

2072

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) What is the need of non- verbal 'communication?
- b) How can plans be adjusted to meet goals?
- c) What are the techniques for speaking in an emergency?
- d) Define Escalation matrix.
- e) How can an employee find instructions for using an equipment?
- f) What is the importance of sharing work fairly with a colleague? (4x4)

**UNIT - I**

II. What is meant by "Reporting hierarchy"? Explain this in reference to different types of organizational structures? (16)

III. What is meant by job role? Explain various policies and procedures relating to job role. (16)

**UNIT - II**

IV. Explain the role of a colleague. What are his main responsibilities? (16)

V. What is a team? Explain the purpose and need of forming a team. (16)

**UNIT - III**

VI. Explain the various health and safety risks that are likely to arise while on job in an organization? Also suggest measures that can be taken to reduce these risks. (16)

VII. How can an employee's performance be checked? Also explain why is feedback on progress important? Comment. (16)

**UNIT - IV**

VIII. Explain the company procedures and legal provisions for dealing with accidents and emergencies that may arise in an organization. (16)

IX. Write a detailed note on various emergency response techniques found in most organisations. (16)

x-x-x