

Qualification Name: Retail Sales Assistant

NSQF Level: 3

Code	Question	Option 1	Option 2	Option 3	Option 4
RAS/N0105	What is meant by Focal Point in Visual Merchandising?	Where customers can place their baggage	Where signages/props, product and background come together	Where billing of products is done	Where maximum sale of products is done
RAS/N0106	Which part of Visual Display of store is visible to the customer at the at first look from outside ?	Store Entrance and Exit	Stock / Product Display	Façade & Window Display	Emergency Exits
RAS/N0107	Improving Accessibility of Products on display is an important policy for displaying merchandise in the most _____ manner	Attractive	Recognizable	General	Confusing
RAS/N0108	_____ to display items attracts high costs as well as extra time for a retailer.	Dressing Merchandise	Handling cautiously	Maintaining carefully	Repairing Damages
RAS/N0109	A big single box which is usually attached or connected to the pallet is called as	Carton / Case	Gaylord	Pallet	Intermodal Container
RAS/N0118	A loyalty program should have 3 main aims - Attract, Maintain and _____	Increase Sales	Retain Customers	Respect Customers	Earn Points
RAS/N0119	Staff who protect the entire store from theft are called as _____	Vigilance Team Personnel	Guards on Duty	Security Personnels	Loss Prevention Personnel
RAS/N0119	Which of the following needs to be followed during emergency situation ?	Execution Plan	Vacation Plan	Emergency Plan	Implementation Plan
RAS/N0124	An effective tool to track the housekeeping performance and communicating the success is	Time Sheet	Survey Checklist	Work Performance Checklist	Work Performance Sheet
RAS/N0124	When will a customer complain directly to the top management >	If customer is not happy	If customer is a permanent customer	If customer does not understand associate's language	If customer's complaint does not get solved at store level

RAS/N0124	While replying to a customer on email, the message should be_____, crisp and to-the-point.	Brief	Clear	Elaborate	To the point
RAS/N0124	Planning, Organising and_____tasks are essential to increase productivity.	Prioritising	Arranging	Outsourcing	Implementing
DGT/VSQ /N010 2	Which is an online method for searching a job?	Searching openings on job portals	Contacting consultants in person	Scanning newspapers	Filling application form at Employment Exchange