

## Retail Sales Assistant (NSQF Level 3.0)

Sr. No.	CODE	NOS	Performance Criteria	Marking	Difficulty Level	Question Type	Questions/ Demonstration/ Scenario	Option - 1	Option - 2	Option - 3	Option - 4	Correct Answer
1	RAS/N0105	Display stock to promote sales	Check that the display has the levels of stock needed.	1	D1	Viva Voice	How do you check if a display has the right stock levels?	Check visually and compare with stock records	Assume it's always full	Wait for customer complaints	Ignore stock levels	1
2			Clean and store equipment and excess materials; get rid of waste safely, correctly and promptly.	1	D1	Viva Voice	How should you handle excess materials and waste after setting up a display?	Throw everything in the nearest bin	Leave materials near the display	Store equipment properly and dispose of waste as per company policy	Ignore waste disposal	3
3			Check requirements for labelling stock.	1	D1	Viva Voice	How do you ensure stock is labeled correctly?	Use any label available	Follow company guidelines	Label only when asked	Skip if priced	2
4			Check information on the label is clear, accurate and legal before starting to label stock.	2	D2	Role Play	Before labeling stock, what should you check?	That the label looks nice	That the customer approves it	That the label matches the shelf color	That the label is clear, accurate, and legal	4
5			Report promptly any information on labels that may need changing.	2	D2	Role Play	You notice incorrect information on a product label. What should you do?	Report it immediately	Ignore it	Fix it yourself	Wait for a customer complaint	1
6			Attach the right labels to the right products.	3	D3	Demonstration	Demonstrate how you would correctly attach labels to products, ensuring accuracy and compliance with company standards.	Attach labels randomly to any product	Use any available label without verifying information	Double-check product details and place labels correctly as per guidelines	Skip labelling if unsure	3
7	RAS/N0106	Prepare visual merchandising displays	Confirm that the features of merchandise and props shown in the design brief are those most likely to attract customers' attention.	1	D1	Viva Voice	How do you confirm that merchandise and props attract customer attention?	Assume the design is correct	Compare with customer preferences	Ignore the design brief	Use the same display for all products	2

8			Identify other merchandise and props when those originally specified are not available or not suitable, and agree the selections with the right person.	1	D1	Viva Voice	What should you do if the specified props are unavailable?	Use any available items	Cancel the display	Find alternatives and get approval	Ignore and proceed	3
9			Verify arrangements for delivery of merchandise & props with the right people, allowing enough time for deliveries to arrive before display must be installed.	1	D1	Viva Voice	How do you ensure merchandise and props arrive on time?	Confirm delivery with suppliers	Assume they will arrive	Check after the deadline	Ignore delays	1
10			Check the progress of deliveries and take suitable action if delays seem likely.	2	D2	Role Play	What should you do if a merchandise delivery is delayed?	Wait for it to arrive.	Ignore the delay.	Inform your manager.	Check with the supplier.	4
11			Update stock records to account for merchandise on display.	2	D2	Role Play	How should you update stock records for displayed merchandise?	Ignore the update.	Mark items as sold.	Record items as part of the display.	Update after dismantling.	3
12			Create new and effective ways of improving the visual effect, within his/her limits of design brief, company's visual design policies and authority.	3	D3	Demonstration	Demonstrate how you would improve the visual effect of a retail display while staying within the design brief, company policies, and your authority.	Rearrange merchandise and lighting to enhance visibility and appeal.	Ignore company policies and create a unique display.	Remove all props and keep the display minimal.	Only follow the original layout without any adjustments.	1
13			Confirm that the features of merchandise and props shown in the design brief are those most likely to attract customers' attention.	3	D3	Demonstration	Demonstrate how you would confirm that the features of merchandise and props in the design brief are most likely to attract customers' attention.	Analyze customer foot traffic and adjust the display based on observed interest.	Follow the design brief without assessing its effectiveness.	Use random props without considering customer appeal.	Ignore customer preferences and rely solely on personal judgment.	1
14	RAS/N0107	Dress visual merchandising displays	Group merchandise appropriately for the purpose & style of display, the selling features of merchandise & the visual effect needed under the design brief.	1	D1	Viva Voice	How should merchandise be grouped for display?	Randomly without a plan	By purpose, style, and selling points	In a single row only	Mixing unrelated items	2
15			Make sure that lighting is installed in line with lighting requirements.	1	D1	Viva Voice	What must you ensure when installing display lighting?	Follow store lighting requirements	Use any available lights	Place lights randomly	Ignore brightness and color	1

16			Check that all the parts of the display are suitable for the purpose of the display and meet requirements.	1	D1	Viva Voice	How do you ensure a display meets requirements?	Arrange randomly	Use any available items	Check against the design brief	Ignore store guidelines	3
17			Check that the display meets requirements for easy access, safety and security.	2	D2	Role Play	How do you ensure a display meets access, safety, and security standards?	Focus only on visual appeal	Check stability and keep pathways clear	Ignore safety concerns	Assume security is someone else's job	2
18			Identify safety and security risks to the display and choose suitable ways of reducing risks.	2	D2	Role Play	How would you reduce safety and security risks in a store display?	Rely only on security staff	Ignore potential risks	Remove the display without notice	Reinforce the display and clear pathways	4
19			Consider how the display looks from all the directions from which customers will approach it.	3	D3	Demonstration	Demonstrate how you would adjust a retail display to ensure it looks appealing from all customer viewpoints.	Walk around the display and adjust angles, lighting, and positioning	Only check the display from the front	Ignore side and rear views as customers rarely see them	Rely on the original setup without making changes	1
20	RAS/N0108	Dismantle and Store Visual Merchandising Displays	Get rid of unwanted materials safely and keep accurate records of this if needed.	1	D1	viva Voice	How should you dispose of unwanted materials safely?	Use any bin without recording	Leave it in the stockroom	Follow company procedures and log records	Discard without considering safety	3
21			Clean display sites and parts using safe and approved cleaning materials and equipment.	1	D1	viva Voice	How should you clean display sites and parts?	Use any available cleaner	Follow company guidelines	Clean only when dirty	Use excessive water	2
22			Work out accurately the storage space required.	1	D1	viva Voice	How do you determine the storage space needed?	Guess based on past stock	Stack without considering size	Store wherever there's room	Measure items and calculate space	4
23			Identify the protective packaging he/she needs and the security measures that need to be in place.	2	D2	Role Play	How would you ensure merchandise is securely packaged and protected?	Use bubble wrap and a sturdy box	Place it in a plastic bag	Wrap it in basic paper	Hand it over without packaging	1

24			Store items in suitable places and with clear and accurate labels.	2	D2	Role Play	A customer can't find an item due to incorrect labeling and placement. What should you do?	Ask the customer to check another section.	Say it's out of stock and suggest an alternative.	Inform a colleague and continue assisting others.	Apologize, find the item, and correct the label immediately.	4
25			Keep accurate and up-to-date records of items in storage.	3	D3	Demonstration	During a stock audit, you find a discrepancy. What should you do?	Adjust records to match the current stock.	Recount, verify, and update records accurately.	Report it and wait for instructions.	Ignore minor differences.	2
26	RAS/N0109	Prepare Products for Sale	Use safe work methods and follow manufacturers' instructions when putting products together.	1	D1	Viva Voice	How should you safely assemble a product?	Follow the manufacturer's instructions.	Use past experience only.	Skip safety steps to save time.	Let a colleague do it without checking.	1
27			Check that products have been assembled correctly and can be used safely.	1	D1	Viva Voice	How do you ensure a product is assembled safely?	Let the customer check it.	Assume it's fine if it looks complete.	Check it against the manufacturer's guidelines.	Skip the check if in a hurry.	3
28			Gather the tools he/she needs for putting products together.	1	D1	Viva Voice	Who should you ask if a product is difficult to assemble?	A supervisor or experienced colleague.	A random coworker, even if they are unsure.	The customer who bought the product.	Try to figure it out alone, even if unsure.	1
29			Check regularly that products on display are in a satisfactory condition.	1	D1	Viva Voice	How do you ensure products on display are in good condition?	Assume they're fine if they look good.	Only check if a customer complains.	Leave it for closing staff.	Regularly check for damage and cleanliness.	4
30			Promptly remove damaged products from display and follow company procedures for dealing with them.	2	D2	Role Play	You find a damaged product on display. What should you do?	Hide it from customers.	Leave it and inform the manager later.	Remove it and follow company procedures.	Repair and display it again.	3
31			Remove all unwanted packaging and safely get rid of waste.	2	D2	Role Play	What should you do with unwanted packaging while setting up a display?	Remove and dispose of it safely.	Leave it until the end of the day.	Toss it in any bin.	Ask a colleague to dispose of it.	1

32			PC1. check that all expected items and parts of the product are in the package.	3	D3	Demonstration	You are receiving a delivery of electric kettles. According to the product checklist, each box should contain: 1 kettle, 1 detachable power base, 1 user manual, and 1 warranty card. You open one package and find only the kettle, base, and user manual. What should you do next?	Ignore it and place the item on the shelf	Sell the product with a discount	Keep the item in the store room	Inform the supervisor and report the missing warranty card	4
33			Check that all expected items and parts of the product are in the package.	3	D3	Demonstration	How do you ensure all parts are in the product package?	Assume the package is complete if it looks fine.	Check the inventory list and verify all parts.	Check only if a customer complains.	Open random packages without a specific order.	2
34	RAS/N0118	Promote Loyalty Schemes to Customers	Treat the customer politely at all times and in a way that promotes goodwill.	1	D1	Viva Voice	How should you treat customers to promote goodwill?	Be polite, attentive, and respectful.	Respond only when asked.	Rush the conversation.	Ignore minor complaints.	3
35			Recognise accurately when customers are interested in joining the scheme.	1	D1	Viva Voice	How can you recognize if a customer is interested in joining a loyalty scheme?	Look for signs like asking about discounts or rewards.	Wait for them to ask directly.	Offer it to all customers.	Approach only those buying large items.	1
36			Take opportunities to ask customers who are showing signs of interest to sign up for the scheme.	1	D1	Viva Voice	How should you approach customers interested in signing up for the loyalty scheme?	Wait until they ask.	Politely ask and explain the benefits.	Only mention it to customers with large purchases.	Avoid asking to not seem pushy.	2
37			Give the customer proof of their membership.	2	D2	Role Play	A customer just signed up for the loyalty program. How do you provide proof of their membership?	Issue a membership card or digital proof and explain its use.	Tell them they'll receive proof by email.	Ask them to wait for verification.	Provide proof only if they ask.	1
38			Check with the customer that their details, as shown on the membership documentation, are correct.	3	D3	Demonstration	How should you verify a customer's details on their membership documentation?	Assume the details are correct.	Read out the details and ask for confirmation.	Ask the customer to verify after completing the form.	Check and correct the details yourself.	2
39	RAS/N0119	Maintain Store Security	Notice where stock may have been stolen and tell the right person about it.	1	D1	Viva Voice	What should you do if stock is missing?	Ignore it	Inform the supervisor	Catch the thief yourself	Wait for restocking	2

40			Follow company procedures for preventing security risks while working.	1	D1	Viva Voice	How can you help prevent security risks while working?	Follow store security procedures	Keep emergency exits blocked	Ignore suspicious behavior	Leave cash registers open	1
41			Report security risks to the right people promptly and accurately.	2	D2	Role Play	You notice a suspicious person near the stockroom. What should you do?	Confront them	Wait until shift ends	Ignore and continue work	Report to security/manager immediately	4
42			Follow company procedures for reporting security risks.	2	D2	Role Play	You notice an unattended suspicious bag in the store. What should you do?	Open the bag to check its contents	Immediately report it to security or a manager	Move the bag to a less crowded area	Ignore it unless someone complains	2
43	RAS/N0124	Provide Information to Customers	Identify the nature of the complaint from information obtained from customers.	1	D1	Viva Voice	How do you identify the nature of a customer complaint?	Guess based on the customer's tone.	Listen carefully, ask questions, and summarize the issue.	Interrupt to offer a solution.	Assume it's about a defect.	2
44			Acknowledge the complaint clearly and accurately and apologise to the customer.	1	D1	Viva Voice	How should you respond to a customer complaint?	Acknowledge the complaint and offer a sincere apology.	Ignore the complaint and continue.	Apologize without acknowledging the issue.	Say nothing and wait for the customer to leave.	1
45			Follow legal requirements and company policies and procedures for dealing with complaints.	1	D1	Viva Voice	How should you handle a complaint while following legal and company procedures?	Ignore the complaint if complicated.	Handle it without referring to policies	Listen, follow company procedure, and ensure legal compliance.	Promise a solution before checking procedures.	3
46			Promptly refer complaints to the right person & explain the referral procedure clearly to the customer, when it is beyond his/her responsibility to sort them.	2	D2	Role Play	How do you refer a complaint to the right person when it's beyond your responsibility?	Ignore the complaint.	Explain the referral procedure and refer the customer clearly.	Ask the customer to return later.	Direct them to another store.	2
47			Discuss and agree the options for solving the problem with your customer.	3	D3	Demonstration	How should you approach solving a customer's problem?	Listen, offer options, and discuss the best solution.	Offer the first solution you think of.	Tell the customer to find their own solution.	Provide a solution without discussion.	1

48	DGT/VSQ/ N01 02	Employability Skills	Getting Ready for Apprenticeship & Jobs	1	D1	Viva Voice	What is the key step in preparing for a retail sales job?	Wait for a job offer	Research the company	Ignore customer service skills	Avoid learning retail trends	2
49			PC4. follow environmentally sustainable practices	2	D2	Role Play	Your co-worker throws packaging waste into the regular bin. What should you do?	Segregate the waste and explain recycling importance	Say nothing	Help him to finish quickly	Call the manager to complain	1
50			Customer service	3	D3	Demonstrati	Demonstrate how you would handle a dissatisfied customer with a defective product.	Argue with the customer	Ignore the complaint	Refuse to help	Apologize, listen, and offer a solution	4