

1. Roleplay Scenario: Handling Customer Escalation

Scenario: You are the Deputy Manager at a retail store. A customer approaches you angrily, claiming that they were overcharged for an item and that the cashier was rude.

Task:

Roleplay how you would handle the situation, de-escalate the customer's frustration, verify the billing issue, and ensure a satisfactory resolution.

Explain how you would use store policies to address the concern while maintaining a positive shopping experience.

Evaluation Criteria:

Ability to remain calm and professional

Effective communication and conflict resolution skills

Knowledge of store policies and pricing adjustments

2. Demonstration: AI-Driven Inventory Management

Task: Demonstrate how you would use an AI-driven inventory management system to analyze stock levels and forecast demand for the upcoming holiday season.

Show how you would interpret AI-driven insights to prevent overstocking and stockouts.

Explain how AI can optimize ordering patterns based on past sales trends.

Evaluation Criteria:

Understanding of AI-based inventory forecasting

Ability to explain key inventory metrics (e.g., sell-through rate, stock turnover)

Decision-making in optimizing stock levels

3. Viva Question: Dynamic Pricing Strategy

Question:

How would you implement a **dynamic pricing strategy** using AI to optimize store profitability?

What key factors should be considered when adjusting prices dynamically?

Expected Response:

Understanding of AI-driven pricing models

Consideration of demand fluctuations, competitor pricing, and customer purchasing behavior

Ethical considerations in dynamic pricing

4. Roleplay Scenario: Motivating Your Sales Team

Scenario: Your sales team has been consistently underperforming for the last quarter, and employee morale is low. Some employees feel demotivated because they are struggling to meet their targets.

Task:

Conduct a **team briefing** where you provide constructive feedback, set clear expectations, and introduce strategies to boost performance.

Explain how you would use **performance incentives, training, and AI-driven sales insights** to help your team improve.

Evaluation Criteria:

Leadership and motivational skills

Ability to provide constructive feedback and actionable solutions

Knowledge of sales optimization techniques

5. Demonstration: Ensuring Data Security Compliance in AI Systems

Task: Explain how you would ensure **customer data security and compliance** while using AI-driven tools in store operations.

What steps would you take to protect sensitive customer data?

How would you train employees on handling data securely?

What laws and best practices should be followed in AI-driven data management?

Evaluation Criteria:

Awareness of **data privacy laws** (e.g., GDPR, IT Act)

Understanding of AI-driven data security measures (encryption, restricted access)

Communication of best practices for handling sensitive customer data