

1059

B. Voc. (Retail Management) Second Semester
RSC-205: Organizational Effectiveness in Retail

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 the following:

- Write a short note on employee rights & obligations.
- Discuss in brief the need to check your progress and adjust your plans to meet goals.
- What do you mean by team's purpose, aims and targets?
- Are company procedures for dealing with accidents and emergencies required? Explain briefly.
- How can you contribute to your team's success as an employee in a retail setting?
- What is meant by approved procedures for dealing with health & safety risks?

(4x4)

UNIT – I

- II. a) What is the importance of language, non-verbal communication and concepts appropriate to cultural differences for a retail sector employee?

b) Discuss the consequences of poor team participation on job outcomes. (8,8)

- III. Why is it important to ask questions in order to identify and confirm requirements? Also explain the role of clear and direct communication for following routine instructions, in a retail setting. (16)

UNIT – II

- IV. a) Why should you be a reliable team member? Discuss in brief.

b) Explain the importance of sharing work fairly with your colleagues. (8,8)

- V. How is team work significant in a retail organization? Which factors affect your own and your team members' willingness to carry out work? (16)

UNIT – III

- VI. Discuss in detail the health, safety and security risks that may arise when people are learning on the job. How can such risks be reduced? (16)

- VII. a) Write a note on identifying knowledge and skills needed to achieve goals.

b) Why is it important to help others to learn and work out skills and knowledge that can be usefully shared with others? Explain. (8,8)

(2)

UNIT - IV

- VIII. What do you mean by emergency response techniques? How can a person speak and-behave in a calm way while dealing with accidents and emergencies? (16)
- IX. a) Discuss importance of reporting accidents and emergencies to promote health and safety.
- b) Explain authority and responsibility for dealing with health and safety risks and importance of not taking on more responsibility than authorized. (8,8)

x-x-x