

1057

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. I which is compulsory and selecting one question from each Unit.

x-x-x

I. Write short notes on:-

- a) Explain the concept of Escalation Matrix.
- b) Explain the importance of sharing work with colleagues.
- c) Explain the health and security risks while learning on the job.
- d) Explain the escape methods in case of emergencies. (4x4)

UNIT – I

- II. Explain different policies and procedures relating to job roles in retail stores. (16)
- III. Explain different languages and concepts appropriate to handle cultural differences in retail stores. (16)

UNIT – II

- IV. What are the main factors and skills affecting employee's and colleague's willingness to carry out work? (16)
- V. Explain the main factors contributing to team's success in retail stores. (16)

UNIT – III

- VI. What are the different skills needed to achieve goals set by the employee in the workplace? (16)
- VII. What are the health and safety risks on the job? Explain the methods to reduce these risks. (16)

UNIT – IV

- VIII. Explain the health and safety requirements laid down by law for retail stores. (16)
- IX. What are different techniques for speaking and behaving while dealing with accidents and emergencies? (16)

x-x-x