

NOS	PC Number	Level	Question	Option 1	Option 2	Option 3	Option 4	Correct Answer
RAS/N0165: Execute Operational Plan	PC1	Hard	A Deputy Manager is analyzing resource needs for the next quarter. What is the best approach to ensure accurate planning?	Gather input from staff and use data-driven forecasting	Reduce stock levels to cut costs	Allocate the same resources as last quarter	Focus only on high-selling products	Option 1
RAS/N0165: Execute Operational Plan	PC2	Easy	What is the most effective way to ensure that an operational plan is successfully implemented?	Regularly monitor KPIs and adjust as needed	Assign all tasks to senior staff	Follow the plan strictly without modifications	Wait until the end of the cycle to review results	Option 1
RAS/N0165: Execute Operational Plan	PC7	Hard	A Deputy Manager needs to procure new equipment and services while ensuring compliance with company policies. What is the best approach?	Choose the lowest-cost option without evaluation	Consult relevant authorities and follow procurement guidelines	Rely only on supplier recommendations	Make urgent purchases without approvals	Option 2
RAS/N0165: Execute Operational Plan	PC10	Average	A store employee has been consistently underperforming despite previous feedback. What is the best approach to correct this issue while following company policies?	Reduce the employee's working hours	Issue an immediate termination notice	Ignore the issue and focus on top-performing employees	Provide additional training and set clear performance expectations	Option 4
RAS/N0140: Establish and satisfy customer needs	PC1	Hard	A Deputy Manager wants to analyze customer behavior without disrupting their shopping experience. What is the best approach?	Follow customers closely and take notes	Directly ask customers about their shopping preferences	Use in-store analytics and discreet observation techniques	Install cameras and monitor all movements without informing customers	Option 3
RAS/N0140: Establish and satisfy customer needs	PC8	Hard	A customer is unsure about purchasing a new skincare product. What is the best way to encourage them to make a confident decision, following store policy?	Give them a discount to encourage purchase	Offer a product sample, if allowed, and explain its benefits	Tell them to buy it first and return it if unsatisfied	Insist that they buy the full-size product immediately	Option 2
RAS/N0140: Establish and satisfy customer needs	PC9	Average	What is the most effective way to ensure that store hygiene and safety standards are consistently maintained?	Clean the store only when it looks dirty	Conduct regular cleaning checks and enforce staff hygiene protocols	Assign cleaning tasks only to new employees	Allow customers to report hygiene issues but take action only if necessary	Option 2
RAS/N0140: Establish and satisfy customer needs	PC10	Average	A store is experiencing long checkout lines during peak hours. What is the best operational solution?	Encourage customers to pay with cash only	Allow only a limited number of customers into the store	Introduce self-checkout kiosks and optimize cashier workflows	Reduce the number of checkout counters to save costs	Option 3

RAS/N0139: Plan visual merchandising	PC2	Hard	A store is preparing for a seasonal promotional display. What is the best way to ensure all required materials are available on time?	Plan in advance and coordinate with suppliers to procure materials before the deadline	Use leftover materials from past displays without checking compatibility	Start setting up the display before gathering all necessary items	Order only the most expensive materials to ensure quality	Option 1
RAS/N0139: Plan visual merchandising	PC3	Average	A new window display is set up, but customer engagement is lower than expected. What is the most effective evaluation method to determine if it meets the design brief?	Assess foot traffic, customer reactions, and sales impact	Rely only on personal opinions	Keep the display unchanged for a month before reviewing	Assume the design is correct and focus on other tasks	Option 1
RAS/N0139: Plan visual merchandising	PC7	Average	How can a store ensure timely delivery of display merchandise and props before installation?	Assume deliveries will arrive on time without verification	Wait until the last minute to check delivery status	Confirm delivery schedules with suppliers and track shipments proactively	Order additional materials only after the deadline	Option 3
RAS/N0139: Plan visual merchandising	PC8	Hard	A store manager notices that key display items are delayed in transit. What is the best course of action?	Use any random available materials instead of the delayed items	Wait for the delivery to arrive and adjust the timeline	Cancel the display project entirely	Contact the supplier immediately and arrange for expedited shipping or alternatives	Option 4
RAS/N0166: Achieve Sales Goals	PC1,23	Easy	A store notices a decline in foot traffic and sales. What is the best first step to address this issue?	Reduce prices on all products without analysis	Conduct an analysis of customer behavior, market trends, and competitor pricing	Increase advertising budget without targeting specific customers	Assume it's a temporary issue and take no action	Option 2
RAS/N0166: Achieve Sales Goals	PC4	Easy	How can a store use past sales data to improve future sales performance?	Identify seasonal trends and adjust inventory and marketing strategies accordingly	Keep inventory levels the same regardless of past trends	Focus only on top-selling products and ignore others	Set prices based on intuition rather than data	Option 1
RAS/N0166: Achieve Sales Goals	PC10	Hard	A store manager notices that some employees are not meeting their individual sales targets. What is the best approach to address this?	Provide constructive feedback and additional training	Publicly compare employees' sales performance	Reduce their working hours to motivate them	Ignore the issue as long as total store sales are met	Option 1
RAS/N0166: Achieve Sales Goals	PC11	Hard	If a store is consistently missing its sales targets, what is the most effective corrective action?	Continue with the same strategy and hope for improvement	Increase sales targets to push employees harder	Reduce marketing efforts to cut costs	Analyze sales data, identify gaps, and adjust strategies	Option 4
RAS/N0142: To provide leadership for your team	PC3,4,5	Hard	A store manager wants to motivate employees to achieve both their personal and team objectives. What is the best approach?	Provide regular feedback, coaching, and public recognition	Set strict performance rules with no flexibility	Only reward the top-performing employees	Wait for employees to self-motivate	Option 1

RAS/N0142: To provide leadership for your team	PC6,7	Easy	What is the most effective way for a store manager to gain the trust and support of their team?	Avoid addressing employee concerns to focus on sales	Make all decisions independently without team input	Use authority to enforce compliance	Lead by example and demonstrate integrity in decision-making	Option 4
RAS/N0142: To provide leadership for your team	PC7	Hard	A team is struggling with conflicts due to diversity-related misunderstandings. What is the best leadership approach?	Ignore the conflict and hope it resolves itself	Facilitate open discussions and provide diversity training	Let employees resolve conflicts on their own	Favor one group over another to end the conflict quickly	Option 2
RAS/N0142: To provide leadership for your team	PC8,9	Average	During low sales periods, what is the best way for a store manager to support and keep employees motivated?	Reduce employee hours without explanation	Communicate transparently, provide support, and adjust team strategies	Blame the team for poor performance	Ignore the issue and focus only on financial targets	Option 2
RAS/N0151: Manage a budget	C4,6	Hard	A store faces unexpected supply chain disruptions, leading to higher operational costs. What is the best way to revise the budget?	Wait until the next budget cycle to make changes	Reduce employee salaries to offset costs without discussion	Analyze the impact, propose revisions, and get approval from relevant stakeholders	Cut costs randomly without evaluating key areas	Option 3
RAS/N0151: Manage a budget	PC7,8	Average	What is the best practice for keeping relevant stakeholders informed about budget performance?	Only report financial issues at the end of the quarter	Provide regular, data-driven reports with actionable insights	Share updates only when there is a major problem	Assume stakeholders will check the budget themselves	Option 2
RAS/N0151: Manage a budget	PC8	Hard	A store manager notices discrepancies in financial transactions that suggest potential fraud. What is the best immediate action?	Report the issue immediately to senior management or compliance authorities	Investigate the matter independently before informing anyone	Ignore the discrepancy unless it worsens	Confront employees directly without evidence	Option 1
RAS/N0151: Manage a budget	PC9	Easy	What is the most effective way to gather information from the current budget to assist in preparing future budgets?	Reduce all discretionary spending without analysis	Assume future budgets should remain the same as previous ones	Track expenses, analyze variances, and incorporate lessons learned	Rely solely on last year's financial data without adjustments	Option 3
RAS/N0167: Utilize AI for Optimized Management of Retail Department	PC3,4	Easy	A retail store is implementing AI-powered inventory management software, but staff are struggling to use it effectively. What is the best approach to train them?	Train only senior employees and ignore others	Give employees a manual and expect them to self-learn	Provide hands-on training sessions and ongoing support	Let employees figure it out over time without formal training	Option 3
RAS/N0167: Utilize AI for Optimized Management of Retail Department	PC5	Average	How can a store best align its departmental goals with AI-driven business strategies?	Integrate AI insights into decision-making and continuously adjust strategies	Focus only on traditional sales methods and ignore AI insights	Implement AI technology but continue with old performance metrics	Set rigid goals that do not account for AI-driven changes	Option 1

RAS/N0167: Utilize AI for Optimized Management of Retail Department	PC8,9	Average	A retail store implements AI-driven recommendations for product upselling. What is the best way to ensure these recommendations increase sales?	Offer the same upselling options to every customer	Personalize recommendations based on customer purchase history and behavior	Push high-margin products regardless of customer needs	Use AI only for product placement, not recommendations	Option 2
RAS/N0167: Utilize AI for Optimized Management of Retail Department	PC13	Hard	A store manager wants to analyze customer feedback using AI insights. What is the best way to use AI-driven feedback analysis to improve customer experience?	Identify trends in feedback and take proactive action to resolve common issues	Ignore AI feedback analysis and rely on manual customer surveys	Focus only on positive feedback and ignore complaints	Use AI only to track complaints without making changes	Option 1
DGT/VSQ/N0102: Employability Skill	PC 23	Easy	When a single individual owns, manages and controls the enterprise it is known as:	Partnership	Sole Proprietorship	Limited Liability Partnership	Public Sector Unit	Option 2
DGT/VSQ/N0102: Employability Skill	PC 25	Hard	What does debentures represent?	Fixed capital of the company	Permanent capital of the company	Fluctuating capital of the company	Loan capital of the company	Option 4