

# CBSE | DEPARTMENT OF SKILL EDUCATION

## RETAIL (SUBJECT CODE - 401)

### CLASS X (SESSION 2021-2022) BLUE-PRINT FOR SAMPLE QUESTION PAPER FOR TERM -1

Max. Time Allowed: 60 min (1 Hour)

Max. Marks: 25

#### PART A - EMPLOYABILITY SKILLS (05 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1	Communication Skills-II	2
2	Self-Management Skills-II	2
3	Information and Communication Technology Skills-II	2
TOTAL QUESTIONS		6 Questions
NO. OF QUESTIONS TO BE ANSWERED		Any 5 Questions
TOTAL MARKS		1 x 5 = 5 Marks

#### PART B - SUBJECT SPECIFIC SKILLS (20 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS (1 MARK EACH)
1.	Introduction to Retail	10
2.	Receiving and Storage of Goods	10
TOTAL QUESTIONS		27 Questions
NO. OF QUESTIONS TO BE ANSWERED		20 Questions
TOTAL MARKS		1 x 20 = 20 MARKS

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Max. Time Allowed: 60 min (1 Hour)

Max. Marks: 25

#### General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
4. Section B is of 15 marks and has 20 questions on Subject specific Skills.
5. Section C is of 05 marks and has 07 competency-based questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.
8. All questions must be attempted in the correct order

#### SECTION A

Answer any 5 questions out of the given 6 questions on Employability Skills

(1 x 5 = 5 marks)

1.	The imparting or exchanging of information by speaking, writing or using some other medium and means of sending or receiving information. a. Communication b. Information Bureau c. Confrontation d. Coherence	1
2.	Which of the following pair is not part of 7Cs of communication a. Completeness and Conciseness b. Consideration and Clarity c. Concreteness and Courtesy d. Confinement and Conduciveness	1
3.	It refers to focusing human efforts for maintaining a healthy body and mind capable of better withstanding stressful situations. a. Stress Management b. Exercise Management c. Fitness Management d. Personality management	1
4.	Ability to work independently cannot be enhanced by being a. self-aware, b. Self-motivated c. Self-regulated. d. self-reliant	1

5.	An operating system is a ..... that serves as an interface between the user and the computer. a. Hardware b. Software c. Glassware d. Virus	1
6.	Which of the following is not a mobile operating system a. Android b. Symbian c. iOS d. Linux	1

## SECTION B

**Answer any 15 questions out of the given 20 questions**

**(1 x 15 = 15 marks)**

7.	Head cashier is expected to generate report which shows that – a. Total number of transaction done b. Detail SKU wise report c. Detail tender wise report d. All the above	1
8.	Billing accuracy s most important factor for – a. Customer satisfaction b. Reseller satisfaction c. Purchase satisfaction d. None of the above	1
9.	Most important mode of retail transportation is - a. Rail b. Air c. Road d. Water	1
10.	Objective of retail transportation is - a. improve quality of goods b. reduce production wastage c. increase in sales d. timely delivery to customer	1
11.	This is not one of the mode of retail transportation - a. e-mail b. road c. air d. water	1
12.	Loading and unloading must be - a. reduced b. increased c. maintained d. none of above	1
13.	Hazardous material must be loaded and unloaded a. quickly b. carefully c. do not handle d. both a and c	1

<b>14.</b>	Retail fulfillment requires the goods be delivered at a. Right place b. Right time c. Right way d. All the above	<b>1</b>
<b>15.</b>	The purpose of effective store layout is a. To earn profit b. Better shopping experience to customers c. Attract the target potential customers d. All of the above	<b>1</b>
<b>16.</b>	The blend of straight floor and diagonal floor layout is called a. Free flow layout b. Grid layout c. Rack Layout d. Spine layout	<b>1</b>
<b>17.</b>	Ideally, a store design should include: a. Adequate non selling space for the assorting the stocks b. Big room for the stores manage c. Maximum returns per square foot and flexibility in store design d. None of the above	<b>1</b>
<b>18.</b>	Nutritional imbalance and digestive disorder results in increased occurrence of a. Obesity b. Body strength c. Performance d. All of the above	<b>1</b>
<b>19.</b>	The ISO specified Symbol for the First Aid Kit is a. Red Cross on a green background. b. White Cross on a green background. c. Red Cross on a white background. d. Green Cross on a white background.	<b>1</b>
<b>20.</b>	Distance between two points is too small and weight of the goods is small then ___ can be used in retail transportation. a. Rail b. Road c. Air d. Water	<b>1</b>
<b>21.</b>	While loading and unloading extra care must be taken for..... material. a. Hazardous b. Light c. Heavy d. Packed	<b>1</b>
<b>22.</b>	..... invoicing is a procedure for vendors to ensure that they are getting honest price. a. Open b. Closed c. Variable d. Public	<b>1</b>
<b>23.</b>	Store history to identify problem area is a part of ..... maintenance software. a. Routine b. Preventive c. Special d. Occasional	<b>1</b>

24.	Work history is stored and recorded for each ..... and ..... a. Employee and Customer b. Vendor and Buyer c. Cleaner and Machine d. Location and Asset	1
25.	A standard operating procedure .....the variation. a. Minimizes b. Maximizes c. Optimizes d. Regularizes	1
26.	..... management procedures pertain to handling of product. a. Sales b. Marketing c. Financial d. Inventory	1

**SECTION C**  
**(COMPETENCY BASED QUESTIONS)**

Answer any 5 questions out of the given 7 questions

(1 x 5 = 5 marks)

27.	What to do if you are injured on the job By law? a. Report to retailers and customers b. Report to supervisor and first aid attendant c. Report to suppliers and buyers d. Report to security personnel and housekeeping	1
28.	During lockdown imposed due to Covid 19 Pandemic which retail delivery service (identify one) might have been used? a. Relocation Courier Service b. International Courier Service c. Warehousing Service d. E-Commerce Courier Service	1
29.	Saurabh has opted for a new job. Earlier he was in retail billing and now he has to take care of wholesale billing. List any one significant difference in billing procedure. a. Retail billing deals with retailers whereas wholesale billing deals with billing to the organizations b. Retail billing deals with end customer whereas wholesale billing deals with billing to the organizations c. Retail billing deals with individuals whereas wholesale billing deals with billing to the markets d. Retail billing deals with customers whereas wholesale billing deals with billing to the retailers	1
30.	Gaurav is newly appointed store manager. Why he should understand layout of the store? a. It is very strong tool to create store image in the minds of the consumers. b. It is very strong tool to create store operation in the minds of the consumers. c. It is very strong tool to create store design in the minds of the consumers. d. It is very strong tool to create store location in the minds of the consumers.	1

<b>31.</b>	Why do we need to have CCTVs in store? a. To ensure proper entertainment b. To ensure proper surveillance c. To ensure proper guidance d. To ensure proper housekeeping	<b>1</b>
<b>32.</b>	What is the role of cleanliness in the success of the store? a. To give confidence to consumers that the merchandise purchased is also clean and of good quality b. To give confidence to suppliers that the merchandise can be bought at lower price c. To give confidence to partners that the merchandise will be sold at highest profit d. To give confidence to retail floor managers that they will not fall ill	<b>1</b>
<b>33.</b>	Why do we need to have circulation plan? a. To enable the kids to play around the store freely b. To enable the customers to move around the store conveniently c. To enable the store managers to supervise around the store conveniently d. To enable the cool air to move around the store quickly	<b>1</b>