

2021

B. Voc. (Retail Management)

Third Semester

RSC-303: Store Operations and Performance Management

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. Attempt any four from the following:-

- a) What are SMART store business objectives?
- b) Comment how can personal work objectives contribute to the attainment of team objectives.
- c) What is a Grid Store layout?
- d) What is Quick System response?
- e) How can a manager recognize creativity skill of an employee? (4x4)

UNIT – I

- II. Explain the process of planning the achievement of store team objectives. (16)
- III. Give certain recommendations which you think can improve the retail operations. (16)

UNIT – II

- IV. What are the various responsibilities of a store manager? Explain. (16)
- V. Give a detailed note on Mall Management. Why is it required? (16)

UNIT – III

- VI. What is recruitment? What are the different sources of recruitment of store employees? (16)
- VII. Explain the need and process of selection of store employees. (16)

UNIT – IV

- VIII. Explain the different ways to evaluate the performance of store employees? (16)
- IX. Explain the compensation system of store employees. (16)

x-x-x