

CASHIER

Maximum Marks: 100

Time allowed: Two hours

1. *Answers to this Paper must be written on the paper provided separately.*
 2. *You will **not** be allowed to write during the first 15 minutes.*
 3. *This time is to be spent in reading the question paper.*
 4. *The time given at the head of this Paper is the time allowed for writing the answers.*
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5. *Attempt **all** questions from **Section A** and **any four** questions from **Section B**.*
 6. *The intended marks for questions or parts of questions are given in brackets[].*

Instruction for the Supervising Examiner

Kindly read aloud the Instructions given above to all the candidates present in the Examination Hall.

This Paper consists of 11 printed pages and 1 blank page.

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Turn Over

SECTION A (40 Marks)

*(Attempt **all** questions from this **Section**.)*

Question 1

[20]

Choose the correct answers to the questions from the given options.

(Do not copy the question, write the correct answers only.)

- (i) In communication, the means by which the information is sent is known as:
 - (a) Channel
 - (b) Receiver
 - (c) Feedback
 - (d) Sender
- (ii) Which of the following is not a type of verbal communication?
 - (a) Interpersonal communication
 - (b) Written communication
 - (c) Gestures
 - (d) Small group communication
- (iii) Sentences that are used to express strong feelings are:
 - (a) Declarative Sentences
 - (b) Interrogative Sentences
 - (c) Exclamatory Sentences
 - (d) Imperative Sentences

- (iv) Which of the following is **NOT** a method to manage stress?
- (a) Proper time management
 - (b) Procrastination
 - (c) Physical exercises
 - (d) Positivity
- (v) **Assertion (A):** Self-awareness helps us in improving our confidence.
Reason (R): We come to know what we need to do and can plan better.
- (a) Both (A) and (R) are true and (R) is the correct explanation of (A).
 - (b) Both (A) and (R) are true but (R) is not the correct explanation of (A).
 - (c) (A) is true but (R) is false.
 - (d) (A) is false but (R) is true.
- (vi) 'SPACE BAR' is a kind of:
- (a) Control Key
 - (b) Command Key
 - (c) Navigation Key
 - (d) Windows Key
- (vii) Which one is **NOT** a way to protect data of the computer?
- (a) Install Antivirus and Firewall
 - (b) Use passwords
 - (c) Use pirated software
 - (d) Encrypt data

- (viii) Which of the following is **NOT** a quality of an entrepreneur?
- (a) Trying new ideas
 - (b) Patience
 - (c) Confidence
 - (d) Risk free approach
- (ix) Which of the following is **NOT** a common myth about entrepreneurs?
- (a) Entrepreneurs are made not born.
 - (b) Only person with big business is an entrepreneur.
 - (c) A person needs lot of money to start a Business.
 - (d) Every business idea needs to be unique or special.
- (x) Which of the following best describes constructive feedback?
- (a) Feedback that is only positive
 - (b) Feedback that is negative and critical
 - (c) Feedback that is specific, actionable, and aimed at improvement
 - (d) Feedback that is vague and general
- (xi) Customers requirement and feedback can be used as a:
- (a) duty
 - (b) skill
 - (c) responsibility
 - (d) source of setting goals

- (xii) While dealing with an angry customer a Cashier should:
- (a) remain calm
 - (b) take it personally
 - (c) raise the issue immediately
 - (d) ask for apology
- (xiii) Voter Identity card is issued by:
- (a) The Unique Identification Authority of India (UIDAI)
 - (b) Election Commission of India
 - (c) Registrar of the Municipal Corporation
 - (d) Transport department
- (xiv) The instrument, issued by creditor, for ordering debtor to pay the required amount in a certain stipulated time is called:
- (a) Promissory note
 - (b) Loan
 - (c) Line of credit
 - (d) Bill of exchange
- (xv) What is the primary objective of green skills?
- (a) To increase industrial production
 - (b) To promote sustainable development
 - (c) To reduce labour costs
 - (d) To enhance marketing strategies

- (xvi) *Bankers' cheque, pay orders, at par cheque* that include interest or share warrants, repayments, orders, gift cheque etc. are the types of:
- (a) online banking-based solutions
 - (b) mobile payments
 - (c) traditional payment system
 - (d) electronic payments
- (xvii) Which of the following is an example of hardware?
- (a) MS Word
 - (b) Operating System
 - (c) Keyboard
 - (d) Browser
- (xviii) **Assertion (A):** The retailer should use manual guidelines and instructions for lifting and handling equipment.
- Reason (R):** Each and every lifting and handling equipment functions differently and it is easy to fix problems.
- (a) Both (A) and (R) are true and (R) is the correct explanation of (A).
 - (b) Both (A) and (R) are true but (R) is not the correct explanation of (A).
 - (c) (A) is true but (R) is false.
 - (d) (A) is false but (R) is true.

- (xix) Mops, cleaners, micro-fiber and scrubber dryer machine play important role in:
- (a) hygiene of a store
 - (b) health of employees in a store
 - (c) safety of employees in a store
 - (d) decoration of store
- (xx) To persuade or intimidate, aggressively dominate others in an organisation is called:
- (a) Discrimination
 - (b) Harassment
 - (c) Enmity
 - (d) Bullying

Question 2

- (i) Fill in the blanks: [5]
- (a) The process of converting waste materials into new materials and objects is known as _____.
 - (b) An entrepreneur is someone who takes the _____ to start and manage a business venture.
 - (c) The main software that manages a computer's resources and allows other programs to run is called the _____.
 - (d) _____ is simply the force within you that drives you to do things.
 - (e) The _____ is the part of a computer that processes all the instructions from hardware and software.

(ii) State whether **True** or **False**. [5]

- (a) Adjectives are the words that show action.
- (b) The CPU has an internal fan to keep it cool.
- (c) Self-employed people are those who start businesses to satisfy the needs of people.
- (d) Value statements are the list of principles and ethics to which a company adheres.
- (e) The maximum amount of money one is allowed to borrow is known as Cash Limit.

Question 3

- (i) What is maintenance schedule of a computer and how frequently should it be done? [2]
- (ii) What is meant by *credit rights* and *credit obligations*? [2]
- (iii) What are age restricted products? [2]
- (iv) What is meant by Stock control system? [2]
- (v) How is a cleaning scheduled planned in a retail store? [2]

SECTION B (60 Marks)

(Answer **any four** questions from this **Section**.)

Question 4

- (i) Why is sustainable development important? [5]
Explain *any three* problems related to sustainable development.
- (ii) Describe *any five* functions of an entrepreneur and provide examples of each. [5]
- (iii) Explain *any four* types of barriers to effective communication and the ways to overcome them. [5]

Question 5

- (i) What are credit transactions? [5]
Discuss *any four* risks a company faces when offering credits.
- (ii) “Customers expect a safe, convenient and affordable globalised payment platform.” [5]
In light of the above, explain *any five* acceptable ways for customers to make payments.
- (iii) What is meant by reconciliation of customer accounts? [5]
Outline all the steps involved in accurately reconciling customer accounts.

Question 6

- (i) What is meant by returning goods? [5]
Describe company’s procedure for return and replacement of goods.

- (ii) What are refund payments? [5]
Explain the process of refund payment in detail.
- (iii) Describe company's policies and procedures for verifying the item ownership. [5]
Explain the consequences of failing to check the ownership.

Question 7

- (i) Describe the consequences for a business that fails to comply with regulations and norms for sale of age-restricted products. Discuss the potential legal actions that can be taken against the firm. [5]
- (ii) What are company policies and procedures for sale of age restricted products? [5]
Include details on the retailer's policies and procedures for these sales as well.
- (iii) Explain the types of age proof verification accepted by the company. [5]
Elucidate the company policies for refusing sale of age restricted products.

Question 8

- (i) What is meant by accidents and emergencies at retail stores? [5]
Describe the ways to identify such potential accidents and emergencies.
- (ii) Describe the potential hazards in a retail store. [5]
List the safety equipment and common safety concern associated with retail environments.
- (iii) What is meant by harassment at work place? [5]
Outline all the possible methods to prevent harassment at workplace.

Question 9

- (i) *Every right implies a responsibility; every opportunity an obligation, every possession, a duty.* [5]

In light of the above statement, explain rights and responsibilities of employees in an organisation.

- (ii) Describe the skills needed to achieve goals. [5]
How is attainment of these goals monitored?

- (iii) Ramesh has joined as a 'Cashier' in a multinational retail store. [5]
Describe the ways in which he can support the team work. Also state the ways in which he can support the organisation.