

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) PAGE UP and PAGE DOWN are types of:
- (a) Navigation Keys
 - (b) Punctuation Keys
 - (c) Command Keys
 - (d) Control Keys
- (ii) What does direct eye contact convey?
- (a) Paying attention
 - (b) Nervousness
 - (c) Ignorance
 - (d) Humility
- (iii) **Assertion (A):** To protect our data from theft and viruses, we should keep passwords that are difficult to hack.
- Reason (R):** Threats in a computer are the ways in which personal information can be leaked without our knowledge.
- (a) (A) is true and (R) is false.
 - (b) (A) is false and (R) is true.
 - (c) Both (A) and (R) are true and (R) is the correct explanation of (A).
 - (d) Both (A) and (R) are true, but (R) is not the correct explanation of (A).

- (iv) Which type of cyber threat is depicted in the image given below?



- (a) Virus attack
- (b) Phishing
- (c) Cloud Backup
- (d) Data encryptions
- (v) Which of these is a declarative sentence?
- (a) Yellow is my favourite colour.
- (b) Is it raining?
- (c) Oh, my goodness. We have won!
- (d) Please lower your voice.
- (vi) Which of these is a prompt interbank electronic money transfer service done with the help of mobile phones?
- (a) NEFT
- (b) RTGS
- (c) IMPS
- (d) EBPS

(vii) Which identity proof is issued by the Income Tax Department?

- (a) PAN Card
- (b) Passport
- (c) Election Card
- (d) Aadhar Card

(viii) Observe the image given below and identify the type of verbal communication.



- (a) Interpersonal communication
 - (b) Written communication
 - (c) Small group communication
 - (d) Public communication
- (ix) **Assertion (A):** Managing stress is about making a plan to be able to cope effectively with daily pressure.

Reason (R): There are many instances when stress can be helpful.

- (a) (A) is true and (R) is false.
- (b) (A) is false and (R) is true.
- (c) Both (A) and (R) are true and (R) is the correct explanation of (A).
- (d) Both (A) and (R) are true, but (R) is not the correct explanation of (A).

- (x) Which safety accessory is used when working around moving equipment such as forklifts and vehicles?
- (a) Disposable gloves
 - (b) Cut resistant gloves
 - (c) Safety vest
 - (d) Hearing protection
- (xi) Which of the following best describes the role of *value statements* in a retail business?
- (a) They are only used for advertising purposes.
 - (b) They replace the need for a mission statement.
 - (c) They guide employee behaviour.
 - (d) They provide technical manuals.
- (xii) **Assertion (A):** The CPU has an internal fan to keep it cool.
- Reason (R):** If a computer, laptop or mobile is over heated, the internal parts can be damaged.
- (a) (A) is true and (R) is false.
 - (b) (A) is false and (R) is true.
 - (c) Both (A) and (R) are true and (R) is the correct explanation of (A).
 - (d) Both (A) and (R) are true, but (R) is not the correct explanation of (A).

- (xiii) What is one way to promote effective teamwork in a retail organisation?
- (a) Prioritise individual goals over group success.
 - (b) Discuss ideas collectively with all team members before implementation.
 - (c) Encourage private discussions and exclude team views.
 - (d) Criticise team members to improve performance.
- (xiv) What can happen if a retail outlet sells an age-restricted item to someone below the legal age?
- (a) The customer is fined.
 - (b) The trader may face a fine or imprisonment.
 - (c) The item is returned to the supplier.
 - (d) The sale is considered valid.
- (xv) What does the term “Return To Vendor” (RTV) refer to?
- (a) A process in which the vendor delivers goods to customers.
 - (b) A process in which the goods are returned to the original vendor.
 - (c) A shipping method for delivering goods to the warehouse.
 - (d) A type of invoice issued by a retailer to the distributor.
- (xvi) What is the first action a cashier should take when an accident occurs in the store?
- (a) Call the police immediately.
 - (b) Use the internal safety equipment.
 - (c) Inform the senior staff members.
 - (d) Leave the area.

- (xvii) Cranes, Hoists, Forklifts and Pallet Jacks are examples of _____.
- (a) office supplies
 - (b) cleaning agents
 - (c) lifting and handling equipment
 - (d) communication devices
- (xviii) Which of the following is an example of *specific feedback* in a writing class?
- (a) "Nice story!"
 - (b) "Your story was too short."
 - (c) "Try harder next time."
 - (d) "The use of adjectives made the story interesting."
- (xix) The *Start* menu allows users to access installed applications and settings.
- (a) True
 - (b) False
- (xx) *Bravo! Sarthak and his team won the exciting match yesterday.*
- Identify the adjective used in the above sentence.
- (a) yesterday
 - (b) exciting
 - (c) team
 - (d) Bravo!

Question 2

(i) Fill in the blanks: [5]

- (a) _____ is the force within a person that drives them to do things.
[Self-regulation / Self-motivation]
- (b) A sound file usually has _____ extension. [.mp3 /.docx]
- (c) Sentences where the subject does an action are known to be in the _____ voice. [active / passive]
- (d) Customers are only entitled to a return if they return the product within a _____ period. [specified / indefinite]
- (e) Sustainable Development meets the needs of the present without compromising the ability of _____ to meet their own needs. [future generations / current leaders]

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

- (a) A folder is a location where a group of files can be stored.
- (b) In the condition of breach of contract, the retailers do not have a right to withdraw the agreement and recover the goods sold to the customers.
- (c) Profit is the only goal of an entrepreneur.
- (d) Feedback is an optional part of the communication cycle.
- (e) Using renewable energy sources is a part of Sustainable Development.

Question 3

(i) What are the *two* advantages of feedback in communication? [2]

(ii) Give *one* example each of *positive* and *negative* feedback. [2]

- (iii) Mention *any two* modes of Credit Transactions. [2]
- (iv) Write *two* ways to exchange goods in retail stores. [2]
- (v) What are the *two ways* to manage and deal with irate customers? [2]

SECTION B (60 Marks)

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

Question 4

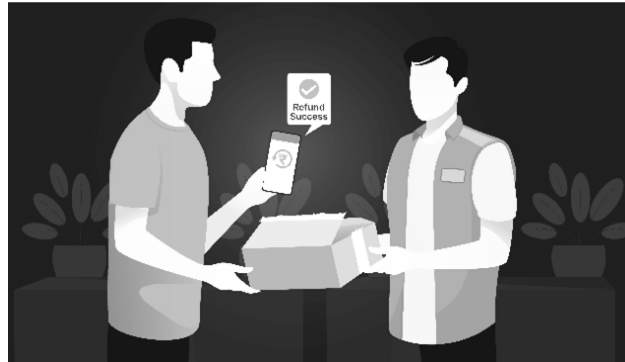
- (i) In a meeting, Raghu, a manager of a retail store chose verbal communication over non-verbal communication. In this context, explain *any five* advantages of verbal communication. [5]
- (ii) Who is an “Entrepreneur”? Explain *any four* myths about entrepreneurship. [5]
- (iii) Explain *any five* rights of employees. [5]

Question 5

- (i) Ram, a cashier, refuses to sell lottery cards to Mohit, who shows a school identity card without a date of birth. Ram explains that only valid government identity proofs with date of birth is acceptable. [5]
- (a) Name *any two* valid government-issued age proofs.
- (b) How did Ram follow the law?
- (c) Suggest *one* way to inform the customers about the age-verification policy.
- (ii) Explain *any five* factors to be considered during reconciliation of accounts. [5]
- (iii) What do you understand by *Credit Limit*? Explain in *three* points, the need to set up a credit limit. [5]

Question 6

- (i) Yash, a cashier at a store, has to deal with a customer who wants to return his latest purchase. [5]



- (a) What should he do in this situation?
- (b) Explain the company's policies at the time of replacement of returned goods.
- (ii) Outline *any five* factors that lead to the generation of problem in sorting out cash. [5]
- (iii) Discuss *any five* Legal Rights of customers in relation to credit cover in retail business. [5]

Question 7

- (i) "A customer has delayed payment beyond the due date." [5]
As an accounts executive, what guidelines would you follow to manage such a situation while maintaining a good customer relationship? Explain your answer with reasons.
- (ii) Explain *any five* ways to get the proof of age legally accepted and validated by agencies. [5]
- (iii) Describe the procedure in five steps, to be followed by a Cashier at POS (Point of Sale) while dealing with age-restricted products. [5]

Question 8

- (i) A customer slipped near the entrance of a retail store. [5]



List *any five* common causes of such accidents and suggest ways to handle or prevent them.

- (ii) Retail stores have varying refund policies- some provide instant counter refunds, others process them over a few days. [5]

In light of the above statement:

- (a) What is *Refund Payment Process*?
(b) Explain the general steps of a refund payment process.
- (iii) What are *five* effective ways to deal with buyer objections during a sale? [5]

Question 9

- (i) A team is only as strong as the spirit behind it. Keep the morale high, and the results will follow. Explain with examples *any five* ways to maintain the morale of the team. [5]
- (ii) Explain *any five* ways that help in maintaining a computer system properly. [5]
- (iii) Deepak has joined a multinational firm as a Cashier. Suggest *any five* ways he can plan and organise his own learnings within the organisation. [5]