

Class X : Voc (Retail) : Term I (Half Yearly) : 2021-22 : Marks 15

I. Multiple choice questions (MCQ) 1X5

1.A delivery note contains?

a) Price b) Quantity c) Item name d) All of the above

2.Which of the following is not the objective of retail transport?

a) Deliver goods in short time b) Deliver goods at least cost
c) Reduce loading and unloading d) None of the above

3.Delivery process starts when

a) Retailer packed a product b) Customer placed an order
c) Retailer listed a product d) Customer selected a product

4.Retail operations not includes

a) Administration b) Store management
c) Product designing d) Customer service

5.A store operations assistant must have

a) Selling skills b) Computer knowledge
c) Product knowledge d) All of the above

II. Very short type answers (VSA) : 1X6

1.Describe the various type of delivery documents?

2.Describe the process of home delivery?

3.Name one objective of retail transport?

4.What are the inflexible modes of transportation?

5.Mention two duties performed by a store assistant?

III. Short Answers (SA) 2X2

1.Mention the Significance of loading & unloading?

2. Mention various type of retail outlets?

Class X : Voc (Retail- Pract.) : Term I (Half Yearly) : 2021-22 : Marks 35

Marks Distribution:

1. Practical (Hands on skill) =20 Marks

2. Observation= 5 Marks

3. Viva= 5 Marks

4. Portfolio= 5Marks

Time: 2 hours

10X2=20

1. Prepare a short discussion on the factors affecting mode of transportation with self-introduction
2. Discuss how you will approach to a customer in a better way