

Sample Question Paper

NOS Code	NOS Name	Difficulty level	Question	Options-1	Options-2	Options-3	Options-4	Correct Answer/s
00/N0101	To receive and store goods in retail operations	M	You're tasked with training new cashiers on a sophisticated point-of-sale system that includes age verification, loyalty programs, and multi-currency transactions. Which method would best ensure clear and logical demonstration of the procedure?	Use a decision tree algorithm to create personalized learning paths	Implement a gamified training program with progressive difficulty levels	Develop a virtual reality simulation of various transaction scenarios	Create a peer-to-peer mentoring system with experienced cashiers	3
00/N0101	To receive and store goods in retail operations	E	A retail warehouse receives a shipment of pharmaceuticals that require storage at 2-8°C. Upon arrival, the temperature monitoring system malfunctions. What's the most appropriate immediate action to ensure product integrity?	Transfer the goods to a backup refrigerated unit	Quarantine the shipment and expedite system repair	Implement a manual temperature logging protocol	Conduct a stability test on a sample of the products	2
00/N0101	To receive and store goods in retail operations	E	Efficient space use and functioning equipment are crucial in retail. Prompt reporting of issues is essential, combining strong observational skills and communication, while predictive analytics help anticipate problems based on accurate staff input. In the context of reporting equipment malfunctions in a retail setting, what does the term "predictive maintenance" primarily refer to?	Scheduling regular maintenance based on manufacturer recommendations	Repairing equipment only after it breaks down	Using data analytics to forecast potential equipment failures	Training employees to perform basic equipment repairs	3
00/N0101	To receive and store goods in retail operations	M	Timely updates of stock control systems upon receipt of goods are vital for inventory integrity. Advanced systems use real-time data and RFID to minimize errors, reconcile goods, and integrate predictive analytics for better forecasting. Which of the following scenarios would most likely lead to discrepancies in stock control system updates during goods receipt?	Receiving partial shipments of a large order	Implementing a new barcode scanning system	Updating the system outside of business hours	Using FIFO (First In-First-Out) inventory method	1
00/N0101	To receive and store goods in retail operations	D	MegaMart, a multi-channel retailer with 500 stores, faces challenges in its refusal recording process despite a new inventory management system. Inconsistent adherence to standard operating procedures (SOPs) has led to increased inventory discrepancies. To improve accuracy and supplier relations, MegaMart seeks to enhance its refusal recording process. Which of the following actions would most effectively address the inconsistency in refusal recording across MegaMart's locations?	Implement a centralized refusal processing center	Introduce an AI-powered quality control system at receiving docks	Develop a mobile app for standardized refusal documentation	Increase the frequency of staff training on refusal procedures	3
00/N0102	To deliver products to customers	M	You have a full schedule for deliveries tomorrow, but an urgent order from a key client just came in. The delivery area for this client is on the opposite side of town. What is the best approach to manage this situation?	Reschedule the existing deliveries to accommodate the new order.	Deliver the urgent order first and then complete the remaining deliveries.	Delegate the urgent delivery to another team member who has availability.	Inform the client that you cannot accommodate their request at this time.	1
00/N0102	To deliver products to customers	E	You receive an urgent call from a customer who is expecting a delivery scheduled for today, but due to a traffic jam, your delivery team is running late. What should you do first?	Inform the customer that the delivery will be delayed and reschedule.	Contact the delivery team to find the quickest route and update the customer.	Deliver the products as scheduled, regardless of the delay.	Send a follow-up email to the customer after the delivery is made.	2
00/N0102	To deliver products to customers	E	While en route to deliver an order, you anticipate arriving at the customer's location 30 minutes early. What is the best course of action according to company procedures?	Proceed to the location and wait for the customer to arrive.	Call the customer to inform them of your early arrival and ask if they are available.	Delay your arrival by stopping for a coffee to match the scheduled time.	Contact your supervisor to inform them of the situation before acting.	2
00/N0102	To deliver products to customers	M	Retail delivery success depends on meeting promised times. Companies use tracking, notifications, and rescheduling for early or late arrivals. Customers can accept or reject early deliveries, and delays trigger notifications or alternatives. Compensation is offered for late deliveries. Crowd sourced models optimize timing with reassignment and hub systems. In the context of managing early deliveries, what does the term "dynamic rerouting" primarily refer to?	Automatically adjusting delivery routes based on traffic conditions	Reassigning rejected early deliveries to optimize overall schedules	Allowing customers to change their delivery address in real-time	Implementing flexible time windows for all deliveries	2
00/N0102	To deliver products to customers	D	While reviewing stock levels for an upcoming promotion, you notice that the stock control system shows the needed level for an item as 100 units, but there are only 60 units available. With delivery lead times exceeding two weeks, what should you prioritize?	Adjust the promotion to feature alternative products with sufficient stock	Initiate an expedited order and update the system with expected arrival dates	Reallocate stock from other locations to meet the projected demand	Both 2 and 3	4
00/N0103	To maintain required levels of stock in retail operations	E	During a product delivery, the system shows "low stock," but you're unsure how to verify if enough items are available. What's your best course of action?	Contact the stockroom staff and ask them to clarify the stock levels	Double-check the system and proceed with delivery, hoping the stock is sufficient.	Notify the customer about potential delays and check with your manager for advice.	Complete the delivery based on what's available, then investigate the stock issue.	3

00/N0103	To maintain required levels of stock in retail operations	M	You notice that the stock control system shows 100 units of an item in stock, but after checking the warehouse, only 80 units are physically present. What is the best course of action?	Adjust the stock system to reflect 80 units and reorder 20 immediately.	Inform your manager of the discrepancy and investigate potential errors.	Deliver the available 80 units and mark the remaining 20 as "on backorder."	Reconcile the system by removing 20 units and wait for the next stock update	3
00/N0103	To maintain required levels of stock in retail operations	E	After delivering a large order to a customer, you notice that the work area where you packed the items is cluttered with packaging materials and empty boxes. What is the most efficient way to ensure the work area is clean and tidy without delaying further tasks?	Immediately start cleaning up all materials before checking stock for the next order.	Complete necessary paperwork first and return to clean once all tasks are done.	Remove larger debris, organize tools, and quickly move to the next order before a full clean.	Finish the cleanup in stages between other tasks to balance time management.	3
00/N0103	To maintain required levels of stock in retail operations	D	You are restocking shelves in a high-traffic area of the store during business hours. Customers are shopping in the aisle, and space is limited. How should you approach restocking the shelves to minimize disruption?	Block part of the aisle with the restocking cart, so you can complete the task quickly	Wait until the aisle is completely clear, then stock as efficiently as possible.	Stock smaller batches at a time, leaving space for customers to move freely.	Ask customers to move temporarily so you can finish restocking.	3
00/N0103	To maintain required levels of stock in retail operations	M	You are delivering fragile electronics to a customer's home. Upon arrival, you notice that the customer's driveway is narrow, and your delivery truck is large. Additionally, the weather is rainy, which could pose a risk to the boxes. How should you handle the delivery to protect both the products and the premises?	Unload the items at the driveway and request the customer to help carry them inside.	Find an alternative unloading spot that provides safer access, even if it takes longer.	Carry the items directly from the truck to the house as quickly as possible to avoid rain exposure.	Unload the items inside the truck and hand them over to the customer to reduce your liability.	2
00/N0104	To maintain adequate stocks levels for sale	E	Sales data indicates a consistent increase in demand for a popular item, yet stock levels remain low. What is the most effective recommendation to address this issue?	Increase the price to reduce demand and maintain stock levels	Order a larger quantity from the supplier and consider alternative suppliers	Run a promotional campaign to boost sales and clear existing stock	Monitor sales trends closely and make no immediate changes.	2
00/N0104	To maintain adequate stocks levels for sale	E	A retail store has noticed a consistent increase in sales for a specific brand of shoes over the past three months. However, the store manager is hesitant to increase stock levels significantly due to a history of fluctuating demand. What should be the manager's best course of action?	Increase stock levels dramatically to meet anticipated demand.	Gradually increase stock levels while monitoring sales trends.	Maintain current stock levels and rely on quick reordering.	Reduce stock levels to avoid overstocking based on past trends.	2
00/N0104	To maintain adequate stocks levels for sale	E	A retail store experiences a sudden surge in demand for a popular product, leading to a stock shortage. The stock control system shows incorrect inventory levels due to a recent update that wasn't completed. What should the store manager do first to resolve this issue?	Manually adjust the stock levels to reflect the actual inventory.	Communicate with the suppliers to expedite new shipments	Conduct a physical inventory count to verify stock levels.	Wait until the end of the week to reassess the situation	3
00/N0104	To maintain adequate stocks levels for sale	M	Your retail store has a strict policy for minimizing packaging waste. After a busy sale period, you notice a significant buildup of packaging materials. What is the most effective first step to address this issue while maintaining stock levels?	Dispose of all packaging waste in the regular t00h to clear space.	Schedule a staff meeting to discuss waste reduction strategies.	Review and implement the company's waste disposal procedures immediately.	Delay disposal until the next inventory cycle to avoid disruptions.	3
00/N0104	To maintain adequate stocks levels for sale	M	You are managing a retail store and notice that several products are approaching their expiration date while other items are overstocked. To address this issue, what should you prioritize?	Place a large discount on the overstocked items to clear space.	Implement a "first in, first out" (FIFO) system for all products.	Move the nearing-expiration items to a high-traffic area for visibility.	Discuss with staff to identify which items to promote in-store.	3
00/N0121	To maintain health and safety	E	A major supplier has just informed you that due to an accident at their warehouse, your store's shipment of a high-demand product will be delayed for at least two weeks. What is your best course of action?	Inform customers of the delay and recommend alternative products.	Adjust the inventory system to reflect zero stock and wait for the supplier.	Increase orders from a secondary supplier without consulting management	Initiate a promotional campaign for the product to boost future sales.	1
00/N0121	To maintain health and safety	E	During a busy sale event, you notice that stock levels are depleting quickly. You ask a colleague to assist with lifting heavy boxes. What is the most responsible way to proceed?	Provide them with a brief overview and assume they know how to lift safely.	Explain the specific lifting techniques you want them to use to avoid injury	Let them lift the boxes as they see fit, since they have experience.	Lift the boxes yourself to ensure no mistakes are made	2
00/N0121	To maintain health and safety	E	A retail manager notices that the inventory of a high-demand product is consistently low, leading to lost sales. After reviewing the stock levels, the manager decides to increase the order frequency. What additional step should the manager take to ensure equipment readiness for handling increased stock?	Conduct a quick visual inspection of the equipment.	Schedule regular maintenance for all stock-handling equipment.	Increase staff training on equipment usage.	Inform staff about the new ordering frequency.	2
00/N0130	To create positive image of self and organization	E	In a recent customer feedback session, it was highlighted that customers value not just the product quality but also the demeanor of staff. What strategy can enhance the organization's image while meeting customer expectations?	Training staff to focus solely on product knowledge.	Reducing prices to attract more customers.	Implementing a customer service protocol emphasizing empathy and approachability.	Increasing marketing efforts without changing service delivery.	3
00/N0130	To create positive image of self and organization	E	During a busy sales period, you notice a customer looking confused while examining products. You're preoccupied with restocking shelves. What should you do to maintain a positive image for yourself and the organization?	Continue working and hope another employee assists the customer soon.	Briefly acknowledge the customer with a nod and return to your task.	Approach the customer, greet them warmly, and offer assistance immediately	Wait until the customer approaches you for help before engaging.	3

00/N0130	To create positive image of self and organization	E	During a busy sales event, a customer approaches you with a complaint about a product. What is the most effective way to communicate that reflects positively	Acknowledge their concern, listen actively, and offer a	Apologize quickly and move on to the next	Redirect them to the customer service desk for	Explain why the issue is not the store's fault.	1
00/N0130	To create positive image of self and organization	M	A customer approaches you with a complaint about a defective product. They are visibly upset and raising their voice. What is the most effective way to handle the situation?	Politely ask them to lower their voice before addressing their issue.	Listen actively, acknowledge their frustration, and offer a solution immediately.	Explain the store policy regarding returns to manage their expectations.	Suggest they fill out a complaint form for further assistance.	2
00/N0137	To work effectively in retail team	E	During a team meeting, the manager emphasizes the importance of accurately following the new inventory procedures. What is the best way to ensure all team members understand and adhere to these instructions?	Ask the manager to repeat the instructions again.	Distribute a summary of the procedures to all team members for review	Assume everyone knows the procedures based on previous training.	Encourage team members to ask questions during the meeting for clarification.	2
00/N0137	To work effectively in retail team	E	In a busy retail environment, your team is tasked with restocking shelves during peak hours. To maintain efficiency, which strategy should you prioritize?	Divide tasks based on individual strengths and communicate frequently.	Focus on completing your assigned task first before helping others.	Complete tasks in silence to minimize distractions.	Take breaks as needed, even if it delays task completion.	1
00/N0137	To work effectively in retail team	E	You are part of a retail team that needs to prepare for a weekend sale. The team is divided into roles, but there is confusion about task assignments. What should be your priority to ensure a smooth operation?	Discuss roles individually with team members to clarify responsibilities.	Hold a quick team meeting to outline and confirm each member's tasks.	Wait for the manager to assign tasks to avoid conflict.	Create a task list and distribute it via email for clarity.	2
00/N0137	To work effectively in retail team	M	You overhear a manager making dismissive comments about a staff member's complaints regarding racial discrimination. What is the most appropriate step you should take?	Ignore the comments as they don't directly involve you.	Confront the manager about their comments in front of others.	Document the incident and report it to higher management or HR.	Discuss the matter with the staff member to get their perspective	3
00/N0138	To Work effectively in an organization	E	During a team meeting, you propose a division of tasks based on everyone's strengths. However, one team member prefers a different approach that doesn't play to their skills. How should you respond?	Insist on your original plan for efficiency.	Compromise by assigning them a portion of the tasks they prefer.	Discuss the benefits of the skill-based approach with the team	Allow them to take the lead to avoid conflict.	3
00/N0138	To Work effectively in an organization	E	You've assured your team that you will secure a special promotion for an upcoming event, but the supplier informs you that the promotional items will be delayed. What should you do?	Inform your team about the delay only after you have secured an alternative.	Maintain your original commitment and assure the team everything will be fine.	Communicate the delay to your team immediately and discuss alternative strategies.	Wait until the last minute to see if the items arrive before informing your team.	3