

Exam.Code:1302

Sub. Code: 9845

1058

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. Answer any four of the following:-

- a) Write a note on team's purpose, aims and targets.
- b) Explain briefly reporting hierarchy and escalation matrix.
- c) Why should you check your progress and adjust your plans to meet your goals?
- d) Discuss approved procedures for dealing with health & safety risks.
- e) Write a short note on company procedures for dealing with accidents and emergencies.
- f) As an employee in an organization, are you responsible for contributing to your team's success? Discuss in brief. (4x4)

UNIT – I

II. What is the importance of asking questions to identify and confirm requirements? Also discuss the role of clear and direct communication for the following routine instructions, in a retail organization. (16)

III. a) How can you use language, non-verbal communication and concepts appropriate to cultural differences to make your work smoother?

b) What are the consequences of poor team participation on job outcomes? (16)

UNIT – II

IV. Discuss the importance of team work in a retail organization. Explain in detail the factors that can affect your own and your team members' willingness to carry out work. (16)

V. Write notes on:-

- a) Importance of being a reliable team member
- b) Importance of sharing work fairly with your colleagues (16)

P.T.O.