









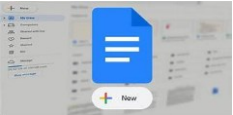














S. No.	NOS name	PC	Difficulty level	Theory/S kill	Question	Choice 1	Choice 2	Choice 3	Choice 4	Correct choice
1	RAS/N0115: To process payments.	Accurately identify the price of purchases	Easy	Theory	Identify the item shown in the image and is used for scanning prices at a POS system. 	Barcode	QR code	Receipt	Price tag	Choice 1
2			Medium	Theory	What does scanning barcodes at checkout ensure? 1. Accurate pricing 2. Slower transactions 3. Manual entry	Only 1	Only 2 & 3	Only 3	Only 1 & 2	Choice 1
4		Promptly sort out any pricing problems by referring to pricing information	Difficulty	Theory	What should you do after verifying a price discrepancy? 1. Apologize and avoid 2. Adjust price immediately 3. Ask customer to wait	Only 1	Only 2 & 3	Only 2	Only 1 & 2	Choice 3
7			Medium	Theory	What is the primary benefit of using automated pricing tools? 1. Static pricing models 2. Real-time price adjustments 3. Increased communication gaps	Only 1	Only 2	Only 3	Only 1 & 2	Choice 2
10	RAS/N0111: To follow point-of-sale procedures for agerestricted products	Follow legal requirements and company policies and procedures for asking for proof of age	Easy	Theory	Identify the document shown below which is used for age verification. 	Driver's license	Passport	Adhar card	Pan card	Choice 2
11		Make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products.	Medium	Theory	What is a key responsibility of retailers when selling age-restricted products online? 1. Verify purchaser's age 2. Deliver within 24 hours 3. Offer discounts to adults	Only 1	Only 2 & 3	Only 3	Only 1 & 2	Choice 1
12		Make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products.	Medium	Theory	What must retailers do when dispatching corrosive products or bladed articles? 1. Deliver to any locker 2. Clearly mark the package 3. Skip due diligence	Only 3	Only 2 & 3	Only 2	Only 1 & 2	Choice 3
15		Refuse politely and firmly to make sales that are against the law or any procedures and policies he/she must follow	Easy	Theory	What is the best way to deliver a rejection of a sales proposal?	Be direct and clear	Offer false hope	Avoid communication entirely	Delay the response	Choice 1
18		Tell customers the correct amount to be paid.	Difficult	Theory	Which of the following will you consider to get the total amount to be paid by a customer?	Frequency of their visit	Rate of each purchased unit	Bill number	Ordering time	Choice 2
20	RAS/N0116: To process cash and credit transactions	Follow company guidelines for setting customer credit limits	Easy	Theory	Which key detail helps determine the due payment amount? 	Credit limit	Minimum amount due	Expiry date	Cardholder's name	Choice 2
21		Identify problems accurately and sort them out promptly.	Medium	Theory	What should be done first if a customer pays for the same invoice twice?	Inform the customer	Give the money back	Create two receipts	Give a discount offer	Choice 1
23		Record clearly and accurately the reasons why payments are overdue.	Difficult	Theory	A customer repeatedly misses payment deadlines despite polite reminders. How would you professionally address the situation while maintaining a positive	Send a legal notice	Offer a flexible payment plan	Stop all services without explanation	Avoid the issue	Choice 2





24		Identify and sort out problems with customer accounts.	Medium	Theory	What is the first step in resolving a customer account issue? A. Identifying the exact problem B. Notifying unrelated departments C. Sending generic emails	Only B	Only A & B	Only A	Only C	Choice 1
26		Store collected payments securely and in line with company procedures	Easy	Theory	Why is it important to follow company procedures for secure payment collection?	To avoid refunds	To ensure compliance and security	To track customer preferences	To eliminate receipts	Choice 2
29	RAS/N0117: To process returned goods	Check clearly and politely with the customer what goods they want to return and their reasons.	Difficult	Theory	A customer visits your store wanting to return a pair of shoes. How should you start the conversation to understand the issue?	"What's wrong with these?"	"Why are you here today?"	"Could you please share why you'd like to return the shoes?"	"Are these shoes too old?"	Choice 3
31		Check accurately the type, quantity and condition of returned goods	Medium	Theory	What does grading a product involve in quality measurement? 1. Certifying it with ISO standards 2. Categorizing it into quality levels 3. Checking for dimensions	Only 2	Only 1 & 2	Only 3	Only 2 & 3	Choice 1
34		Follow legal & company requirements for offering replacements and refunds, and explain these to the customer clearly & politely.	Easy	Theory	What would you check for confirmation of order, if a customer has come to replace a product?	Adhar card	Passport	Available vouchers	Receipt	Choice 4
36		Label clearly any goods that are to be returned to the supplier or manufacturer.	Medium	Theory	Which step is necessary for the customer before dropping off the return package at the carrier location? 1. Repackaging the item and attaching the return label 2. Requesting a new shipping label from the sender	Only 1	Only 1 & 2	Only 3	Only 2 & 3	Choice 1
38			Easy	Theory	What is the purpose of a return label in the return label shipping process?	To track the shipment's	To identify the sender's address only	To calculate the total shipping cost	To allow the customer to return	Choice 4
39	RAS/N0113: To process part exchange sale transactions	Work out the exchange value of the item accurately within company guidelines.	Easy	Theory	What is the first step in a part exchange transaction?	Negotiation	Inspection	Documentation	Pricing	Choice 2
40		Explain clearly and accurately the terms and conditions of the sale. Fill in the paperwork for the transaction.	Medium	Theory	What document is required to verify item ownership?	Purchase receipt	Business card	Customer's address	Handwritten note	Choice 1
42		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	Theory	Which of the following should be done during the inspection of an item for part exchange? 1. Check for damages and wear & tear 2. Ask the customer about their personal preference 3. Identify necessary repairs and cleaning	1 & 2 only 	1 & 3 only 	2 & 3 only 	Only 3 	Choice 2
43		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.	Difficult	Theory	A customer brings in a used smartphone for part exchange. The screen has minor scratches, and the battery health is low. What should be done in this scenario?	Directly reject the phone without evaluation	Accept the phone without checking its condition	Inspect the phone thoroughly and check repair costs	Increase the exchange value to satisfy the customer	Choice 3
44		Explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement.	Easy	Theory	What is the process called when a customer trades in an old item for a discount on a new one?	Part Exchange	Auction	Refund	Donation	Choice 1
49	RAS/N0112 To process customer orders for goods	Find out who can supply the goods needed and on what terms. Keep customers informed of progress in finding the goods they need.	Easy	Theory	Where can you find official details about a product's availability and price?	Company website	Supplier catalogue	Customer reviews	Social media posts	Choice 2
50		Store customers' details securely and show them only to people who have a right to see them.	Easy	Theory	What is the term for unauthorized access to customer data?	Breach	Audit	Consent	Compliance	Choice 1
51		Follow legal and company procedures for checking the customer's identity and credit status.	Medium	Theory	Which of the following should be done during the inspection of an item for part exchange?	Check for damages and wear & tear	Ask the customer about their personal preference	Rely only on the customer's description without verifying	Estimate the value without a proper inspection	Choice 1
52		Explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement. Tell the customer politely that the item is not acceptable for part exchange, when this applies.	Medium	Theory	A customer wants to exchange an item, but after checking, you find it does not meet the company's exchange policy. What should you do?	Accept the item to avoid customer dissatisfaction	Politely explain why it cannot be exchanged	Tell the customer to contact another branch	Ignore the policy and proceed with the exchange	Choice 2
53		Follow company policy for offering to order goods the customer needs if they are not in stock.	Difficult	Theory	Your system shows a product is in stock, but after searching, you realize it is missing. What should you do?	Offer a different product	Say it's available but delay the order	Apologize and inform the customer	Ask the customer to come back later	Choice 3
60	RAS/N0110 To service cash point / POS	Check that staff are handling cash and cash equivalents efficiently and in line with approved procedures. Accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.	Medium	Theory	Which of the following is/are effective cash point security measures? 1. Implement CCTV surveillance 2. Allow cashiers to use personal devices during transactions 3. Restrict access to the cash drawer to authorized staff	1 & 2 only   	2 & 3 only   	Only 3  	Choice 2	
61		Check at suitable times that staff are setting up and operating cash points correctly. Check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.	Medium	Theory	What is the primary reason for conducting surprise audits at cash points? 1. To evaluate staff performance 2. To ensure adherence to security and transaction procedures 3. To catch employees making errors	1 & 2 only	1 & 3 only	2 & 3 only	Only 3	Choice 1

62		Accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation. Correctly follow cash point security procedures.	Difficult	Theory	A customer is attempting to pay with a ₹2,000 note that looks slightly different from others. They insist on a quick service. What should you do?	Accept the note to avoid holding up the queue	Politely ask for another payment method if unsure about the note's authenticity	Call security immediately without further discussion	Give the note back and refuse to serve the customer	Choice 2
63		Check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.	Easy	Theory	Which device helps detect counterfeit banknotes?					Choice 1
68	RAS/N0132: To resolve customer concerns	PC3. Work out the advantages and disadvantages of each option for customers and the organization	Medium	Theory	What is a primary advantage of effective inventory management for an organization? A) Increased storage costs B) Improved cash flow	A only	B only	C only	A and B only	Choice 2
69		PC4. Pick the best option for customers and the organization. PC5. Identify for customers other ways that problems may be resolved if you are unable to help.	Easy	Theory	What key responsibility of a retail sales assistant is shown in the given image?	Designing marketing materials	Processing customer transactions accurately	Developing new products	Conducting market research	Choice 2
72		PC8. Work with others and the customer to make sure that any promises related to solving the problem are kept.	Medium	Theory	What is a key benefit of keeping promises made to customers during problem resolution? A) Reducing the number of customer interactions B) Enhancing customer trust and loyalty		A only	B only	C only	A and B only
73		PC9. Keep customers fully informed about what is happening to resolve the problem.	Difficult	Theory	A customer reports a delay in their order delivery. How should you keep them informed?	Wait until the issue is resolved to	Provide regular updates on the status of their order	Tell the customer to contact the delivery company themselves	Offer a refund without explaining the delay	Choice 2
75	RAS/N0135: To monitor and solve service concerns	PC1. Respond positively to customer service problems following organizational guidelines. PC2. Solve customer service problems when he/she has sufficient authority.	Easy	Theory	What is the first step a retail sales assistant should take when a customer presents a problem?	Offer a discount	Listen actively to the customer's concern	Refer the customer to a manager	Provide a refund immediately	Choice 2
76		PC3. Work with others to solve customer service problems. PC4. Keep customers informed of the actions being taken.	Medium	Theory	How does effective communication among team members impact customer service problem-solving? A) It reduces the need for training programs B) It ensures that all team members are aware of ongoing issues and solutions	A only	B only	C only	A and B only	Choice 2
77		PC5. Check with customers that they are comfortable with the actions being taken.	Difficult	Theory	While assisting a customer, they seem overwhelmed by the information provided. How can you make them more comfortable?	Continue providing detailed	Simplify your explanations and check in with them frequently.	Hand them a brochure and walk away	Suggest they research the product online	Choice 2
81		PC12. Action the agreed solution. PC13. Keep customers informed in a positive and clear manner of steps being taken to solve any service problems.	Medium	Theory	What type of communication should a retail sales assistant use while updating customers about issue resolution? A) Positive and clear communication B) Confusing and indirect messages C) No communication at all	A only	B only	C only	A and B only	Choice 1
84	RAS/N0136: To promote continuous improvement in service	PC3. Discuss with others the potential effects of any proposed changes for customers and the organization.	Easy	Theory	Which of the following is a key reason to discuss proposed changes with others in an organization?	To delay implementation	To understand potential impacts on customers and the organization	To avoid responsibility	To reduce workload	Choice 2
86		PC13. Present these opportunities to somebody with sufficient authority to make them happen.	Easy	Theory	When proposing safety improvements, what is an important factor to include?	Potential benefits	Personal opinions	Previous complaints	Informal discussions	Choice 1
87		PC3. Discuss with others the potential effects of any proposed changes for customers and the organization. PC4. Negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial/full implementation of the change. PC13. Present these opportunities to somebody with sufficient authority to make them happen.	Medium	Theory	When presenting opportunities for customer service improvements, to whom should these be directed? A) Any available staff member B) A colleague in a different department C) Someone with sufficient authority to implement the change	A only	B only	C only	A and B only	Choice 3

89		<p>PC3. Discuss with others the potential effects of any proposed changes for customers and the organization.</p> <p>PC4. Negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial/full implementation of the change.</p> <p>PC13. Present these opportunities to somebody with sufficient authority to make them happen.</p>	Easy	Theory	Which document can help in formally presenting workplace safety issues?	<p>Safety audit report</p> 	<p>Employee feedback form</p> 	<p>Pay slip</p> 	<p>Attendance sheet</p> 	Choice 1	
91	RAS/N0120: To help keep the store secure	<p>PC1. Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so</p> <p>PC3. Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so</p>	Medium	Theory	Which of the following is within a retail sales assistant's authority to reduce security risks?	<p>Installing security cameras</p>	<p>Conducting regular patrols</p>	<p>Monitoring the sales floor for suspicious behaviour</p>	<p>Reporting any security concerns to senior staff</p>	Choice 3	
93		<p>"PC1. Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so</p> <p>PC3. Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so"</p>	Easy	Theory	What does the below-given sign indicate?		<p>Restroom location</p>	<p>Emergency exit route</p>	<p>Storage room</p>	<p>Fire extinguisher location</p>	Choice 2
95		<p>""PC1. Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so</p> <p>PC3. Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so""</p>	Easy	Theory	Who is responsible for providing personal protective equipment (PPE) to employees?	<p>The employer</p>	<p>The employee</p>	<p>OSHA</p>	<p>Worker's Compensation</p>	Choice 1	
97		<p>""PC1. Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so</p> <p>PC3. Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so""</p>	Easy	Theory	Which of the following is considered a physical hazard in the workplace?	<p>Loud noise</p>	<p>Chemical exposure</p>	<p>Ergonomic strain</p>	<p>Biological agents</p>	Choice 1	
99	RAS/N0121: To Maintain Health and Safety	<p>PC1. Notice and correctly identify accidents and emergencies.</p> <p>PC2. Get help promptly and in the most suitable way.</p> <p>PC3. Follow company policy and procedures for preventing further injury while waiting for help to arrive.</p> <p>PC4. Act within the limits of responsibility and authority when accidents and emergencies arise.</p> <p>PC5. Promptly follow instructions given by senior staff and the emergency services.</p>	Medium	Theory	What is the first step a retail sales assistant should take upon noticing an accident?	<p>Inform senior staff immediately</p>	<p>Identify the nature of the accident</p>	<p>Wait for instructions</p>	<p>Ensure the safety of customers and staff</p>	Choice 2	
101		<p>PC1. Notice and correctly identify accidents and emergencies.</p> <p>PC2. Get help promptly and in the most suitable way.</p>	Easy	Theory	Which of the following images best represents a fire emergency that requires immediate attention?					Choice 1	
103		<p>PC5. Promptly follow instructions given by senior staff and the emergency services.</p>	Easy	Theory	Who is primarily responsible for giving instructions during a workplace emergency?	<p>Any employee present</p>	<p>Senior staff and emergency responders</p>	<p>Customers and visitors</p>	<p>The newest employee</p>	Choice 2	

105		PC4. Act within the limits of responsibility and authority when accidents and emergencies arise. PC5. Promptly follow instructions given by senior staff and the emergency services.	Easy	Theory	Within what boundaries should an employee act during workplace emergencies?	Personal judgment	Limits of their responsibility and authority	Instructions from colleagues	Company's financial constraints	Choice 2
107	DGT/VSQ/N0102: Employability Skills	PC1. Introduction to Employability Skills PC3. Becoming a Professional in the 21st Century	Medium	Theory	Why is communication an essential skill for a retail sales assistant?	It helps in effective customer	It reduces the need to talk to customers	It avoids teamwork	It enhances product knowledge	Choice 1
108		PC5. Career Development & Goal Setting PC12. Getting Ready for Apprenticeship & Jobs	Medium	Theory	Why is goal setting important for career development?	It provides direction and	It increases confusion	It leads to random job choices	It hinders personal growth	Choice 1
109		PC4. Basic English Skills PC6. Communication Skills	Easy	Theory	Which of the following is a key component of effective verbal communication in sales?	Using technical jargon to appear	Speaking clearly and concisely	Dominating the conversation to showcase products	Avoiding questions to prevent interruptions	Choice 2
112		"PC9. Essential Digital Skills PC10. Entrepreneurship"	Easy	Theory	Identify the tool shown in the image, which helps in online collaboration and document editing. 	Microsoft Paint	Google Docs	VLC Media Player	WinRAR	Choice 2
115	RAS/N0126: To help customers choose the right products	Constantly check the store for security, safety and potential sales whilst helping customers	Easy	Theory	Which equipment should be checked periodically for store security against fire outbreak? 					Choice 2
116		Describe and explain clearly and accurately relevant product features and benefits to customers. Compare and contrast products in ways that help customers choose the product that best meets their needs.	Medium	Theory	Which feature should be highlighted for a customer looking for a budget-friendly option?	Limited-time availability	Premium branding and exclusivity	Cost-effectiveness and long-term value	High-end design and luxury appeal	Choice 3
117		Identify suitable opportunities to tell the customer about associated or additional products and do so in a way that promotes sales and goodwill	Medium	Theory	Which statement effectively promotes goodwill while suggesting an additional product?	"You have to take this; it's compulsory with your	"This is expensive but you should buy it anyway."	"If you don't buy this, your main product won't work well."	"Many customers who bought this also found this product useful."	Choice 4
118		Find out which product features and benefits interest individual customers and focus on these when discussing products	Medium	Theory	Which factor should be considered before recommending an associated product?	Needs and product compatibility	Price of the main product	Store's stock clearance priorities	Sales executive's personal preferences	Choice 1
119		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	Theory	Which product feature should a sales executive highlight to a customer looking for durability? A) Material quality and warranty period B) Packaging design and colour variety C) Number of items sold per month	C only	A only	A & B only	B & C only	Choice 2
125	RAS/N0125: To demonstrate products to customers	PC3. demonstrate products clearly and accurately to customers. PC4. present the demonstration in a logical sequence of steps and stages	Easy	Theory	Which aspect of the given product should you highlight in a demo? 	Competitor weaknesses	Key benefits	Every technical detail	Electrical power rating	Choice 2
126		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.	Medium	Theory	Which type of product requires the most hands-on demonstration?	Fashion clothing	Packaged food products	Electronic devices	Books with printed descriptions	Choice 3
127		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.	Medium	Theory	Which factor increases the chances of a sale after a demonstration? A) Showing product knowledge B) Rushing through the demo C) Providing real-life usage examples	A & C only	C only	B only	B & C only	Choice 1
128		PC3. demonstrate products clearly and accurately to customers. PC4. present the demonstration in a logical sequence of steps and stages	Medium	Theory	Which customer behaviour indicates a successful demonstration of a newly launched product?	Avoiding eye contact	Looking into other product catalogue	Walking away silently	Asking follow-up questions	Choice 4
129		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.	Difficult	Theory	Which approach should be taken when a customer is hesitant about a product?	Sharing some of the customer reviews	Offer a live demo to show how it meets their needs	Move on to another customer who seems interested	Offering discount on the immediate product purchase	Choice 2

135	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	Theory	A customer is willing to buy older model of the given product, how can you upsell the product? 	Highlighting premium features 	Recommending only cheaper options 	Showing bad reviews of the selected product 	Reducing visibility of cheaper model 	Choice 1
136		PC6. identify and take the most effective actions for converting promotional sales into regular future sales.	Easy	Theory	Which data helps in identifying high-selling products?	Return policy	Employee attendance	Store layout	Sales trends	Choice 4
137		PC2. identify promotional opportunities which offer the greatest potential to increase sales.	Medium	Theory	Which factor influences chances in impulse buying of a cosmetic product?	Limited payment	Stocking items in the back	Limited time discount label	Dim lighting	Choice 3
138		PC1. identify promotional opportunities and estimate their potential to increase sales.	Medium	Theory	Which approach can increase repeat sales of a particular product?	Offering loyalty rewards	Selling the product at constant price	Reducing visibility of the product	Give discount on making first	Choice 1
139		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.	Difficult	Theory	Which factor should be considered when choosing which product to push for higher sales?	Promoting outdated stock	Seasonal demand	Choosing luxury items	Personal product preference	Choice 2
145	RAS/N0129: To provide personalised sales & post-sales service support	PC3. quickly create a rapport with the client at the start of the consultation. 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.	Easy	Theory	Which type of communication is best for offering personalized service? 	Friendly and customer-focused 	Scripted and monotonous 	Avoiding interaction 	Rushed and impersonal 	Choice 1
146		PC16. follow the company policy and procedures for contacting clients. PC17. tell clients promptly and offer any other suitable products or services, where promises cannot be kept.	Medium	Theory	Which statement best represents good after-sales service?	"You need to buy a new one."	"We don't handle service requests."	"Let me help you resolve this issue."	"Your purchase is final, no support available."	Choice 3
147		PC1. use available information in the client records to help prepare for consultations. PC2. check whether the work area is clean and tidy and that all the required equipment are in hand before starting a consultation. PC3. quickly create a rapport with the client at the start of the consultation.	Medium	Theory	Which action helps in personalizing a customer's shopping experience?	Answering customer questions	Limiting customer interaction	Suggesting random products	Remembering their past purchases	Choice 4
148		PC17. tell clients promptly and offer any other suitable products or services, where promises cannot be kept.	Difficult	Theory	A customer reports that the following item they bought last month have a manufacturing defect. Which is the best course of action? 	Ask them to contact the manufacturer	Check the warranty policy and offer a replacement	Refuse to assist as the sale is complete	Provide a digital/manual copy of the user guide	Choice 2
154	RAS/N0133: To organise the delivery of reliable service	PC3. Reorganise his/her work to respond to unexpected additional workloads PC4. Maintain service delivery during very busy periods, unusually quiet periods, and when systems, people, or resources fail.	Medium	Theory	Why is it important to prevent overstaffing in retail?  A) To increase employee productivity B) To enhance customer experiences C) To reduce labour costs	A only	B only	C only	A and B only	Choice 3
156		PC7. Respond appropriately to customers when they make comments about products or services. PC8. Alert others to repeated comments made by customers.	Difficult	Theory	Several customers have mentioned that a particular product is often out of stock. What action should you take?	Do nothing; it's not your responsibility	Inform the inventory manager about the repeated customer comments	Tell customers to check back later	Suggest alternative products without addressing the stock issue	Choice 2
157		PC9. Take action to improve the reliability of his/her service based on customer comments PC10. Monitor whether the action taken has improved the service given to customers.	Medium	Theory	What is a key indicator that a service improvement action has been successful? A) Increased customer complaints B) No change in customer behaviour C) Positive customer feedback	A only	B only	C only	A and B only	Choice 3

159		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	Theory	Which of the following is the best communication method for handling urgent customer service complaints?					Choice 2
161	RAS/N0114: To process credit applications for purchases	PC1: Identify the customer's needs for credit facilities	Difficult	Theory	A regular customer inquires about purchasing multiple items but is concerned about exceeding their budget. How can you identify if they need a credit facility?	Suggest they remove some items from their cart	Inform them about current discounts and promotions	Ask if they would like information on plans	Recommend cheaper alternatives	Choice 3
163		PC2: Clearly explain to the customer the features and conditions of credit facilities.	Medium	Theory	Which of the following is a common condition for availing a credit facility? A) Repayment within a specified period B) Unlimited borrowing without repayment C) No need for credit approval	A only	B only	C only	A and B only	Choice 1
164		PC3: Provide enough time and opportunities for the customer to ask for clarification or more information.	Easy	Theory	Why should a retail sales assistant provide enough time for customers to ask for clarification?	To rush the sale	To ensure customer satisfaction	To increase product prices	To limit customer inquiries	Choice 2
166		PC4: Accurately fill in the documents needed to allow the customer to get credit.	Easy	Theory	The most common document required for credit approval is a customer's _____	Income	Education	Medical	Travel	Choice 1
168		PC5: Successfully carry out the necessary credit checks and authorisation procedures.	Medium	Theory	Which document is commonly required for a credit authorization process?	Customer's shopping list	Credit card statement	Product brochure	Bank passbook	Choice 2
171	RAS/N0127: To provide specialist support to customers facilitating purchases	PC1. Talk to customers politely and in ways that promote sales and goodwill. PC2. Use the information given by the customer to find out what they are looking for.	Easy	Theory	What is the most effective way to determine a customer's needs?	Assuming based on their appearance	Asking open-ended questions to gather information	Waiting for the customer to tell you	Offering the most expensive product first	Choice 2
174		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	Theory	What is a key reason for a sales assistant to constantly monitor the store while assisting customers? A) To find misplaced items B) To identify potential safety and security issues	A only	B only	C only	A and B only	Choice 2
176		PC9. Find out if the customer is willing to see a demonstration. PC10. Set up demonstrations safely and in a way that disturbs other people as little as possible.	Difficult	Theory	Riya, a retail sales assistant, sees a customer looking at a kitchen appliance. How should she engage them to provide the best shopping experience?	Begin the demonstration without asking	Wait for the customer to request a demonstration	Politely ask if they would like a demonstration of the appliance	Hand them a brochure and walk away	Choice 3
178		PC13. Offer customers the opportunity to use the product themselves, where appropriate. PC14. Give customers enough chance to ask questions about the products or services being demonstrated.	Medium	Theory	What is a key reason to encourage customers to ask questions during a product demonstration? A) To extend the length of the demonstration. B) To identify potential flaws in the product.	A only	B only	C only	A and B only	Choice 3
179		PC2. Use the information given by the customer to find out what they are looking for.	Medium	Theory	On which detail would you focus, if a customer is looking for an affordable mobile phone?	Wattage of the charger	Price comparison	Quality of the speaker of the phone	Screen size	Choice 2