

Sample Question Paper

NOS Code	NOS Name	PC No	PC Statement	Question Type	Difficulty level	Question	Options-1	Options-2	Options-3	Options-4	Correct Answer/s	Marks
RAS/N0101	To receive and store goods in retail operations	PC3	check and confirm that all equipment required for receipt and movement of goods is available and in good working order.	DC	E	Which of the following maintenance strategies is most effective for ensuring the continuous availability and reliability of material handling equipment in a high-volume retail distribution center?	Reactive maintenance	Preventive maintenance	Predictive maintenance	Reliability-centered maintenance	4	
RAS/N0101	To receive and store goods in retail operations	PC13	complete all administrative procedures to ensure appropriate rotation of goods	FIB	E	In retail logistics, the _____ principle focuses on optimizing stock levels by categorizing inventory based on value and sales frequency, thereby improving rotation efficiency.	Pareto	Just-In-Time	Lean	Six Sigma	1	
RAS/N0101	To receive and store goods in retail operations	PC12	follow all relevant legislation and organisation policies and procedures.	DC	D	In the context of last-mile delivery regulations, what does the term "urban consolidation centers" primarily address?	Reduction of vehicle emissions in city centers	Centralization of customer service operations	Optimization of warehouse locations	Standardization of delivery packaging	1	
RAS/N0101	To receive and store goods in retail operations	PC7	check that all goods as detailed in the delivery note have been received.	DC	M	Which inventory management principle is most effective for ensuring accurate reconciliation of received goods with delivery notes in a high-volume retail environment?	Just-in-Time (JIT)	Cycle counting	ABC analysis	Cross-docking	2	
RAS/N0101	To receive and store goods in retail operations	PC6	report any shortfall in space or malfunction with equipment to supervisor	COM	M	In retail, efficient space use and functioning equipment are essential. Promptly reporting issues like space constraints or malfunctions is crucial for smooth operations. Clear communication and timely reports impact inventory management and space optimization. In the context of reporting equipment malfunctions, what does the term "root cause analysis" primarily refer to?	Identifying the original manufacturer of the equipment	Determining the underlying reason for the malfunction	Analyzing the cost-effectiveness of repair versus replacement	Assessing the impact of the malfunction on customer satisfaction	2	
RAS/N0102	To deliver products to customers	PC2	check that he/she has the equipment and paperwork needed for the delivery.	DC	E	Which of the following documents is most critical for ensuring compliance with chain of custody requirements during retail product delivery?	Bill of lading	Proof of delivery (POD)	Commercial invoice	Packing list	2	
RAS/N0102	To deliver products to customers	PC9	follow company procedures for ensuring that deliveries are left only with individuals who may legally receive them.	DC	M	In the context of age-restricted product deliveries, what does the term "Challenge 25" policy primarily refer to?	Requiring ID from anyone who appears under 25 years old	Implementing a 25-point verification system for all deliveries	Mandating a 25-day waiting period for certain product categories	Limiting deliveries to addresses with residents over 25 years old	1	
RAS/N0102	To deliver products to customers	PC11	unload orders safely and in ways which protect the orders from damage	DC	M	Which principle of ergonomics is most critical in designing a safe unloading process for varied retail deliveries?	Anthropometric design	Cognitive ergonomics	Biomechanical modeling	Participatory ergonomics	3	
RAS/N0102	To deliver products to customers	PC4	plan a schedule of deliveries which makes the best use of time and other resources	DC	D	Which of the following algorithms is most effective for optimizing multi-stop delivery routes in a dense urban environment with time-window constraints?	Dijkstra's algorithm	Clarke and Wright savings algorithm	Ant Colony Optimization	Tabu Search metaheuristic	3	
RAS/N0102	To deliver products to customers	PC6	transport products and equipment safely and securely.	FIB	E	The _____ principle in logistics ensures that products are transported in a manner that minimizes the risk of damage due to movement or environmental factors.	FIFO (First-In-First-Out)	LIFO (Last-In-First-Out)	FMEA (Failure Mode and Effects Analysis)	HACCP (Hazard Analysis and Critical Control Points)	3	
RAS/N0103	To maintain required levels of stock in retail operations	PC4	check stock levels in ways that do not disturb other people any more than needed	DC	E	Which of the following inventory management principles is most aligned with minimizing disruption during stock checks in a retail setting?	Just-in-Time (JIT) inventory	Economic Order Quantity (EOQ)	ABC analysis	Vendor-Managed Inventory (VMI)	3	
RAS/N0103	To maintain required levels of stock in retail operations	PC6	follow instructions for positioning stock.	DC	E	In retail stock positioning, what does the term "planogram" primarily refer to?	Visual representation of product	Software for inventory forecasting	System for tracking product expiration dates	Method for calculating optimal reorder points	1	
RAS/N0103	To maintain required levels of stock in retail operations	PC7	promptly ask the right person for advice if instructions for positioning stock are not clear.	DC	M	Which retail management principle emphasizes the importance of clear communication channels for resolving stock positioning uncertainties?	Lean Retail Management	Six Sigma in Retail	Total Quality Management (TQM)	Agile Retail Operations	3	
RAS/N0103	To maintain required levels of stock in retail operations	PC8	handle stock in ways that protect own and other peoples safety.	ScB	M	A multi-story department store is experiencing delays and safety issues with their current stock movement between floors. What's the most efficient and safe solution to improve vertical stock transportation?	Install dedicated stock elevators with RFID tracking	Implement a pneumatic tube system for small items	Use autonomous drones for inter-floor stock movement	Introduce a gravity-fed conveyor system for downward stock movement	1	
RAS/N0103	To maintain required levels of stock in retail operations	PC3	spot unsalable stock and promptly tell the right person	ScB	D	A multi-channel retailer discovers that a significant portion of their electronics inventory is nearing obsolescence due to rapid technological advancements. Which strategy would be most effective in minimizing losses?	Implement a predictive analytics system for technology trends	Negotiate with suppliers for more frequent, smaller deliveries	Develop a cross-channel liquidation strategy with tiered pricing	Introduce a trade-in program to encourage upgrades	3	
RAS/N0104	To maintain adequate stocks levels for sale	PC11	Update the stock control system promptly, accurately and completely.	DC	E	Which of the following metrics is most crucial for accurately determining reorder points in a retail stock control system?	Average daily sales	Lead time variability	Safety stock levels	Carrying cost percentage	2	
RAS/N0104	To maintain adequate stocks levels for sale	PC7	Prepare stock for sale within the time allowed.	DC	E	In retail stock preparation, what does the term "slotting optimization" primarily refer to?	Arranging products to maximize shelf space utilization	Organizing inventory based on sales velocity	Allocating specific time slots for restocking activities	Optimizing product placement to reduce picking time	4	
RAS/N0104	To maintain adequate stocks levels for sale	PC2	Check stock so that there will be enough time to replace stocks before they run out.	DC	E	Which inventory forecasting method is most effective for predicting stock requirements of seasonal items with irregular demand patterns in retail?	Moving average	Exponential smoothing	Holt-Winters method	Monte Carlo simulation	3	
RAS/N0104	To maintain adequate stocks levels for sale	PC11	Update the stock control system promptly, accurately and completely.	ScB	M	A large electronics retailer notices that their stock control system consistently shows higher inventory levels for smartphones than what's physically available. Despite implementing strict counting procedures, the discrepancy persists. What's the most likely cause of this phenomenon?	Ghost inventory from returned items	Unrecorded employee purchases	Incorrect SKU assignment in the system	Delayed processing of online orders	1	
RAS/N0104	To maintain adequate stocks levels for sale	PC5	Notice when stock has passed its expiry date and promptly remove it from sale and update the stock control system.	ScB	M	A convenience store chain implements a new stock control system with automated expiry date alerts. However, they notice an increase in waste due to products being removed too early. What's the most likely reason for this issue?	Incorrect lead time settings in the system	Overly conservative expiry date thresholds	Misinterpretation of 'best before' vs. 'use by' dates	Failure to account for seasonal demand fluctuations	3	
RAS/N0121	To maintain health and safety	PC6	follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.	DC	E	In the hierarchy of controls for managing workplace hazards in retail, which approach should be prioritized first according to OSHA guidelines?	Administrative controls	Personal protective equipment	Hazard elimination	Engineering controls	3	
RAS/N0121	To maintain health and safety	PC13	plan a safe and efficient route for moving goods	ScB	E	As a retail logistics manager, you're tasked with designing a route to move fragile items from the storage area to the display section. You must ensure both efficiency and safety. The route involves navigating through narrow aisles and a crowded retail floor. Which of the following is the best approach to maintain health and safety?	Shortest route with heavy manual handling.	Extra staff to clear customer pathways.	Route avoiding customers, using more time and equipment.	Heavy equipment during peak hours for supervision.	3	
RAS/N0121	To maintain health and safety	PC12	use lifting and handling equipment in line with company guidelines and manufacturers instructions.	DC	E	Which of the following is the most critical step when using lifting and handling equipment to ensure compliance with health and safety regulations in a retail setting?	Inspecting the equipment before use	Ensuring the load is evenly distributed	Verifying that the equipment's load capacity exceeds the total weight	Checking the manufacturer's date of the equipment		

RAS/N0130	To create positive image of self and organization	PC10	check with customers to ensure complete understanding of their expectations	DC	E	What is the most effective way to ensure that customers fully understand and align with the expectations set by your organization in a retail environment?	Probing with clarifying questions and affirming the company's dedication.	Presenting a concise overview of the company's mission	Summarizing customer needs and providing standard responses.	Offering a pre-made solution and asking for customer feedback.	1	
RAS/N0130	To create positive image of self and organization	PC9	select the most appropriate way of communicating with customers	DC	E	In a high-tech retail setting, which emerging technology holds the most promise for revolutionizing customer communication by providing real-time, personalized interaction guidance to staff?	Biometric feedback-driven conversation AI	Quantum computing based sentiment analysis	Augmented reality neural interfaces	Swarm intelligence-powered dialogue optimization	3	
RAS/N0130	To create positive image of self and organization	PC5	treat customers courteously and helpfully at all times	ScB	M	A customer is upset about receiving a defective product and demands an immediate exchange. You're aware that the store's policy requires a receipt and a review process for exchanges. How should you handle the situation to reflect positively on both yourself and the store?	Insist on the receipt and follow the policy without further discussion	Offer an immediate exchange regardless of the policy	Apologize, explain the policy, and expedite the review process for their convenience.	Direct them to customer service for resolution.	3	
RAS/N0130	To create positive image of self and organization	PC1	meet the organisations standards of appearance and behaviour	ScB	E	A client notes that your team's appearance does not reflect the brand's luxury image. How do you address this to align with the company's standards?	Implement a revised dress code with periodic evaluations.	Develop a new brand strategy with gradual team compliance.	Enhance current guidelines with random compliance checks	Overhaul brand image guidelines to meet client expectations.	1	
RAS/N0137	To work effectively in retail team	PC14	prioritise and complete tasks according to required timeframes	DC	E	When managing overlapping priorities in a retail team, what is the most effective approach to ensure task completion within set deadlines?	Prioritize by order received.	Delegate all tasks.	Use a priority matrix.	Work based on preference.	3	
RAS/N0137	To work effectively in retail team	PC12	ask questions to seek and clarify workplace information	DC	E	When clarifying a change in shift scheduling, which method would most effectively ensure all team members understand the new schedule?	Email with revised schedule.	Team meeting announcement.	Notice board posting.	Individual meetings.	2	
RAS/N0137	To work effectively in retail team	PC10	interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task	ScB	M	You are part of a retail team responsible for implementing a new inventory management system. The system update includes specific procedures for stock replenishment and daily reporting. However, there are discrepancies between the procedure manual and the system's prompts. Which action should you take to ensure alignment with both the manual and the system?	Adhere strictly to the system's procedures, disregarding the manual as outdated.	Follow the manual and bypass the system's procedures, documenting inconsistencies.	Implement the system procedures, report discrepancies, and propose manual revisions for consistency	Develop a hybrid procedure combining elements from both the manual and the system without approval.	3	
RAS/N0137	To work effectively in retail team	PC1	display courteous and helpful behaviour at all times	ScB	E	A global retail brand aims to standardize courteous behavior across diverse cultural contexts while maintaining local authenticity. Which approach would most effectively achieve this balance?	Implement a federated learning system for culturally adaptive courtesy training	Utilize holographic AI mentors with cultural intelligence algorithms	Deploy a block chain-based cross-cultural behavior benchmarking platform	Develop a neuro-linguistic programming model for universal courtesy cues	1	
RAS/N0138	To Work effectively in an organization	PC17	give colleagues opportunities to practice new skills, and give constructive feedback	DC	E	In a retail organization aiming to maximize skill acquisition and feedback effectiveness, which strategy demonstrates the highest level of alignment with advanced learning principles?	Self-evaluations bi-monthly and annual feedback.	Real-time simulations, immediate feedback, and progressive responsibility	Annual role rotation and transition feedback.	Standardized training with six-month performance reviews.	2	
RAS/N0138	To Work effectively in an organization	PC15	explain and demonstrate procedures clearly, accurately and in a logical sequence	DC	E	Which method best ensures complex retail procedures are conveyed logically?	Modular e-learning with quizzes	Cross-functional workshops	Written instructions with face-to-face reviews	Mentor-based approach	2	
RAS/N0138	To Work effectively in an organization	PC11	ask for feedback on his/her progress from those in a position to give it, and use their feedback to improve his/her performance	ScB	E	As a retail associate, you've received conflicting feedback from your supervisor and peers regarding your sales techniques. How should you address this feedback to enhance your performance?	Adopt the supervisor's methods exclusively.	Combine techniques from both sources.	Focus on the most frequent feedback	Seek feedback from a new source	2	