

Retail Sales Assistant (NSQF Level 3.0)

| Sr. No. | CODE | NOS | Performance Criteria | Marking | Question Type | Difficulty Level (Easy/Medium/Difficult) | Question Text | Option - 1 | Option - 2 | Option - 3 | Option - 4 | Correct Answer |
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| 1 | RAS/N0105 | Display stock to promote sales | Identify the need for the display in relation to stock, space, position of the display and dates. | 1 | DC | Easy | What is the primary purpose of considering display dates when arranging merchandise in a retail store? | To improve store aesthetics | To ensure timely stock rotation | To reduce customer wait times | To increase foot traffic | 2 |
| 2 | | | Check that the display area is the right size and report any concerns promptly. | 1 | DC | Easy | What should you do if the display area is too small for the stock? | Force all items to fit | Leave some stock in the storeroom | Report the issue promptly | Rearrange the entire store layout | 3 |
| 3 | | | Identify the need for the display in relation to stock, space, position of the display and dates. | 1 | DC | Easy | Why should stock, space, position, and dates be considered for a display? | To improve visibility | To reduce workload | To store excess stock | To keep old stock longer | 1 |
| 4 | | | Follow company procedures for clearing, cleaning and preparing the display area before use. | 2 | FIB | Medium | Before setting up a display, it is important to follow company procedures for ____, ____, and preparing the area. | Checking, stacking | Sorting, labeling | Counting, arranging | Clearing, cleaning | 4 |
| 5 | | | Set up and dismantle the display safely, in line with plans and within the time allowed. | 2 | FIB | Medium | It is important to set up and dismantle a display ____ and in line with ____ within the given time. | Quickly, customer requests | Safely, plans | Randomly, stock availability | Carelessly, store layout | 2 |
| 6 | | | Check that the display is clean, tidy and safe for use. | 3 | SCB | Hard | You notice a display is messy, with products scattered and dust on the shelves. A customer hesitates to buy an item. What should you do first? | Inform a manager later | Clean and reorganize the display | Fix it after store hours | Remove all items and leave it empty | 2 |
| 7 | RAS/N0106 | Prepare visual merchandising displays | Identify the equipment, materials, merchandise and props needed to create and install the display and the dates for completing it. | 1 | DC | Easy | What is essential before setting up a display? | Skipping planning | Placing items randomly | Ignoring deadlines | Choosing equipment and materials | 4 |
| 8 | | | Evaluate whether the place to put the display is likely to fulfil the design brief. | 1 | DC | Easy | How do you confirm a display meets the design brief? | Check visibility and traffic | Place it anywhere | Ignore the brief | Hide it in a corner | 1 |

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| 9 | | | Create new and effective ways of improving the visual effect, within his/her limits of design brief, company's visual design policies and authority. | 1 | DC | Easy | How can you improve a display within company guidelines? | Use any materials freely | Ignore the design brief | Adjust lighting and arrangement | Change the store layout | 3 |
| 10 | | | Confirm that the features of merchandise and props shown in the design brief are those most likely to attract customers' attention. | 2 | FIB | Medium | To attract customers, the features of merchandise and props in a display should align with the ___ and be visually ___. | Design brief, appealing | Store size, hidden | Random choices, plain | Budget, unnoticed | 1 |
| 11 | | | Identify other merchandise and props when those originally specified are not available or not suitable, and agree the selections with the right person. | 2 | FIB | Medium | If the specified merchandise or props are unavailable, a Retail Sales Assistant should identify ___ options and get approval from ___. | Unrelated, a store visitor | Expensive, any colleague | Random, a customer | Alternative, the right person | 4 |
| 12 | | | Verify arrangements for delivery of merchandise & props with the right people, allowing enough time for deliveries to arrive before display must be installed. | 3 | SCB | Hard | You are setting up a new seasonal display, but the key merchandise and props have not arrived yet. The display must be installed by tomorrow. What should you do first? | Wait and hope the items arrive on time | Contact the supplier or delivery team to confirm the status | Set up the display with random available items | Postpone the display without informing anyone | 2 |
| 13 | | | Check the progress of deliveries and take suitable action if delays seem likely. | 3 | SCB | Hard | You are expecting a shipment of merchandise for a new display, but the delivery is delayed. The display must be set up by the end of the day. What should you do? | Contact the supplier to check the status and arrange alternatives if needed | Wait without taking any action and hope the delivery arrives | Cancel the display and inform no one | Set up the display with unrelated products without approval | 1 |
| 14 | RAS/N0107 | Dress visual merchandising displays | Use the design brief to identify the focal points of the display. | 1 | DC | Easy | What should you use to determine the focal points of a display? | Personal preference | The design brief | Random product placement | Customer requests | 2 |
| 15 | | | Choose shapes, colours and groupings that are suited to the purpose and style of the display. | 1 | DC | Easy | What should be considered when selecting shapes, colors, and groupings for a display? | The purpose and style of the display | Random personal preferences | Only the cheapest options available | What takes the least effort to arrange | 1 |
| 16 | | | Create displays that achieve the required visual effect and are consistent with the company's visual design policy. | 1 | DC | Easy | What should a retail display follow? | No layout plan | Random colors | Quick setup | Company's design policy | 4 |

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| 17 | | | Position merchandise, graphics and signs in ways that promote sales. | 2 | FIB | Medium | Merchandise, graphics, and signs should be positioned to maximize ___ and attract ___. | Storage, employees | Sales, customers | Space, suppliers | Stock, competitors | 2 |
| 18 | | | Check that lighting is installed in line with the design brief. | 2 | FIB | Medium | Lighting should be installed in line with the ___ to enhance the ___ of the display. | Design brief, visual appeal | Store hours, brightness | Budget, electricity usage | Shelf height, storage space | 1 |
| 19 | | | Check that the finished display meets health and safety guidelines and legal requirements. | 3 | SCB | Hard | While setting up a new display, you notice that some heavy items are stacked too high, and electrical wires for the lighting are loosely placed on the floor. What should you do? | Wait for a manager to notice and take action | Ignore the issues since the display looks good | Rearrange items and secure wires to meet safety guidelines | Continue setting up and fix the problems later | 3 |
| 20 | RAS/N0108 | Dismantle and Store Visual Merchandising Displays | Dismantle displays safely. | 1 | DC | Easy | What is the most important factor when dismantling a display? | Safety precautions | Speed of removal | Ignoring company guidelines | Leaving items scattered | 1 |
| 21 | | | Protect the parts of the display from being damaged during dismantling. | 1 | DC | Easy | How can you prevent damage when dismantling a display? | Remove everything quickly | Handle items carefully | Stack items randomly | Ignore fragile parts | 2 |
| 22 | | | Return the parts of the display to the appropriate places promptly and, if needed, in a saleable condition. | 1 | DC | Easy | What should you do with display parts after use? | Store without checking | Leave them scattered | Discard them all | Return them promptly in good condition | 4 |
| 23 | | | Get rid of unwanted materials safely and keep accurate records of this if needed. | 2 | FIB | Medium | Unwanted materials should be disposed of ___ and recorded ___ if required. | Safely, accurately | Quickly, casually | Carelessly, randomly | Secretly, rarely | 1 |
| 24 | | | Clean display sites and parts using safe and approved cleaning materials and equipment. | 2 | FIB | Medium | Display sites and parts should be cleaned using ___ and ___ cleaning materials. | Quick, untested | Harsh, random | Safe, approved | Expensive, unnecessary | 3 |

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| 25 | | | Work out accurately the storage space required. | 3 | SCB | Hard | You need to store dismantled display materials, but the storage area is limited. How should you determine the required space? | Measure the items and organize them efficiently | Store items randomly and hope they fit | Stack everything in one corner without checking | Leave the items on the shop floor until space is available | 1 |
| 26 | RAS/N0109 | Prepare Products for Sale | Check that all expected items and parts of the product are in the package. | 1 | DC | Easy | What should you do when receiving a package? | Ignore missing parts | Assume nothing is missing | Discard contents randomly | Check all items and parts | 4 |
| 27 | | | Remove all unwanted packaging and safely get rid of waste. | 1 | DC | Easy | What should you do with unwanted packaging? | Leave it scattered around | Remove it and dispose of it safely | Hide it behind the display | Ignore it completely | 2 |
| 28 | | | Gather the tools he/she needs for putting products together. | 1 | DC | Easy | What should you do before assembling products? | Use any random objects | Start without checking tools | Gather all necessary tools | Borrow tools mid-task | 3 |
| 29 | | | Use safe work methods and follow manufacturers' instructions when putting products together. | 1 | DC | Easy | How should you assemble products safely? | Follow manufacturer's instructions | Guess the assembly steps | Ignore safety guidelines | Use any method to finish quickly | 1 |
| 30 | | | Check that products have been assembled correctly and can be used safely. | 2 | FIB | Medium | After assembly, products should be checked for ___ and ensured they can be used ___. | Speed, quickly | Correctness, safely | Appearance, occasionally | Weight, randomly | 2 |
| 31 | | | Ask the right person for help when products are proving difficult to put together. | 2 | FIB | Medium | When facing difficulties assembling a product, seek help from the ___ to ensure it is put together ___. | Anyone available, carelessly | Random customer, quickly | Internet only, casually | Right person, correctly | 4 |
| 32 | | | PC3. gather the tools he/she needs for putting products together. | 3 | SCB | Hard | You're assembling a seasonal product rack with shelves, signs, and price tags. Which toolset should you gather first? | Cloth, sanitizer, gloves | Hammer, glue, stapler | Screwdriver, tape, price gun, marker | Pliers, mop, tape measure | 3 |

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| 33 | | | Check regularly that products on display are in a satisfactory condition. | 3 | SCB | Hard | You notice that some products on display have gathered dust, and a few have minor damages. What should you do? | Clean and inspect the products, replacing damaged ones if needed | Ignore the condition and leave them as they are | Hide the damaged products behind other items | Wait for a customer to report the issue | 1 |
| 34 | RAS/N0118 | Promote Loyalty Schemes to Customers | Take suitable opportunities to ask customers if they are members of the loyalty scheme and whether they are interested in joining. | 1 | DC | Easy | When should you ask customers about the loyalty scheme? | After they leave | Only if asked | At suitable times | Never | 3 |
| 35 | | | Explain clearly and accurately to customers how joining the scheme would benefit them, including any current special offers relating to the scheme. | 1 | DC | Easy | How should you explain the loyalty scheme? | Briefly without details | Clearly with benefits | Give confusing info | Avoid mentioning offers | 2 |
| 36 | | | Respond positively to any questions or objections that the customer raises. | 1 | DC | Easy | How should you respond to customer questions or objections? | Positively and helpfully | Ignore them | Respond rudely | Dismiss their concerns | 1 |
| 37 | | | Provide relevant information to the customer to help them decide whether to join the scheme. | 2 | FIB | Medium | To help a customer decide whether to join the scheme, provide them with ___ and explain ___. | No details, terms only | Random details, prices | Minimal info, restrictions | Relevant information, benefits | 4 |
| 38 | | | Recognise accurately when customers are interested in joining the scheme. | 3 | SCB | Hard | A customer is browsing near the checkout and asks about discounts. They seem engaged when you mention the loyalty scheme but hesitate to sign up. What should you do next? | Provide more details about the benefits and answer any concerns | Wait silently for them to decide on their own | Move on to another customer without offering further help | Tell them they must join to receive any discounts | 1 |
| 39 | RAS/N0119 | Maintain Store Security | Notice and correctly identify security risks. | 1 | DC | Easy | How should you identify security risks? | Check cameras rarely | Ignore them | Confront aggressively | Stay alert and report | 4 |
| 40 | | | Follow company procedures for reporting security risks. | 1 | DC | Easy | How should you report security risks? | Follow company procedures | Ignore minor risks | Confront suspects yourself | Share on social media | 1 |

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| 41 | | | Report security risks to the right people promptly and accurately. | 2 | FIB | Medium | Report security risks to the right ___ promptly and ___. | authority, carefully | people, accurately | manager, slowly | team, casually | 2 |
| 42 | | | Follow company procedures for preventing security risks while working. | 2 | MI | Medium | Arrange the steps to prevent security risks: a) Stay alert b) Follow protocols c) Report issues d) Monitor exits | a, b, c, d | a, c, d, b | c, b, a, d | b, a, d, c | 4 |
| 43 | RAS/N0124 | Provide Information to Customers | Communicate information and advice to customers in ways they can understand. | 1 | DC | Easy | How should you communicate with customers? | Use technical terms | Speak quickly | Use clear language | Avoid questions | 3 |
| 44 | | | Provide relevant, complete, accurate and up-to-date information and advice to customers. | 1 | DC | Easy | What should you provide to customers when giving information and advice? | Outdated information | Relevant and accurate details | Incomplete answers | Guesswork | 2 |
| 45 | | | Find other ways to help the customer when the information and advice given is not satisfactory. | 1 | DC | Easy | What should you do if the information given does not satisfy the customer? | End the conversation | Ignore their concerns | Tell them to check online | Offer alternative solutions | 4 |
| 46 | | | Refer requests for information or advice to the right person when he/she cannot help the customer. | 2 | FIB | Medium | If you cannot help a customer with their request, you should refer them to the ___ person to ensure they get the right ___. | correct, information | random, feedback | unavailable, service | wrong, details | 1 |
| 47 | | | Identify the nature of the complaint from information obtained from customers. | 3 | SCB | Hard | A customer is upset about a delayed order and demands a refund. They provide conflicting details about their purchase. How should you proceed? | Apologize and immediately issue a refund. | Politely ask for order details and verify records. | Direct the customer to another department without checking. | Dismiss the complaint since delays are common. | 2 |
| 48 | DGT/VSQ/N0102 | Employability Skills | Introduction to employability skills | 1 | DC | Easy | Which is a key employability skill for a Retail Sales Assistant? | Procrastination | Ignoring customers | Avoiding teamwork | Communication | 4 |
| 49 | | | PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research | 2 | FIB | Medium | A ___ entrepreneur solves social issues, while a ___ entrepreneur copies existing business models. | Social, Imitative | Innovative, Serial | Trading, Social | Serial, Innovative | 1 |

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| 50 | | Constitutional values - Citizenship | 3 | SCB | Hard | A customer complains about unfair pricing and demands an explanation. As a responsible Retail Sales Assistant upholding constitutional values of citizenship, what should you do? | Ignore the complaint and continue working | Politely listen, explain store policies, and escalate if needed | Argue with the customer to defend the store | Tell the customer to leave if they are unhappy | 2 |
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