

2032  
B. Voc. (Retail Management)  
First Semester  
RSC-105: Sales Processing and Sales Management in Retails

Time allowed: 3 Hours

Max. Marks: 80

**NOTE:** Attempt five questions in all, including Question No. 1 which is compulsory and selecting one question from each Unit.

x-x-x

- I. Attempt any four of the following:-
- a) Define billing system.
  - b) How can waiting time be minimized?
  - c) What is to be done when details of a customer/goods are not found in the billing system?
  - d) Difference between point of sale billing system and traditional method of raising a bill.
  - e) How to check whether information in displays are accurate and legal?
  - f) Define stock rotation? (4x4)

**UNIT – I**

- II. How can counting and settlement of payment with customers done efficiently? (16)
- III. How can customer purchase process be conducted with respect to packing/wrapping of customer's orders and billing? (16)

**UNIT – II**

- IV. Explain the process of payment or credit approval. (16)
- V. Define bar code scanners. Explain in detail the functioning of such bar code scanners. (16)

**UNIT – III**

- VI. How does the layout of selling area affect sales? (16)

P.T.O.

(2)

- VII. Explain the various safety and health requirements and procedures to be followed while displaying the goods. (16)

**UNIT – IV**

- VIII. Explain the concept of stock rotation. How is stock replenished and rotated? (16)
- IX. Discuss companies rights and responsibilities towards their customers. (16)

X-X-X