

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	Right Marks	Negative Marks	Question Type
00/Q0104	Retail Sales Associate	00 / N0114	To process credit applications for purchases	Easy	Rajeev wants to buy a refrigerator but is unable to make the full payment at one time. The credit facility will help him to	Immediately make full payment	Defer payment against	Make payments in easy	Make payments at their	Make payments in easy	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0114	To process credit applications for	Easy	A customer's credit worthiness is decided on the basis of customer's financial capacity and past	financial	credit	bank	purchase	credit	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0120	To help keep the store secure	Easy	The Manager has asked you to receive the stocks of your section. How will you ensure inventory shrinkage doesn't happen ?	Ask housekeeping to bring the stocks	Don't waste your time checking documents, just keep an eye on the	Match the documents with the stock received to ensure that	Ask you Manager to count the stock before you receive it.	Match the documents with the stock received to ensure that	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0120	To help keep the store secure	Easy	Identify this equipment used for security measures.	Metal Detector	Alarm Sensors	Barcode Scanner	Closed Circuit	Metal Detector	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0122	To help maintain healthy and safety	Easy	What should you use while lifting and transporting heavy object?	Trolley	Metal Stairs	Plastic Bags	Big Bags	Trolley	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0122	To help maintain healthy and safety	Easy	Identify the purpose for which this equipment is used.	Sales	Cash	Security	Visual	Security	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0125	To demonstrate products to customers	Difficult	While product demonstration, what should be done to show and convince customer the utility for the product ?	Match the features and benefits with some real life utility	Provide product brochures with pictures of how it can	Present benefits with demo and ask customers to	While demonstrating ask customer to take	Match the features and benefits with some real life	3	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0126	To help customers choose right products	Moderate	What does it mean to empathise with the customer ?	It means make customer understand that we have to adhere to	It means making customer agree to your each and	It means understanding customer's feelings.	It means agreeing with customer on his each and	It means understanding customer's feelings.	2	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0126	To help customers choose right products	Moderate	What is the importance of product knowledge in customer service and sales ? a. Help closing sale positively b. Builds customer trust and respect c. Makes customer change their mind d. Creates a positive customer experience	a, b, c	a, b, d	b, c, d	a, c, d	a, b, d	2	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0127	To provide specialist support to customers	Moderate	Which of the following skill should a Sales associate specialize in, to give a Smartphone features demonstration?	Product Knowledge	Technical Knowledge	Both Product as well as Technical	General Knowledge	Both Product as well as	2	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0127	To provide specialist support to	Moderate	Which of the following information gives a clear picture about the after sales service of a product ?	Warranty Period	Mode of Payment	Product Features &	Product Options	Warranty Period	2	0	TRUE FALSE
00/Q0104	Retail Sales Associate	00 / N0128	To maximise sales of goods & services	Moderate	Selling a Bluetooth device with a smartphone, is an example of _____ technique.	Suggestive Selling	Add - on Selling	Down Selling	Up - Selling	Add - on Selling	2	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0128	To maximise sales of goods & services	Moderate	Which of the following is designed to be used as a short term way of boosting sales and convincing a potential customer to buy a product ?	Display promotion	Staff promotion	Discount promotion	Sales promotion	Sales promotion	2	0	
00/Q0104	Retail Sales Associate	00 / N0129	To provide personalised sales & post-sales service	Easy	To give loyal customer a delightful experience, which of the following is essential for a sales associate to know ?	past personal history , bank details	past bank history, spouse details	past purchase history,	past spouse history, purchase	past purchase history,	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0129	To provide personalised sales &	Difficult	For providing after-sales service, with whom the sales associate should share the customer details ?	The technical or installation	The customer service team	The sales & operations	The Marketing &	The technical or	3	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0130	To create a positive image of self & organisation in the	Moderate	A positive brand image gives confidence to the customer that the brand is _____ and is clear in its	loyal, market	premium, vision	focused, market	sincere, vision	sincere, vision	2	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0130	To create a positive image of self & organisation in the customers mind	Moderate	What are the benefits of providing personalized customer service ? a. Customer Purchase b. Customer Engagement c. Customer Experience d. Customer Retention	a, c, d	b, c, d	a, b, d	a, c, d	b, c, d	2	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0132	To resolve customer concerns	Moderate	Arrange the following according to steps taken to resolve customer concerns ? a. Offer and execute a solution b. Follow-up and thank customer c. Listen to your customer complaint d. Empathize and apologize for the situation	a, b, c, d	c, d, a, b	d, b, c, a	b, c, a, d	c, d, a, b	2	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0132	To resolve customer concerns	Moderate	Why is customer feedback important ? a. Opportunity to target potential customers b. Best way to measure customer satisfaction c. Give insights to improve customer experience d. Helps to improve customer retention	a, c, d	a, b, d	b, c, d	a, b, c	b, c, d	2	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0133	To organise the delivery of reliable service	Difficult	Arrange the following as per steps to be taken to attend 2 customers at the same time ? a. Greet the other customer b. Ask permission from the first customer c. Get back to the first customer quickly and thank them for waiting d. Restate where they were in the sale	b, a, c, d	a, b, c, d	b, c, a, d	d, a, c, b	b, a, c, d	3	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0134	To improve customer relationship	Easy	What is the correct way for the sales associate to explain customer, the reason why he/she is not able to resolve a customer issue due to store policies?	Negatively, Rude	Straight, Unclear	Neutrally, Ignorantly	Positively, sensitively	positively, sensitively	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0134	To improve customer	Easy	How many options should be provided to customer, to ensure he can choose and be satisfied with the	single	multiple	zero	Strictly 2 and not more	multiple	1	0	Single Choice

00/Q0104	Retail Sales Associate	00 / N0134	To improve customer relationship	Easy	Pick the odd one out.	Handing over shopping bag to customer	Escorting customer to the cash counter	Arguing with customer for exchange	Offering chair to an elderly customer to sit	Arguing with customer for exchange	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0134	To improve customer relationship	Easy	Which of the following should a sales associate avoid ?	Delaying in giving resolution	Smiling and apologising to customer	Assist them in time of confusion	Inform them about store policies	Delaying in giving resolution	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0134	To improve customer relationship	Easy	To build a customer's trust and respect, it is very essential that the sales associate should be aware about , product & services, and	Store policies, customer preferences	customer income, stock inventory	Marketing promotion, security	discounts & offers, store layout	Store policies, customer	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0135	To monitor and solve service concerns	Easy	How should the sales associate respond to customer's concerns and problems ?	moderately	positively	negatively	ignorantly	positively	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0135	To monitor and solve service concerns	Easy	With whom should a sales associate share his suggestions, if he wants to bring any change in the organisational procedure?	Someone who has personality	Someone who has confidence	Someone who has authority	Someone who has knowledge	Someone who has authority	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0136	To promote continuous	Easy	Which of the following is important, to ensure the service changes planned, gets implemented in the	employee retention	employee instruction	employee incentive	employee training	employee training	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0136	To promote continuous improvement in	Easy	A continuous improvement approach of employee, leads to benefits like increased productivity, improved quality, and improved employee	behaviour	communication	satisfaction	attrition	satisfaction	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0137	To work effectively in your team	Easy	What should a sales associate do, in case if he has any doubt pertaining to the task assigned by the manager ?	leave task aside and continue with	ask your colleagues to give	complete task based on your	ask for clarification from	ask for clarification from	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0137	To work effectively in your team	Easy	How planning and organising daily work schedule can effect you in your work ?	for individual incentive	job understanding	job performance	salary increase	better job performance	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0138	To work effectively in your organisation	Easy	What should a sales associate do if he finds that a colleague is struggling to adjust in the team ?	name the colleague	guide the colleague	aid the colleague	encourage the colleague	guide the colleague	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0138	To work effectively in your organisation	Easy	What should the sales associate ask from the supervisor, to improve his performance ?	timely feedback	job assistance	salary increase	job appreciation	timely feedback	1	0	Single Choice
00/Q0104	Retail Sales Associate	00 / N0138	To work effectively in your organisation	Easy	To work effectively in an organisation, why colleagues should help each other ?	learn and understand	insult other group	To obey you	To bully other	To learn and understand	1	0	Single Choice