RETAIL OPERATIONS (743)
Sample Question Paper
Class XII - 2018-19

Time: 3Hours   **Max. Marks: 60**

General Instructions:

1. *Question paper is divided into two sections: Section-A and Section- B.*
2. *Section–A:*
    i. *Multiple choice question/Fill in the blanks/Direct Questions of 1 mark each. Answer any 10 questions out of the given 12 questions.*
    ii. *Very Short Answer of 2 marks each. Answer any 5 questions from the given 7 questions.*
    iii. *Short Answer of 3 marks each. Answer any 5 questions from the given 7 questions.*
3. *Section–B: Long/Essay type questions of 5 marks each. Answer any 5 questions from the given 7 questions.*
4. *All questions of a particular section must be attempted in the correct order.*
5. *Please check that this question paper contains 33 questions out of which 25 questions are to be attempted.*
6. *The maximum time allowed is 3 hrs.*

SECTION –A

Answer any 10 questions out of the given 12 questions:

1. Inventory cushions are also referred to as   **(1)**
    a. Maximum stock
    b. Safety stocks
    c. Stock out
    d. None of the above
2. Stocks must be managed will be in order to   **(1)**
    a. Minimize losses
    b. Improve efficiency
    c. Maximize profits
    d. All of the above
3. The short distance movement of material between two or more points   refers to   **(1)**
    a. Warehousing
    b. Transportation
    c. Material handling
    d. Material management
4. Which of the following is not the principle of SCM   **(1)**
    a. Customer as a King
    b. Customer Management
    c. Management Logistic
    d. Service to owner

5. Which of the following is not the principle of SCM **(1)**
   a. Customer as a King
   b. Customer Management
   c. Management Logistic
   d. Service to owner

6. _____ is the last person in the chain who sell his product and services to the customers **(1)**
   a. Agent
   b. Dealer
   c. Retailers
   d. Manufacturer

7. Billing accuracy is the most important factor for **(1)**
   a. Customer satisfaction
   b. Reseller satisfaction
   c. Purchase satisfaction
   d. None of the above

8. Which of the following is not an accounting concept **(1)**
   a. Going concern concept
   b. Money measurement concept
   c. Consistency concept
   d. All of the above

9. A _____ is a temperature controlled supply chain **(1)**
   a. Cold supply chain
   b. CPG supply chain
   c. Dairy product supply chain
   d. CDIT supply chain

10. FMCG stands for **(1)**
   a. Fast Moving Consumer Goods
   b. First Moving Consumer Goods
   c. Fast Moving Customer Goods
   d. Frequent Moving Consumer Goods

11. LIFO is the acronym stands for **(1)**
   a. Least In first out
   b. Last in first out
   c. Last in finished out
   d. None of the above

12. Which method involves updating the inventory each time an item is removed from inventory with the purpose of making sale. **(1)**
   a. Point of sale method
   b. Perpetual method
   c. Periodic method
   d. None of the above

Very ShortQuestions: (2 marks each).
Answer any 5 questions out of the given 7 questions:

13. Name the methods of Inventory planning. **(2)**

14. Write a short note on Patrolling. **(2)**

15. What are the potential hazards for workers in Retail? **(2)**

16. What is wholesale billing? **(2)**

17. What is the importance of features of Journal? **(2)**

18. What are reefer trucks? **(2)**

19. Explain how time is saved by keeping inventory? **(2)**

ShortQuestions: (3marks each).
Answer any 5 questions out of the given 7 questions:

20. What are the three basic reasons for keeping an inventory? **(3)**

21. Write a short note on A hub and spoke distribution method. **(3)**

22. What are the objectives of inventory management system? **(3)**

23. Write the eligibility for security guard. **(3)**

24. Explain the importance Buffer Inventory. **(3)**

25. Who are the participants in SCM? **(3)**

26. State the limitation of SCM. **(3)**

SECTION –B

Long/Essay type questions (5 marks each).
Answer any 5 questions out of the given 7 questions:

27. Write the Duties and responsibilities of inventory Control Supervisor. **(5)**

28. Explain the types of security guards. **(5)**

29. Elaborate the seven Principles of SCM. **(5)**

30. List any five features of Retail billing. **(5)**

31. Write the functions of Accounting. **(5)**

32. Explain the Dairy supply chain. **(5)**

33. What is a SKU? Explain with examples. **(5)**