

Exam. Code: 1301

Sub. Code: 9205

2031

B. Voc. (Retail Management)

First Semester

RSC-105: Sales Processing and Sales Management 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 of the following:-

- a) Define loyalty programs.
- b) What is to be done if there is no detail to be found on the billing systems?
- c) Discuss briefly the concept of Bar Codes Scanner.
- d) How can staff involvement be encouraged?
- e) Why is display of products important?
- f) Who can authorize change in display and on what grounds? (4x4)

UNIT – I

- II. Discuss the various modes of cash and loose cash handing. (16)
- III. How can customer purchase process be completed efficiently? (16)

UNIT – II

- IV. Explain the various methods of processing payment or credit and ascertaining credit approval. (16)
- V. What are the various steps to be taken when the equipments at sale and checkout counter do not work/operate? (16)

UNIT – III

- VI. Discuss the various legal requirements for pricing of goods for sale. (16)
- VII. What are the various security, health and safety requirements and procedures to be followed in displaying the goods? (16)

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(2)

UNIT – IV

- VIII. Explain the concept of stock rotation. How is stock replenished and rotated? (16)
- IX. Discuss the customers' rights vis-à-vis companies' duties and responsibilities. (16)

x-x-x