




S. No.	NOS Code	NOS Name	Difficulty Level	Question Type	Performance Criteria Name	Questions	Option A	Option B	Option C	Option D	Correct Answer	Marks
1	RAS/N0152	Optimize inventory to ensure maximum availability of stocks and minimized losses	Easy	FIB	PC4. record costs during stock movements	Fill in the blanks from the given options: _____ is NOT typically recorded during stock movement.	Cost of goods sold (COGS)	Logistics cost	Marketing cost	Warehousing cost	3	1
2			Medium	DC	PC2. record and control the following: a. ageing of products b. vendor norms about stocks/return	How does the credit period offered by vendors impact a retail store?	It determines how frequently stock audits are conducted	It affects the store's cash flow	It limits the number of vendors a store can work with	It decides the expiry date of products	2	2
3			Medium	DC	PC3. maintain accurate records of stocks bought and sold	What is the benefit of using a computerized inventory management system?	It provides real-time tracking of stocks	It increases human errors	It increases stock shortages	It prevents customers from purchasing products	1	2
4			Difficult	ScB	PC6. control shrinkage/pilferage of products to minimize losses	A retail store manager finds that small, easily concealable items such as cosmetics are frequently stolen. What is the best way to prevent this?	Stop selling small-sized products entirely	Bring out products only upon request	Offer bigger discounts on the items to reduce theft	Place these items in locked display cases	4	3
5			Difficult	CS	PC1. maintain, conform and implement the following as per seasonality and market trends: a. stock levels like average stock level, re-order level b. inventory budgets c. Purchase procedures	Identify the correct sequence of steps for maintaining the inventory budget of a retail store. 1. Control stock levels 2. Track inventory costs 3. Analyze and report 4. Monitor and adjust budget 5. Set inventory budget	5 > 2 > 1 > 4 > 3	3 > 2 > 5 > 1 > 4	2 > 1 > 3 > 4 > 5	4 > 1 > 3 > 5 > 2	1	3
6	RAS/N0153	Implement standard operating procedures, process and policy at the store while ensuring timely and accurate reporting.	Easy	FIB	PC7. describe to the team the importance of records to be maintained	Fill in the blanks from the given options: Keeping accurate sales records helps the retail store _____.	make informed business decisions	ignore customer preferences	limit inventory management	forget about seasonal trends	1	1
7			Easy	DC	PC4. understand all non-compliance issues and work towards resolving the same	What should be the next step of a retail store manager after identifying a non-compliance issue?	Ignore the issue and hope it does not happen again	Punish the responsible employee	Implement immediate corrective action	Analyze the root cause of the non-compliance	4	1
8			Medium	DC	PC5. sign off all legal contracts in alignment to statutory requirements	What is the role of legal counsel when signing off a legal contract in alignment with statutory requirements?	To handle only the administrative tasks related to the contract	To negotiate the best financial terms for the contract	To ensure the contract complies with applicable laws and regulations	To facilitate a quicker signing process	3	2
9			Difficult	ScB	PC2. describe relevant store policies/guidelines to the team	A retail store manager needs to explain the return policy to a new employee. How should they approach this?	Tell the employee to figure it out on their own	Go over the return policy step-by-step and provide examples	Let the employee ask customers for return policy	Only give the employee the written policy without further explanation	2	3
10			Difficult	CS	PC3. cooperate and collaborate with authorities to conduct store audits as required	Identify the correct sequence of steps for collaborating with authorities to conduct store audits. 1. Establish communication channels 2. Identify the relevant authorities 3. Coordinate the audit schedule 4. Conduct the audit 5. Prepare required documentation and data	2 > 1 > 5 > 3 > 4	5 > 3 > 1 > 4 > 2	3 > 4 > 1 > 5 > 2	1 > 5 > 4 > 2 > 3	1	3
11			Easy	FIB	PC3. ensure timely checks and repairs of all store equipment	Fill in the blanks from the given options: _____ is an example of preventive maintenance in a retail store.	Installing a new security system after a theft occurs	Repairing a machine only after it breaks down	Regularly servicing equipment to avoid unexpected failures	Reordering stock that has been sold out	3	1
12			Medium	DC	PC7. build relationships with new and existing customers to augment business and brand	What is the best way to engage with repeat customers in the retail store?	Avoid interaction	Offer no incentives	Treat them like new customers	Recognize them immediately	4	2

13	RAS/N0154	Manage sales and service delivery to increase store profitability	Medium	DC	PC4. describe to the team about operating and maintaining store equipment	How can a retail store manager ensure employees follow proper equipment maintenance procedures?	Provide regular training and set clear maintenance guidelines	Ignore minor maintenance issues to save time	Delegate all maintenance tasks to a single employee	Let employees decide how to maintain the equipment without supervision	1	2
14			Difficult	ScB	PC5. train the team to identify key repeat customers and develop customer retention strategies to build brand loyalty	A new employee asks how to differentiate between regular shoppers and one-time customers. What should the retail store manager advise in such a scenario?	Ask customers directly if they want to be considered regular shoppers	Assume all customers are repeat customers	Check their transaction history	There is no real way to tell the difference	3	3
15			Difficult	CS	PC1. understand and implement policies related to store upkeep and maintenance	Identify the correct sequence of steps for implementing policies related to store upkeep and maintenance. 1. Monitor and improve 2. Schedule regular inspections 3. Assign responsibilities 4. Develop maintenance policies 5. Assess maintenance needs	1 > 3 > 5 > 2 > 4	5 > 4 > 3 > 2 > 1	2 > 4 > 1 > 3 > 5	1 > 2 > 3 > 5 > 4	2	3
16	RAS/N0155	Check and confirm adherence to visual merchandising plans	Medium	FIB	PC5. impart training to team on: a. guidelines for store lay out b. guidelines for display of merchandise and promotion elements	Fill in the blanks from the given options: _____ should be focused on when executing promotions in the retail store.	Supplier negotiations	Employee satisfaction	Staff room cleanliness	Customer engagement	4	2
17			Difficult	DC	PC2. train staff on concept of planogramming and its effective implementation	Which of the following is the benefit of training staff on planogramming in the retail store?	Higher product sales	More confusion among staff	Less interaction between customers and staff	Fewer product options on display	1	3
18			Difficult	ScB	PC6. negotiate with vendors on spacing requirements of the store as against the vendor plans	A vendor's plan requires adjusting the store layout, but it might disrupt the current arrangement. How can the retail store manager ensure smooth implementation?	Implement the changes overnight to minimize disruption	Ignore the disruption and proceed with the plan	Discuss with the vendor the potential impact on other displays	Delegate all layout changes to the vendor's representatives	3	3
19			Difficult	ScB	PC1. establish conformance to retail processes like stock rotation, adjacency principles and product display norms	During a store inspection, you find a product display is not following the established display norms, with items cluttered and hard to see. What should be your next step in such a scenario?	Leave it as is, since it might look better to some customers	Rearrange the display to ensure it is visually appealing	Move all products to the back of the store to make space	Remove the display altogether	2	3
20	RAS/N0156	Manage overall safety, security and hygiene of the store	Easy	MI	PC14. ensure implementation of security measures in case of emergencies	Identify the security measure in the retail store shown in the image given below. 	Jammer	Locking display case	Radio Frequency (RF) gate	Access control system	3	1
21			Easy	DC	PC7. establish resource requirements to handle store emergencies in the prescribed frequency	What is critical when establishing resources for emergencies in a retail store?	Clear communication channels	Attractive store displays	Customer loyalty programs	Employee performance reviews	1	1
22			Difficult	ScB	PC8. establish and maintain reporting procedures to facilitate communication and recording of details of safety-related incidents	A staff member is injured while handling store equipment. What course of action should a retail store manager take in such a scenario?	Tell the injured staff member to report it themselves	Only report the injury if the staff member requests it	Inform other staff but avoid reporting the incident	Provide immediate first aid and then report the incident in the safety log	4	3

23	RAS/N0157	Implement promotions and special events at the store	Easy	MI	PC1. develop strategies to drive promotions and special events	Identify the type of promotion shown in the image given below.		Free shipping	Contests	Discounts	Loyalty programs	2	1
24			Medium	DC	PC7. explain promotion to relevant team members thoroughly and collaborate to identify required resources	What is the first step in preparing staff for a product promotion in a retail store?	Design a promotional process	Deploy a data analytics solution	Develop a promotional strategy	Build internal capabilities	3	2	
25			Difficult	ScB	PC3. collect and preserve promotion-related data for future analysis and working	A promotion has just ended. The store manager wants to review the customer purchase behavior for better future promotions. What should be done?	Collect customer purchase data and feedback for analysis	Only note the amount of stock left at the end of the promotion	Record customer names and personal details for marketing	Discard the data once the promotion ends	1	3	
26			Difficult	ScB	PC5. conduct data analysis as required by head office and share relevant feedback	The head office requests a weekly sales report for all promotions. How should the store manager approach this task?	Report the total number of products sold, ignoring other factors	Wait until the end of the month to collect and analyze the data	Provide a summary without including detailed analysis	Gather and analyze sales data and present it in a clear report	4	3	
27	RAS/N0158	Manage human resources at the store through manpower planning, recruitment, training and performance management	Easy	FIB	PC6. establish and foster effective and open communication channels with store staff	Fill in the blanks from the given options: A retail store manager should ensure that communication is _____ and transparent for all team members.	inconsistent	open	unclear	restricted	2	1	
28			Easy	DC	PC4. follow human resource policies to support recruitment of staf	Why is it important for a retail store manager to follow HR policies during recruitment?	To ensure fair hiring practices	To speed up the hiring process by skipping formal procedures	To hire employees based on personal preferences	To reduce the number of required interviews	1	1	
29			Medium	DC	PC5. identify future manpower requirements based on projected store plans	How can a retail store manager adjust staffing plans if store projections change?	Hire more employees even if projections show a decrease in sales	Maintain the same staffing levels and ignore changes	Reassess staffing levels and adjust accordingly	Delay making any staffing changes	3	2	
30			Difficult	ScB	PC2. determine staff recruitment needs and compare with store performance plans	Sales have increased significantly over the past three months, but staff levels have remained the same. What is the best course of action for the retail store manager in such a scenario?	Delay hiring until customer complaints	Reduce store hours to ease the pressure on existing employees	Continue with the same staff and hope they manage the workload	Assess whether additional employees are needed to maintain service quality	4	3	
31	RAS/N0159	Conduct price benchmarking and market	Easy	FIB	PC2. identify team members for collection of market information	Fill in the blanks from the given options: _____ plays a key part in gathering data on market trends and consumer behavior in the retail store setting.	Market research analyst	Supply chain coordinator	Legal advisor	IT manager	1	1	
32			Medium	DC	PC1. identify and describe all policies related to collection of market data	Which of the following is a key policy when collecting market data in a retail store setting?	Cost-effectiveness	Product placement	Data privacy and security	Data inconsistency	3	2	
33			Difficult	DC	PC3. train team members in critical activities involving market study	How can team members effectively track customer feedback during a market study in a retail store setting?	By relying on sales data	By using online reviews	By collecting feedback only from one in-store visit	By focusing on feedback from a single customer segment	2	3	

34		study of competition	Difficult	CS	PC6. provide input to the merchandising /category teams on best prices offered by competitors	Identify the correct sequence of steps for providing input to the merchandising teams on the best prices offered by competitors in the retail store setting. 1. Prepare and share reports 2. Analyze pricing trends 3. Conduct competitor price research 4. Provide recommendations 5. Assess market positioning	1 > 4 > 5 > 2 > 3	2 > 1 > 3 > 5 > 4	4 > 5 > 2 > 3 > 1	3 > 2 > 5 > 1 > 4	4	3
35	RAS/N0161	To ensure sustainable practices in all process and procedures while managing a Retail Store	Easy	MI	PC6. Dispose waste responsibly	Identify the waste disposal method shown in the image given below. 	Composting	Landfills	Incineration	Waste compaction	3	1
36			Easy	FIB	PC2. Reduce usage of resources like water, energy by raising awareness with team members.	Fill in the blanks from the given options: _____ is an effective way to reduce water wastage in the retail store.	Using excessive water for cleaning floors	Fixing leaks	Installing high-flow fixtures	Leaving taps running while not in use	2	1
37			Medium	DC	PC4. Recycle all waste material by raising awareness and engaging team members to follow the processes setup for recycling.	What is a key step in improving recycling awareness among retail store employees?	Conducting training sessions on proper waste segregation	Allowing waste to pile up without disposal	Using non-recyclable packaging for all products	Disposing of all waste without sorting	1	2
38			Difficult	DC	PC8. Encourage volunteering activities related to protecting the environment	Which of the following is an example of an environmental volunteering activity in a retail store setting?	Burning unsold products	Increasing plastic packaging usage	Leaving trash in public spaces	Participating in a tree-planting drive	4	3
39	RAS/N0162	Monitor and analyse store performance data	Easy	FIB	PC1. Identify the data to be collected for monitoring and interpretation	Fill in the blanks from the given options: _____ type of data is most important for monitoring store performance.	Suppliers data	Employees attendance data	Sales data	Stock data	3	1
40			Medium	DC	PC2. Choose the methods of collecting and analysing the data	What is the most effective method for collecting customer feedback in a retail store?	Reviewing financial statements	Observing customer behavior	Checking stock levels	Analyzing competitor strategies	2	2
41			Medium	DC	PC3. Apply the chosen methods to collect the required data in alignment with organizational	What should be considered in alignment with company policies when conducting customer surveys in a retail store?	Collecting only relevant and necessary information	Offering incentives that exceed company budget	Asking customers for confidential banking details	Keeping the survey as long as possible	1	2
42			Difficult	ScB	PC7. Use statistical analysis and data mining techniques to identify trends in store performance	A manager wants to understand the relationship between store promotions and customer spending. Which statistical tool would be most effective in such a scenario?	Predictive analytics	Descriptive statistics	SWOT analysis	Correlation analysis	4	3
43			Difficult	ScB	PC9. Identify strengths, weaknesses, opportunities, and threats through the data analysis	If data analysis reveals that the store product's return rate is higher than industry standards. How should a retail store manager classify it?	Strength	Weakness	Opportunity	Threat	2	3
44			Easy	FIB	PC7. Oversee the implementation of IoT devices such as smart shelves, RFID tags, and sensors to track product movement, monitor stock levels, and prevent theft.	Fill in the blanks from the given options: _____ is used to automatically track inventory levels and product movement in a retail store.	Barcode scanner	Cash register	RFID tags	LED display	3	1

45	RAS/N0163	Use Artificial Intelligence (AI) tools to optimize store operations	Medium	DC	PC3. Leverage AI-driven data analysis to understand customer preferences, buying patterns, and	How can AI-powered customer segmentation improve marketing strategies in a retail store setting?	By randomly suggesting products without data analysis	By reducing the number of available products	By grouping customers based on similar purchasing behaviors	By eliminating the need for marketing campaigns	3	2
46			Medium	DC	PC6. Train staff on AI tools and technologies to enhance their ability to deliver personalized customer service.	What is the primary advantage of using AI-powered customer service tools in retail?	Reducing the need for any human staff	Increasing product prices automatically	Eliminating the need for customer interaction	Providing personalized recommendations	4	2
47			Difficult	ScB	PC5. Implement AI chatbots for customer support, aiding with inquiries, product	A retail store manager wants to reduce customer complaints about delayed responses to their queries. How can AI chatbots help in such a scenario?	By responding instantly to common customer questions	By forwarding all queries to human agents only	By ignoring customer requests	By requiring customers to visit the store in person	1	3
48			Difficult	ScB	PC10. Implement security measures to protect sensitive information and prevent unauthorized access to IoT devices and data.	A retail store manager discovers that unauthorized users are attempting to connect to the store's IoT security cameras and smart shelves. What is the best security measure to prevent this?	Disable software updates	Keep the default passwords unchanged	Enable strong passwords and firewalls	Share Wi-Fi credentials with customers	3	3
49	DGT/VSQ/N0103	Employability Skills (90 Hours)	Easy	FIB	PC28. carry out basic procedures in documents, spreadsheets and presentations using respective	Fill in the blanks from the given options: _____ is a presentation application.	MS Word	MS PowerPoint	MS Excel	MS Paint	2	1
50			Medium	DC	PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment	Which of the following is an online source to search for suitable jobs in the retail sector?	Job portal	Newspaper	Recruitment agency	Employment exchange	1	2