

1127

B.Voc (Retail Management)

1<sup>st</sup> Semester

RSC-105: Sales Processing &amp; Sales Management in Retail

Time allowed: 3 Hours

Max. Marks: 80

*Note: Attempt five questions in all, including question no. I which is compulsory and selecting one question from each Unit.*

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I. Attempt any four question from the following:-

- a) Explain the system of cash handling in retail stores
- b) Explain how feedbacks are important in retail stores
- c) Explain point of sale billing system
- d) Explain legal requirements for pricing of goods in stores
- e) Who can authorize change in display and how?
- f) Explain the rules regarding rotating the stock in stores

(4 x 4)

### UNIT – I

II. Explain different types of billing systems. Explain various commercial terms and offers associated with billing system. (16)

III. Explain different guidelines followed regarding receipt and dispatches of products and supplies in retail stores. (16)

### UNIT – II

IV. Explain the steps to be taken for ensuring customer satisfaction and minimizing waiting time while billing. (16)

V. Write short notes on:-

- a) Steps to be taken when bar code scanner is not operational
- b) Steps to be taken when checkout counter is not operational

(16)

### UNIT – III

VI. Explain the security, health and safety requirements and procedures relating to displaying of goods. (16)

VII. Explain the company's standards for:-

- a) Putting displays together
- b) Cleaning and preparations

(16)

### UNIT – IV

VIII. Explain customer's rights and the company's duties and responsibilities in retail. (16)

IX. Explain various points to be considered while changing the displays. (16)

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