

RETAIL (CODE NO. 801)
CLASS XI (SESSION 2019-2020)

RETAIL (CODE NO. 801) Class XI (Session 2019-2020)	
Theory (Part A & B)	60 marks
Practical (Part C)	40 marks
Total Marks	100 marks

Theory

❖ **PART A: EMPLOYABILITY SKILLS**

- Unit 1: Communication Skills
- Unit 2: Self-Management Skills
- Unit 3: Basic ICT Skills
- Unit 4: Entrepreneurial Skills
- Unit 5: Green Skills

❖ **PART B:**

- Unit 1 - Fundamentals of Retailing
- Unit 2 –Process of Credit Application
- Unit 3 - Mechanism for Customers to Choose Right Products
- Unit 4 – Specialist Support to Customers
- Unit 5 – Health and Safety Management

PRACTICAL

❖ **PART C:**

- Project /Presentation
- Practical File + Viva