

2054

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 questions:

- a) Write short note on core values of organization.
- b) Explain non verbal communication.
- c) Write importance of being a reliable team member.
- d) Write emergency response techniques.
- e) Write approved procedures for dealing with health risks.
- f) Discuss the importance of maintaining a positive attitude (4x5)

UNIT - I

- II. Explain the key policies and procedures employees must adhere to in your job role. (15)
- III. What are the rights and obligations you have as an employee within your job role? (15)

UNIT - II

- IV. Explain the ways to track progress towards the team's targets, and how to adjust strategies if necessary? (15)
- V. Explain the factors influencing the willingness to carry out work effectively within the team? (15)

UNIT - III

- VI. Describe the approach to monitor and evaluate the progress towards achieving the goals. (15)
- VII. Explain the ways to use feedback as a tool for continuous improvement in pursuing the goals? (15)

UNIT - IV

- VIII. Outline the company procedures and legal requirements for handling accidents and emergencies in the workplace? (15)
- IX. How do you contribute to creating a culture of safety awareness and compliance within your workplace? (15)

x-x-x