe from theft?	In an open drawer	In a locked drawer	In your pockets	On the counter	Choice 2
19	RAS/N0116: To process cash and credit transactions	Follow company guidelines for setting customer credit limits	Easy	Practical	Which skill is essential for analysing a credit limit against a client's operating income?	Financial analysis	Risk mitigation	Time management	Customer service	Choice 1
22		Record clearly and accurately the reasons why payments are overdue.	Medium	Practical	A client hasn't responded to your polite payment reminders. What is the best skill to use for a professional follow-up to identify the reason?	Clear communication	Technical expertise	Risk analysis	Multitasking	Choice 1
25		Check that charges made to customer accounts are correct.	Easy	Practical	What should be verified before processing a payment?	Customer's payment history	Correct charges on the account	Customer's account creation date	Available stock of products	Choice 2
27		Check that credits made to customer accounts are correct.	Medium	Practical	How can you confirm credits made to a customer's account are accurate? A. By checking stock levels B. By reviewing transaction history C. By consulting unrelated accounts	Only A	Only A & B	Only B	Only C	Choice 3
28		Identify customers who go over their credit limits and report the findings promptly to the right person	Difficult	Practical	A customer's account is on credit hold because their preset credit limit has been exceeded. What is the best course of action to resolve the issue?	Increase their credit limit immediately	Communicate with the customer to develop a payment plan	Request the customer to settle outstanding invoices	Suspend their account temporarily until resolved	Choice 3
30	RAS/N0117: To process returned goods	Apologise promptly if the company appears to be at fault.	Easy	Practical	What is the best way to apologize sincerely and specifically for a delayed order?	"Sorry for any issues caused."	"I apologize for the delay."	"We regret this happened, maybe next time."	"It's not our fault."	Choice 2
32		Check accurately the type, quantity and condition of returned goods	Medium	Practical	You receive a returned electronic device with reported performance issues. How should you assess its quality? 1. Only visual inspection 2. Testing functionality and performance 3. Grading without inspection	Only 2	Only 1 & 2	Only 3	Only 2 & 3	Choice 2
33			Difficult	Practical	A customer has returned an item due to damage. What should you do upon receiving the item? 1. Mark it as received only 2. Confirm the reported issues 3. Refund the amount immediately	Only 2	Only 1 & 2	Only 3	Only 2 & 3	Choice 1
35		Update the stock control system promptly, accurately and fully.	Easy	Practical	What would you consider to update the current stock level of a specific returned product?	Date of purchase	Barcode	Price of the product	Billing amount	Choice 2

37		Label clearly any goods that are to be returned to the supplier or manufacturer.	Medium	Practical	A customer is confused about how to use the return label provided. How should you guide them? 1. "Attach label, drop package" 2. "Don't use the label" 3. "Carrier will attach label"	Only 2	Only 1 & 2	Only 1	Only 3	Choice 3	
41	RAS/N0113: To process part exchange sale transactions	Explain clearly and accurately the terms and conditions of the sale. Fill in the paperwork for the transaction.	Easy	Practical	Which of the following should be used to ensure proper documentation of an exchange?	Voice note 	Notes 	Invoice 	Signature 	Choice 3	
45		Treat the customer politely throughout the valuation process.	Easy	Practical	How should a salesperson treat a customer during the valuation process?	Politely	Casually	Indifferently	Strictly	Choice 1	
46		Work out the exchange value of the item accurately within company guidelines. Explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement.	Medium	Practical	What factors should be considered when determining the exchange value? 1. The item's brand and condition 2. The customer's bargaining skills 3. The cost of necessary repairs	1 & 2 only	1 & 3 only	2 & 3 only	Only 3	Choice 2	
47		Follow company policies and procedures for checking who owns the item. Work out accurately the balance to be paid by the customer on the item he/she wants to buy.	Medium	Practical	What is a key step in the documentation of a part exchange transaction? 1. Completing the invoice or sales receipt 2. Taking a verbal confirmation from the customer 3. Ensuring all necessary paperwork is filled out	1 & 2 only	1 & 3 only	2 & 3 only	Only 3	Choice 2	
48		Protect the item from damage while handling it.	Difficult	Practical	A salesperson is evaluating a delicate glass artefact for part exchange. The customer has placed it on the counter without protection. What should be done in this scenario?	Leave it as it is and proceed with valuation	Ask the customer to handle it themselves	Focus on pricing the item and damages if any	Wrap it in protective material before handling	Choice 4	
54		RAS/N0112: To process customer orders for goods	Identify customers' needs accurately by asking suitable questions.	Easy	Practical	Which question would you ask to know the type of phone a customer wants to buy?	Which accessories do you want with the phone?	What features do you want in the phone?	How do you want the phone to look?	How much do you want to pay for the phone?	Choice 2
55			Follow legal and company procedures for checking the customer's identity and credit status.	Easy	Practical	Which of these documents can be used for customer verification?					Choice 4
56			Follow company policy for offering to order goods the customer needs if they are not in stock.	Medium	Practical	Which of the following is correct for handling a situation where a customer wants an out-of-stock item?	Suggesting an alternative product	Ignoring the request and moving to the next customer	Telling the customer to look elsewhere without assisting	Discouraging the customer from waiting for restock	Choice 1
57	Let the customer know promptly and politely if their order cannot be delivered within the agreed time.		Medium	Practical	Which of the following is correct for ending a sale when a customer refuses to proceed?	Pressuring the customer to change their decision	Politely thanking the customer and closing the transaction	Showing frustration or disappointment with the customer	Ignoring the customer and walking away	Choice 2	
58	Provide accurate, clear, complete and timely information to those responsible for issuing the invoice.		Difficult	Practical	A customer buys a product, and after payment, they notice the price charged is higher than the displayed price. What should you do in this situation?	Apologize and refund the excess amount	Tell them the price was updated recently	Ignore their concern and move on	Ask them to raise a complaint	Choice 1	
59	RAS/N0110 To service cash point / POS	Check at suitable times that staff are setting up and operating cash points correctly.	Easy	Practical	What should be used to monitor staff performance at cash points?					Choice 1	
64		Develop effective plans to cope with unexpected problems at the cash point.	Medium	Practical	Which of the following are valid backup plans for cash point failures? 1. Use a manual receipt book when the POS system fails 2. Continue operating without recording transactions 3. Train staff on offline sales processing	1 & 3 only 	1 & 2 only 	Only 2 	Only 3 	Choice 1	





65		Look into and promptly sort out any problems with routine cash point operations and transactions. Accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.	Medium	Practical	A cashier reports that the cash drawer has ₹5,000 less than expected. What is the most appropriate response? 1. Ask the cashier to replace the missing amount 2. Immediately report the discrepancy to a supervisor 3. Conduct an audit and check transaction logs	1 & 3 only	1 & 2 only	2 & 3 only	Only 3	Choice 3
66		Accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.	Difficult	Practical	A customer wants a refund for an item purchased a month ago. They do not have a receipt but insist they bought it from your store. What should you do?	Process the refund immediately to maintain good customer relations	Politely explain the store's policy and deny the refund	Accept the return but offer only store credit	Ask the customer to provide bank/card transaction proof and refund if verified	Choice 2
67	RAS/N0132: To resolve customer concerns	PC1. Identify the options for resolving a customer service problem. PC2. Work with others to identify and confirm the options to resolve a customer service problem.	Easy	Practical	What is the first step in identifying options to resolve a customer service problem?	Implementing a solution immediately	Listening to the customer's concerns	Escalating the issue to a supervisor	Offering a refund	Choice 2
70		PC6. Discuss and agree on the options for solving the problem with customers.	Difficult	Practical	A customer expresses frustration over a service issue. What is the first step you should take? 	Interrupt to provide a solution	Listen actively without interrupting	Defend the company's position	Refer the customer to a supervisor immediately	Choice 2
71		PC7. Take action to implement the option agreed upon with the customer.	Medium	Practical	What step should a sales assistant take first after a customer agrees to a purchase?	Thank the customer and move to the next client	Process the transaction promptly	Offer additional product	Upsell the purchased items	Choice 2
74		PC10. Check with customers to make sure the problem has been resolved to their satisfaction. PC11. Give clear reasons to customers when the problem has not been resolved to their satisfaction.	Medium	Practical	If a problem remains unresolved, what should a retail assistant do? A) Apologize and provide clear reasons B) Ignore the customer's complaint C) Offer a free product	A only	B only	C only	A and B only	Choice 1
78	RAS/N0135: To monitor and solve service concerns	PC6. Solve problems with service systems and procedures that might affect customers before they become aware of them. PC7. Inform managers and colleagues of the steps taken to solve specific problems.	Easy	Practical	Informing _____ about steps taken to fix service problems ensures smooth team coordination.	Customers	Competitors	Managers and colleagues	Random people	Choice 3
79		PC8. Identify repeated customer service problems. PC9. Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option.	Medium	Practical	What is an advantage of updating company policies to address a recurring customer service issue? A) Increased complexity in procedures B) Consistency in service delivery C) Higher training costs	A only	B only	C only	A and B only	Choice 2
80		PC10. Work with others to select the best options for solving repeated customer service problems, balancing customer expectations with the needs of the organization. PC11. Obtain the approval of somebody with sufficient authority to change organizational guidelines in order to reduce the chance of a problem being repeated.	Difficult	Practical	A particular product frequently runs out of stock, leading to repeated customer complaints. How should you address this issue?	Inform customers that the product is popular and sells out quickly	Discuss with the inventory team to explore options for increasing stock levels of the popular product	Suggest alternative products to customers.	Advise customers to check back later.	Choice 2
82		PC14. Monitor the changes that have been made and adjust them if appropriate.	Medium	Practical	What is the primary purpose of monitoring changes in retail sales? A) To ensure customer satisfaction B) To reduce store expenses C) To increase competition	A only	B only	C only	A and B only	Choice 1

83	RAS/N0136: To promote continuous improvement in service	PC1. Gather feedback from customers that will help identify opportunities for customer service improvement. PC2. Analyse and interpret feedback to identify opportunities for customer service improvements and propose changes. PC9. Collect and record feedback on the effects of changes. PC10. Analyse and interpret feedback and share the findings on the effects of changes with others. PC11. Summarise the advantages and disadvantages of the changes. PC12. Use your analysis and interpretation of changes to identify opportunities for further improvement.	Medium	Practical	Why is it important to collect and record feedback after implementing changes? A) To revert to old practices B) To assess the impact of the changes C) To compare with competitors	A only	B only	C only	A and B only	Choice 2
85		PC4. Negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial/full implementation of the change.	Easy	Practical	Which strategy can help demonstrate the viability of proposed customer service system changes during negotiations?	Implementing changes without prior approval	Conducting pilot programs to showcase potential benefits	Avoiding discussions about potential risks	Relying solely on theoretical data	Choice 2
88		PC1. Gather feedback from customers that will help identify opportunities for customer service improvement. PC2. Analyse and interpret feedback to identify opportunities for customer service improvements and propose changes. PC9. Collect and record feedback on the effects of changes. PC10. Analyse and interpret feedback and share the findings on the effects of changes with others. PC11. Summarise the advantages and disadvantages of the changes. PC12. Use your analysis and interpretation of changes to identify opportunities for further improvement.	Easy	Practical	Which visual tool can enhance the analysis of customer feedback?					Choice 1
90		PC10. Analyse and interpret feedback and share the findings on the effects of changes with others. PC11. Summarise the advantages and disadvantages of the changes. PC12. Use your analysis and interpretation of changes to identify opportunities for further improvement.	Easy	Practical	Which of the following is a potential disadvantage of implementing a new safety procedure?	Enhanced employee protection	Increased operational costs	Improved compliance with regulations	Boosted employee morale	Choice 2
92	RAS/N0120: To help keep the store secure	PC2. Follow company policy and legal requirements when dealing with security risks PC5. Follow company policies and procedures for maintaining security while working PC6. Follow company policies and procedures for making sure that security will be maintained when he/she goes on breaks and when he/she finishes work	Medium	Practical	Why is it important for retail employees to follow company security policies?	To reduce the risk of theft and ensure a safe environment	To increase sales	To avoid customer complaints	To comply with legal and regulatory requirements	Choice 1
94		"PC2. Follow company policy and legal requirements when dealing with security risks PC5. Follow company policies and procedures for maintaining security while working PC6. Follow company policies and procedures for making sure that security will be maintained when he/she goes on breaks and when he/she finishes work"	Easy	Practical	What is a common procedure to follow when leaving your workstation temporarily?  	Turn off the monitor	Lock the computer screen	Leave the computer running	Disconnect from the internet	Choice 2

96		"PC2. Follow company policy and legal requirements when dealing with security risks PC5. Follow company policies and procedures for maintaining security while working PC6. Follow company policies and procedures for making sure that security will be maintained when he/she goes on breaks and when he/she finishes work"	Easy	Practical	How can an employee maintain security when finishing work for the day?	Leave the computer on for updates	Ensure all confidential information is locked away	Share passwords with a co-worker	Leave the office door open	Choice 2
98		"PC2. Follow company policy and legal requirements when dealing with security risks PC5. Follow company policies and procedures for maintaining security while working PC6. Follow company policies and procedures for making sure that security will be maintained when he/she goes on breaks and when he/she finishes work"	Easy	Practical	What should an employee do before leaving their workstation for a break to ensure security?	Leave all documents on the desk	Log off the computer and secure confidential files	Inform a colleague about personal issues	Leave the workstation unlocked	Choice 2
100	RAS/N0121: To Maintain Health and Safety	PC6. Follow company procedures and legal requirements for reducing health and safety risks as far as possible while working. PC7. Use safety equipment correctly and in the right situations.	Medium	Practical	When should a retail worker wear safety gloves? A) When handling sharp or hazardous items B) When organizing clothing shelves C) When assisting customers at checkout	A only	B only	C only	A and B only	Choice 1
102		PC3. Follow company policy and procedures for preventing further injury while waiting for help to arrive. PC4. Act within the limits of responsibility and authority when accidents and emergencies arise.	Easy	Practical	What action should be avoided while waiting for emergency medical help?	Keeping the injured person calm 	Providing first aid if trained 	Moving the person unnecessarily 	Calling for help 	Choice 3
104		PC6. Follow company procedures and legal requirements for reducing health and safety risks as far as possible while working. PC7. Use safety equipment correctly and in the right situations.	Easy	Practical	Why is it important to use safety equipment in the right situations?	To comply with company policies and ensure safety	To avoid wearing uncomfortable gear	To reduce work efficiency	To impress colleagues	Choice 1
106		PC7. Use safety equipment correctly and in the right situations.	Easy	Practical	When should employees wear safety gear?	Only when they feel like it	Whenever required for the job task	Only when the supervisor is around	Never, as it slows down work	Choice 2
110	DGT/VSQ/N0102: Employability Skills	PC7. Diversity & Inclusion PC11. Customer Service	Medium	Practical	Why is cultural awareness important for a retail sales assistant? A) To improve sales tactics B) To provide personalized and respectful service to diverse customers C) To focus only on local customers	A only	B only	C only	A and B only	Choice 2
111		PC2. Constitutional Values - Citizenship PC8. Financial and Legal Literacy	Medium	Practical	What is the term for the legal responsibility of a business to repay its debts?	Asset	Equity	Liability	Revenue	Choice 3
113		"PC2. Constitutional Values - Citizenship PC8. Financial and Legal Literacy"	Easy	Practical	Paying federal, state, and local income taxes is a responsibility of ___ in the United States. 	Visitors	Permanent residents	Tourists	Non-residents	Choice 2
114		PC9. Essential Digital Skills PC10. Entrepreneurship	Easy	Practical	Which icon represents a widely accepted digital payment method in retail?					Choice 1
120	RAS/N0126: To help customers choose the right products	Constantly check the store for security, safety and potential sales whilst helping customers	Easy	Practical	Which device can be used to monitor the store's overall safety and staff activity?					Choice 4

121		Encourage customers to ask questions & respond to their questions, comments & objections in ways that promote sales & goodwill. Give customers enough time to evaluate products and ask questions	Medium	Practical	Which question helps in understanding a customer's product preference?	"How much are you willing to spend?"	"Would you like to see our most expensive product?"	"What specific features are you looking for?"	"Do you want to buy this product or not?"	Choice 3
122		Compare and contrast products in ways that help customers choose the product that best meets their needs. Check customers' responses to his/her explanations, and confirm their interest in the product	Medium	Practical	Which response best addresses a customer interested in energy-efficient products?	Highlighting energy savings and long-term cost benefits	Mentioning the brand's reputation	Talking about the warranty coverage of product	Providing generic information	Choice 1
123		Identify suitable opportunities to tell the customer about associated or additional products and do so in a way that promotes sales and goodwill.	Medium	Practical	Which product can be recommended to a customer buying the given device? 	Hair dryer	Mobile phone	A kitchen appliance	External hard drive	Choice 4
124		Compare and contrast products in ways that help customers choose the product that best meets their needs. Check customers' responses to his/her explanations, and confirm their interest in the product	Difficult	Practical	Which factors are important when presenting product benefits to a customer? A) Aligning benefits with the needs B) Listing key product features C) Adding personal preferences	A & B only	B & C only	A only	C only	Choice 1
130	RAS/N0125: To demonstrate products to customers	PC1. prepare the demonstration area and check that it can be used safely PC2. check whether the required equipment and products for demonstration are in place.	Easy	Practical	Which tool can be used if the power socket is away from the product demonstration area? 					Choice 3
131		PC4. present the demonstration in a logical sequence of steps and stages PC5. cover all the features and benefits he/she thinks are needed to gain the customers interest	Medium	Practical	Which action helps build customer trust during a demonstration?	Pressuring them to buy immediately	Hiding important details	Talking without letting them interact	Allowing them to test the product	Choice 4
132		PC4. present the demonstration in a logical sequence of steps and stages	Medium	Practical	Which must be the first step if a customer asks for demonstrating a retail product?	Greet the customer	Start using the product yourself	Provide a printed manual	Ask for payment	Choice 1
133		PC3. demonstrate products clearly and accurately to customers.	Medium	Practical	Which statement is most effective when demonstrating a product?	"Just trust me, this product is good."	"You can read the manual if you want more details."	"Let me show you how this works and how it benefits you."	"We don't usually demonstrate, but you can buy it anyway."	Choice 3
134		PC5. cover all the features and benefits he/she thinks are needed to gain the customers interest PC6. promptly clear away the equipment and products at the end of the demonstration and connect with the customer	Difficult	Practical	After demonstrating a product which is the correct follow-up action?	Walking away immediately after the demonstration	Asking the customer if they have any questions	Assuming they understood everything and ask for feedback	Pressuring them to make an instant purchase	Choice 2
140	RAS/N0128: To maximise sales of goods & services	PC1. identify promotional opportunities and estimate their potential to increase sales. PC2. identify promotional opportunities which offer the greatest potential to increase sales.	Easy	Practical	Which application helps boost online product sales using targeted ads? 					Choice 4
141		PC5. tell customers about promotions clearly and in a persuasive way. PC6. identify and take the most effective actions for converting promotional sales into regular future sales. PC7. gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person.	Easy	Practical	Which factor helps in promoting the given newly launched makeup product? 	Social media marketing	Stocking fewer units	Free makeup trial	Placing it in less crowded areas	Choice 3
142		PC1. identify promotional opportunities and estimate their potential to increase sales.	Medium	Practical	Which strategy will help promote a slow-moving product to recirculate in market?	Bundling with popular items	Increasing price	Limiting stock availability	Hiding them from display	Choice 1

143		PC6. identify and take the most effective actions for converting promotional sales into regular future sales.	Medium	Practical	Which tactic helps in making a product more desirable for a customer?	Reducing product descriptions	Creating a sense of urgency	Not explaining its benefits	Year-round same pricing	Choice 2
144		PC1. identify promotional opportunities and estimate their potential to increase sales. PC2. identify promotional opportunities which offer the greatest potential to increase sales.	Difficult	Practical	A food product batch is about to expire. Which product placement strategy is likely to increase its sales?	Storing it behind the counter with signage	Placing it in a low-visibility corner of the store	Displaying the product near checkout counters	Keeping the product in an unorganized section	Choice 3
149	RAS/N0129: To provide personalised sales & post-sales service support	PC8. identify suitable opportunities to sell additional or related products or services that are suited to the clients needs. PC9. make recommendations to the client in a confident and polite way and without pressurising them.	Easy	Practical	A client purchased the following product from the store which additional recommendation can you suggest? 	Speaker	Laptop	Charger	Microwave oven	Choice 1
150		PC4. talk and behave towards the client in ways that project the company image effectively. PC5. ask questions to understand the clients buying needs, preferences and priorities. PC6. tactfully check, where appropriate, how much the client wants to spend.	Medium	Practical	Which sales approach is most effective for personalized service?	Avoiding product recommendations	Suggesting the same product to all customers	Promoting high-priced items	Recommending products based on customer needs	Choice 4
151		PC10. pace client consultations to make good use of the selling time while maintaining good relations with the client. PC11. meet the companys customer service standards while dealing with the client.	Medium	Practical	Which action helps in maintaining customer satisfaction after a purchase?	Directing them to another store	Not responding to customer calls	Providing product usage guidance	Limiting customer interaction	Choice 3
152		PC16. follow the companys policy and procedures for contacting clients. PC17. tell clients promptly and offer any other suitable products or services, where promises cannot be kept.	Difficult	Practical	A customer contacts you asking how to clean and maintain a leather handbag they bought. What should you do?	Provide them with proper care instructions	Provide a manual copy of the user guide	Ask them to buy a cleaning kit	Tell them to figure it out themselves	Choice 1
153	RAS/N0133: To organise the delivery of reliable service	PC1. Plan, prepare, and organize everything needed to deliver a variety of services or products to different types of customers. PC2. Organise what he/she does to ensure consistency in giving prompt attention to customers.	Difficult	Practical	A customer approaches you with a question about a product you are unfamiliar with. How should you respond to provide prompt and effective assistance?	Admit your lack of knowledge and suggest they ask another employee.	Quickly find the information or consult a colleague to assist the customer promptly.	Tell the customer you don't know and continue with your tasks.	Provide incorrect information to avoid appearing uninformed.	Choice 2
155		PC5. Consistently meet customers' expectations. PC6. Balance the time he/she takes with customers with the demands of other customers seeking attention	Medium	Practical	What is a potential consequence of failing to balance time among multiple customers? A) Increased sales B) Enhanced customer satisfaction C) Customer frustration and possible loss of sales	A only	B only	C only	A and B only	Choice 3
158		PC11. Record and store customer service information accurately following organizational guidelines. PC12. Select and retrieve customer service information that is relevant, sufficient, and in an appropriate format.	Medium	Practical	Which of the following should be considered when storing customer service records? A. Confidentiality and accuracy B. Deleting records frequently C. Sharing records publicly	A only	B only	C only	A and B only	Choice 1
160		PC13. Quickly locate information that will help solve a customer's query. PC14. Supply accurate customer service information to others using the most appropriate method of communication.	Easy	Practical	Which of the following methods is the most appropriate for providing accurate customer service information to a visually impaired customer?	Providing a brochure 	Sharing audios 	Providing visuals 	Providing site link 	Choice 2

162	RAS/N0114: To process credit applications for purchases	PC1: Identify the customer's needs for credit facilities	Easy	Practical	What information is typically required on a credit requisition form?	Desired items or services	Customer's favourite colour	Store's return policy	Sales assistant's name	Choice 1
165		PC3: Provide enough time and opportunities for the customer to ask for clarification or more information.	Difficult	Practical	A customer is browsing laptops and seems undecided. After presenting the features of a model, what you should do?	Immediately ask if they're ready to purchase	Remain silent, allowing them to process and ask questions	Move to other customer	Repeat the features to reinforce the information.	Choice 2
167		PC5: Successfully carry out the necessary credit checks and authorisation procedures.	Easy	Practical	Which document is typically used by retail sales assistants to assess a customer's creditworthiness?					choice 1
169		PC6: Promptly refer difficulties in processing applications to the right person	Medium	Practical	When should a retail sales assistant escalate a customer's issue? A) When the issue is beyond their expertise or authority B) When the store is busy C) When the customer is making a return	A only	B only	C only	A and B only	Choice 1
170		PC4: Accurately fill in the documents needed to allow the customer to get credit.	Medium	Practical	What must a customer provide when filling out a credit agreement? A) Their favourite product B) Proof of identity C) A discount coupon	A only	B only	C only	A and B only	Choice 2
172	RAS/N0127: To provide specialist support to customers facilitating purchases	PC3. Help the customer understand the features and benefits of the products they have shown an interest in. PC4. Explain clearly and accurately the features and benefits of products and relate these to the customer's needs.	Difficult	Practical	A customer is interested in a high-end blender. They mention they often make smoothies with hard ingredients like frozen fruits and nuts. Which feature should you highlight to address their needs?	The blender's colour options	The blender's pulse function	The blender's high-powered motor	The blender's cord length	Choice 3
173		PC5. Promote the products that give the best match between the customer's needs and the store's need to make sales. PC6. Spot and use suitable opportunities to promote other products where these will meet the customer's needs.	Easy	Practical	Which accessory best enhances a customer's smartphone experience?	Smartphone cover	Hard disk	Joystick	Printer	Choice 1
175		PC7. Control the time spent with the customer to match the value of the prospective purchase. PC8. Constantly check the store for safety, security, and potential sales while helping individual customers.	Medium	Practical	What are the key reasons for a sales assistant to continually monitor the store environment? A) To rearrange products B) To identify safety hazards, security issues, and sales opportunities C) To socialize with customers	A only	B only	C only	A and B only	Choice 2
177		PC11. Check whether all necessary items are available to give an effective demonstration. PC12. Give demonstrations that clearly show the use and value of the product.	Medium	Practical	Which of the elements will be most importantly required to demonstrate the use of a television?	Remote	Speaker	Laptop	Mobile phone	Choice 1
180		PC15. Check that the store will be monitored for security, safety, and potential sales while carrying out demonstrations.	Medium	Practical	Whom would you allot the task to check the security of the store while carrying out demonstrations of a product?	Security guard	Supervisor	Customer	Other customers	Choice 1