

2071

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. Answer any four of the following:-

- a) What is non- verbal communication?
- b) Why is it important to be a reliable team member?
- c) What are the techniques for speaking effectively?
- d) Define Escalation matrix.
- e) What security risks can arise while learning on job?
- f) Why is feedback on work done required? (4x4)

UNIT - I

II. Explain the various rights and obligations of an employee in an organization. (16)

III. What are the consequences of poor team participation on job outcomes? (16)

UNIT - II

IV. Explain the various factors that need to be considered while making a commitment. (16)

V. Why are teams formed in an organization? What is their purpose and role? (16)

UNIT - III

VI. Suggest measures that can be taken by an organizational manager to reduce health and safety risks in an organization. (16)

VII. How can knowledge and skills be identified and utilized to achieve desired goals? (16)

UNIT - IV

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

IX. Explain the various emergency response techniques. (16)

x-x-x