

Sample Question Paper

QP ID	QP name	NOS ID	NOS statement name	Difficulty Level	Question Text	Answer Choice 1	Answer Choice 2	Answer Choice 3	Answer Choice 4	Answer Description (optional)	Right Marks	Negative Marks	Question Type
00 Q0104	Sales Associate Level 3	00 / N0114	To process credit applications for purchases	Easy	As a sales associate you have assisted a customer to apply for credit facility, but you are facing problem in processing the application. What should you do in this situation ?	Keep the application into pending cases	Contact your senior and ask for help	Ask a colleague to resolve the issue	Tell customer that its not possible	Contact your senior and ask for help	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0114	To process credit applications for purchases	Easy	A customer wants to buy a washing machine on credit facility. While checking his bank balance and financial ability, it seems that the customer is not eligible. What should the sales associate do in such situation ?	Explain the terms and conditions related to the eligibility criteria	Tell the customer to come later and meantime you will check	Tell the customer that he does not have enough money to buy	Ask your colleague to handle the customer and you leave	Explain the terms and conditions related to the eligibility criteria	2	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0120	To help keep the store secure	Easy	You observe that there is a customer who is roaming in store and was caught shoplifting in past. What will you do in such situation ?	Ask security to throw that person out of store	Keep a watch on person and inform Manager	Ask security to keep a watch on the person	Follow the person throughout the store	Keep a watch on person and inform Manager	2	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0120	To help keep the store secure	Easy	Its peak time, and suddenly the power supply goes out. It will take sometime for the power backup to function. What should you do in such situation ?	Go out of store to see what has happened	Warn customers to stand wherever they are	Keep a very close watch on the movement of people near your section	Walk out of the store till power comes back	Keep a very close watch on the movement of people near your section	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0122	To help maintain healthy and safety	Easy	There is electric short circuit happened in store. As a sales associate you don't have any authority to take any action. What will you do in such situation ?	Inform Store Manager and alert the security	Switch on all the lights of the store	Immediately leave the store and run	Ask the security to shut all the doors	Inform Store Manager and alert the security	3	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0122	To help maintain healthy and safety	Easy	How to use the fire extinguisher nozzle to put out the fire	Aim the nozzle towards the fire and sweep it from top to bottom	Aim the nozzle at the top of the fire and keep it focused on one point	Lift the nozzle up in the air and sweep it from side to side	Aim the nozzle at the bottom of fire and sweep it from side to side	Aim the nozzle at the bottom of fire and sweep it from side to side	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0125	To demonstrate products to customers	Difficult	You had prepared yourself for the demonstration, however the customer raised a query for which you were not aware of. What should you do in such situation ?	Tell customer that you are not aware about it and continue with demo	Give customer any answer which you feel can satisfy his query	Apologize to customer and ask colleague or senior to help	Avoid customer query and move forward with your demonstration	Apologize to customer and ask colleague or senior to help	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0126	To help customers choose right products	Moderate	You observe that a customer is reading the product manual and description and also seems to be looking around for someone. What should you do in such situation ?	Approach customer and start pitching for product	Approach customer and offer him assistance	Go and stand beside him and wait for him to ask	See if customer looks at product and then approach	Approach customer and offer him assistance	2	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0126	To help customers choose right products	Moderate	A customer has decided to buy a Split AC after considering the features and benefits as well as the payment options. What is the last step you will perform to close the sale ?	Collect documents from the customer and direct them to cash counter	Explain the customer about the other products available in store	Explain the customer about post sales service and help him to complete the billing and	Explain the customer about the credit options and about post sale service	Explain the customer about post sales service and help him to complete the billing and	2	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0127	To provide specialist support to customers facilitating purchases	Moderate	A new product has been launched and has come to store. As its peak season, the product training has not been scheduled. How will you keep yourself updated with the product without the training?	Read through the product manual and take help from senior	Just discuss with your colleagues	Read through the manual and try your hand on the product	Wait till the organization schedules a product training	Read through the product manual and take help from senior	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0127	To provide specialist support to customers facilitating purchases	Moderate	While selling a premium cosmetic soap, how will you show customer its value ?	Giving False statement about a celebrity using this product	Giving customer the product brochure	Explain about the ingredients and its benefits to the customers	Use testimonials of customer to show value	Explain about the ingredients and its benefits to the customers	1	0	TRUE FALSE
00 Q0104	Sales Associate Level 3	00 / N0128	To maximise sales of goods & services	Moderate	Customer has finalised on the smartphone he wants to purchase. How will you use this opportunity to increase sales ?	By showing him other smartphone options	By pitching him to become a loyal member	By showing him other mobile accessories	By giving him discount / offer coupons	By showing him other mobile accessories	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0128	To maximise sales of goods & services	Moderate	A customer is looking for an LED under a specific budget. There are festive offers going on Home Theatre. How will you convince the customer to buy Home Theatre ?	Tell customer to buy Home Theatre and let him decide	Persuade the customer by suggesting him additional discounts	Force him to buy Home Theatre as it's a limited time offer	Show him how he can get the home theatre at best price with all the features & benefits	Show him how he can get the home theatre at best price with all the features & benefits	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0129	To provide personalised sales & post-sales service support	Easy	A customer has come with a complaint that he is not getting any updates regarding his accumulated points. What will you do ?	Tell customer that it is not possible for you to check the points	Arrange to check on the system and update the customer	Ask customer to come later and resolve the issue at customer service desk	Tell customer to check with network operator	Arrange to check on the system and update the customer	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0129	To provide personalised sales & post-sales service support	Difficult	A customer has bought a refrigerator and needs a post sales installation. The same day you come to know that due to some internal issues, the technical team will not be working for few days. How will you handle this situation ?	Apologize to customer, explaining him the problem and assuring him you will take it on	Apologize to customer, explaining him the reason and suggest he can get it done from	Apologize to customer, explaining him the reason and telling him if he	Apologize the customer, explaining him the reason, and asking him if he	Apologize to customer, explaining him the problem and assuring him you will take it on	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0130	To create a positive image of self & organisation in the customers mind	Moderate	A customer has entered the store, whom the sales associate has serviced last time. How will you provide personalized service to the customer by using basic guidelines ? A. Ask customer to browse new collection and you will assist him later	a, b, d	b, c, d	a, b, c	a, c, d	b, c, d	3	0	Single Choice

00 Q0104	Sales Associate Level 3	00 / N0130	To create a positive image of self & organisation in the customers mind	Moderate	You see that a family has entered the store and is accompanied by an elderly lady who is finding it difficult to stand for long. What will you do ?	Let other team member assist them and offer	Wait for the customer to ask for a chair	Offer the lady a chair to sit and ask for water	Avoid as other team member is attending them	Offer the lady a chair to sit and ask for water	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0132	To resolve customer concerns	Moderate	Customer has bought a packaged fruit juice and while billing the product he finds that it is expired. He checks and finds that most of the items of the product are near to expiry. Customer is agitated and questioning the quality standards of the store. How will you handle this customer ?	Apologize to customer and get the product replaced and take help from manager if	Apologize to the customer while getting stock removed and leave him alone	Apologize to customer and explain him that it has happened by mistake	Get the stock removed and offer customer discount on his purchase	Apologize to customer and get the product replaced and take help from manager if	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0132	To resolve customer concerns	Moderate	A customer seems to be confused on deciding on which option to buy. How will you help the customer to make a decision?	Ask customer to come later once he makes his decision	Persuade the customer to buy the product that gives you higher returns	Stand quietly and give customer enough time to decide	Match the benefits of each product with customer requirements	Match the benefits of each product with customer requirements	2	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0133	To organise the delivery of reliable service	Difficult	You find that during peak hours customer walk-ins increase, due to which it becomes difficult to manage queue on the cash counter. How can you reduce the rush at billing counters?	Ask customers to move aside and wait for their turn as its getting crowded at the cash counter	Manage queue at cash counter ensuring only the customer who wants to bill is present in queue	Take an opportunity to approach customers with merchandise and nith for add on	Take a manual bill book and start doing manual billing for customer having less than 3 items	Manage queue at cash counter ensuring only the customer who wants to bill is present in queue	2	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0134	To improve customer relationship	Easy	Its closing time and a customer has come requesting that he wants to buy a shirt as he has a conference next day morning. What will you do in such situation ?	Tell customer to come in morning as the store has closed	Welcome customer in store and assist him to buy shirt	Allow customer to enter store but tell him to hurry up	Let customer enter store and follow him while he is in store	Welcome customer in store and assist him to buy shirt	2	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0134	To improve customer relationship	Easy	A customer is fond of the T-Shirts collection, and keeps visiting store weekly to check for new options. The store has received new T-Shirt collection. What will you do ?	As the customer keeps visiting, wait for the customer to visit	Don't display the stock, till the time the customer doesn't visit	Call the customer and invite him informing about new stock	Keep one piece of his size from each option aside for the customer	Call the customer and invite him informing about new stock	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0134	To improve customer relationship	Easy	A home delivery went wrong, as the delivery person is not able to find the address and contact number given by customer is not reachable. This happened because the sales associate made mistake while writing the number. How will you handle the situation ?	Scold the sales associate and inform the Manager about the mistake	Ask delivery person to come back and reschedule the delivery with correct customer	Ask the delivery person to come back and wait for customer to call	Ask the delivery man to come back and cancel the order	Ask delivery person to come back and reschedule the delivery with correct customer	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0134	To improve customer relationship	Easy	You are attending to a foreign customer but not able to understand his language. What will you do in such situation ?	Ignore the customer and ask a colleague to take over	Try to persuade customer to buy whatever you show	Let customer browse and make fun with colleagues	Use non-verbal communication to connect	Use non-verbal communication to connect	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0134	To improve customer relationship	Easy	Your shift time is over and you are leaving shop floor. A customer approaches you asking for a particular product. What will you do in such situation ?	Walk past the customer without responding as you are off duty	Tell customer that your shift time is over and ask colleague to assist him	Escort customer to the product section and ask colleague to assist him	Tell customer that your shift is over, ignore him and walk away	Escort customer to the product section and ask colleague to assist him	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0135	To monitor and solve service concerns	Easy	You resolved a customer issue. After the customer left, you find that he has given negative feedback about the way you handled his issue. What should be your action ?	Tear the page of the negative feedback and throw it	Curse the customer for writing a negative feedback	Call customer to apologize and find out reason for the feedback	Call the customer and show your displeasure at the negative feedback.	Call customer to apologize and find out reason for the feedback	2	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0135	To monitor and solve service concerns	Easy	An angry customer has called on store landline and is shouting on phone, as nobody has turned at his place to install the LED which he had bought. How will you handle the customer ?	Tell customer to wait and disconnect the call	Put the call on hold and handover it to colleague	Tell customer to stop shouting so that you can help	Apologize to customer and take the details	Apologize to customer and take the details	2	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0136	To promote continuous improvement in service	Easy	You have got a great idea for service improvement. What will you do ?	Discuss the idea with the Manager	Share it with colleagues and implement	Start implementing it immediately	Don't share with anyone till someone asks	Discuss the idea with the Manager	3	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0136	To promote continuous improvement in service	Easy	The store has just completed with renovation. Customers are sharing concern with you that they are finding it difficult to find different sections. What will you do ?	Ask the security to keep guiding each customer about the store layout	Share this feedback with Manager and suggest for Store Directory	Ignore the feedback as with time the customers will get comfortable	Ask each colleague to stand at entrance and take customers to sections	Share this feedback with Manager and suggest for Store Directory	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0137	To work effectively in your team	Easy	You are getting delayed in completing the task assigned to you. What will you do in this situation ?	Approach a colleague and ask for help	Leave the task in-between and go	Ask your colleague to help and leave	Let the delay happen and complete the task	Approach a colleague and ask for help	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0137	To work effectively in your team	Easy	You have just come from a product training for which you were nominated. How will you help team with the learning ?	Boost about your knowledge but ignore sharing with them	Tell them whenever they need help they can come to you	Share the knowledge with the team and give a presentation	Share how you enjoyed the training with other staff members	Share the knowledge with the team and give a presentation	2	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0138	To work effectively in your organisation	Easy	The Manager had given a task to a colleague, which is getting delayed. What will you do ?	Blame colleague for the delaying the task	Wait for colleague to come to you for help	Let him complete the task on his own	You along with other team members help him	You along with other team members help him	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0138	To work effectively in your organisation	Easy	One of your colleague is talking on phone while a customer is standing besides him. What should you do ?	Ignore as the customer is waiting for your colleague to finish his call	Tell your colleague to disconnect and help customer	Leave your work and approach manager to complain	Approach the customer for help and talk to your colleague later	Approach the customer for help and talk to your colleague later	1	0	Single Choice
00 Q0104	Sales Associate Level 3	00 / N0138	To work effectively in your organisation	Easy	The Manager has assigned your colleague a task, but your colleague has some doubts regarding the same. He has shared this concern with you. How will you assist him?	Tell him to complete the task according to his understanding	Encourage him to talk to the Manager and clear his doubts	Ignore him and let him handle this situation himself	Gather your colleagues and discuss suggestions on his doubts	Encourage him to talk to the Manager and clear his doubts	1	0	Single Choice