CBSE | DEPARTMENT OF SKILL EDUCATION

RETAIL (SUBJECT CODE: 801)

Blue-Print for Sample Question Paper for Class XII (Session 2024-2025)

Max. Time: 3 Hours   **Max. Marks: 60**

PART A - EMPLOYABILITY SKILLS (10 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS 1 MARK EACH	SHORT ANSWER TYPE QUESTIONS 2 MARKS EACH	TOTAL QUESTIONS
1	Communication Skills- IV	1	1	2
2	Self-Management Skills- IV	2	1	3
3	Information and Communication Technology Skills- IV	1	1	2
4	Entrepreneurial Skills- IV	1	1	2
5	Green Skills- IV	1	1	2
TOTAL QUESTIONS		**6**	**5**	**11**
NO. OF QUESTIONS TO BE ANSWERED		**Any 4**	**Any 3**	**07**
TOTAL MARKS		**1 x 4 = 4**	**2 x 3 = 6**	**10 MARKS**

PART B - SUBJECT SPECIFIC SKILLS (50 MARKS):

UNIT NO.	NAME OF THE UNIT	OBJECTIVE TYPE QUESTIONS 1 MARK EACH	SHORT ANS. TYPE QUES.- I 2 MARKS EACH	SHORT ANS. TYPE QUES.- II 3 MARKS EACH	DESCRIPTIVE/ LONG ANS. TYPE QUESTIONS 4 MARKS EACH	TOTAL QUESTIONS
1	Display of Product & Satisfy customer Needs	7	1	-	1	9
2	Non- Store Retiling	6	-	2	-	8
3	Retail Point – of Sale : An Overview	6	2	1	1	10
4	Billing and Accounting	7	1	-	2	10
5	Inventory Handling	6	1	-	1	8
TOTAL QUESTIONS		**32**	**5**	**3**	**5**	**45**
NO. OF QUESTIONS TO BE ANSWERED		**26**	**Any 3**	**Any 2**	**Any 3**	**34**
TOTAL MARKS		**1 x 26= 26**	**2 x 3 = 6**	**3 x 2 = 6**	**4 x 3 = 12**	**50 MARKS**

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Sample Question Paper for Class XII (Session 2024-2025)

Max. Time: 3 Hours   **Max. Marks: 60**

General Instructions:

1. Please read the instructions carefully.

2. This Question Paper consists of **24 questions** in two sections – Section A & Section B.

3. Section A has Objective type questions whereas Section B contains Subjective type questions.

4. **Out of the given (6 + 18 =) 24 questions, a candidate has to answer (6 + 11 =) 17 questions in the allotted (maximum) time of 3 hours.**

5. All questions of a particular section must be attempted in the correct order.

6. **SECTION A - OBJECTIVE TYPE QUESTIONS (30 MARKS):**

    i. This section has 06 questions.

    ii. There is no negative marking.

    iii. Do as per the instructions given.

    iv. Marks allotted are mentioned against each question/part.

7. **SECTION B – SUBJECTIVE TYPE QUESTIONS (30 MARKS):**

    i. This section contains 18 questions.

    ii. A candidate has to do 11 questions.

    iii. Do as per the instructions given.

    iv. Marks allotted are mentioned against each question/part.

SECTION A: OBJECTIVE TYPE QUESTIONS

Q. 1	**Answer any 4 out of the given 6 questions on Employability Skills (1 x 4 = 4 marks)**	

i.	Key communication skills do not include the following: -
	    A. Reading
	    B. Running
	    C. Writing
	    D. Speaking
		1

ii.	In which of the following cluster the Paranoid Personality Disorder belongs _____
	    A. Cluster A: Suspicious
	    B. Cluster B: Emotional and impulsive
	    C. Cluster C: Anxious
	    D. Cluster D: Aggressive
		1

iii.	Ravi has feelings of emptiness & abandonment. What type of personality disorder is this?
	    A. Borderline
	    B. Dependent
	    C. Avoidant
	    D. Obsessive
		1

iv.	Which of the following isn't a part of a spreadsheet?
	    A. Row number
	    B. Column number
	    C. Column letter
	    D. Cell address
		1

v.	One of the best ways to deal with self-doubt is_____.
	    A. To run away from work
	    B. To feel demotivated
	    C. To work on a holiday
	    D. To work towards one's goals
		1

vi.	CNG Stands for_____.
	    A. Common Natural Gas
	    B. Common New Gas
	    C. Compressed Natural Gas
	    D. Compressed New Gas
		1

Q. 2	**Answer any 5 out of the given 7 questions (1 x 5 = 5 marks)**	

i.	_____vital link between the management and subordinate.
	    A. Supervisor
	    B. Customer
	    C. Wholesaler
	    D. Buyer
		1

ii.	Which of the following is better known as a cash register?
	    A. Housekeeping
	    B. Electronics
	    C, Warehouse
	    D. Point of Sale
		1

iii.	The management of sales programmes does not include_____.
	
	    A. establishment and developing short-term and long-term sales policies
	    B. sales objectives
	    C. develops detailed sales programmes
	    D. Maximize re-distribution costs.
		1

iv.	Which of the following is the key element of a successful direct delivery business?
	    A. Irresponsive Customer service
	    B. No Labelling
	    C. Consistent, high-quality products
	    D. Dirty packaging
		1

v.	Point of sale is the_____place the customer will remember while in a store.
	    A. First
	    B. Last
	    C. First and Last
	    D. Third
		1

vi.	What is focal point in visual Merchandising?	**1**

vii.	_____is one of the most effective "tricks" in Merchandising.
	
	    A. Keeping displays neat and well stocked
	    B. Bad communication
	    C. Maximize clutter
	    D. Minimize product affordance
		1

Q. 3	**Answer any 6 out of the given 7 questions (1 x 6 = 6 marks)**	
i.	Online retailing is a subset of_____.	**1**

ii.	Which e-commerce model involves the sale of goods or services from businesses to the general public?
	    A. Business to Government
	    B. Business to Consumer
	    C. Business to Business
	    D. Consumer to Business
		1

iii.	ERP stands for_____?
	    A. Effective Reuse Planning
	    B. Enterprise Resource Planning
	    C. Effective Research Planning
	    D. Enterprise Research Planning
		1

iv.	What is the full form of ICT?	**1**

v.	A strong password should be a combination of_____.
	    A. Only alphabets
	    B. Only alpha numeric characters
	    C. Only special characters
	    D. Alpha numeric characters and special characters.
		1

vi.	Merchants running POS systems usually attach a_____to the system to hold the credit card receipts.
	    A. Printer
	    B. CPU
	    C. Cash Drawer
	    D. Scanner
		1

vii.	This component can be programmed from the back office server to produce customized receipts or invoices for customer use.
	    A. Back Office Server
	    B. Keyboard
	    C. Mouse
	    D. Printer
		1

Q. 4	**Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)**	

i.	The Statement of Financial Position gives the information about_____.
	     A. Assets and Liabilities
	     B. Income
	     C. Expenses
	     D. Credits
		1

ii.	Which is not a benefit of financial accounting?
	
	     A. Maintaining systematic records
	     B. Protecting and safeguarding business assets
	     C. Historical in nature
	     D. Facilitates rational decision making	

iii.	The process of recording, classifying, and summarising all business transactions in order to know the financial result is called_____.
	     A. Bookkeeping
	     B. Accounting
	     C. Journalising
	     D. Reliability
		1

iv.	Which of the following is an example of the Golden Rule of Accounting for Real Accounts?
	     A. Debit what comes in, Credit what goes out
	     B. Debit all expenses and losses, Credit all incomes and gains
	     C. Debit the receiver, Credit the giver
	     D. Debit what goes out, Credit what comes in
		1

v.	Accounting rules, practices and conventions should remain same from one year to another as per the —————-
	     A. Convention of consistency
	     B. Convention of full disclosure
	     C. Convention of conservatism
	     D. Conversation of Materiality
		1

vi.	With which of the following concepts the fixed assets are recorded in the books of account at their original cost.
	     A. The going concern concept
	     B. The septate entity concept
	     C. The prudence concept
	     D. Matching concept
		1

Q. 5	**Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)**	

i.	_____means list of goods and materials in stock by a business.
	     A. Inventory
	     B. Retailing
	     C. Housekeeping
	     D. Accounting
		1

ii.	Inventories are made in buffer to meet_____in demand.
	     A. Cost
	     B. Money
	     C. Uncertainties
	     D. Time
		1

iii.	Which of the following methods is used for items sold with an expiration date?
	  A. Point-of-Sale Method
	  B. Periodic Method
	  C. Both of the above
	  D. Perpetual Method
		1	

iv.	What is meant by stock out?	**1**	
v.	A_____is the physical location of the store.	**1**	

vi.	When counting inventory, teams should focus on_____.
	  A. Display
	  B. Mannequins
	  C. Housekeeping
	  D. Accurate Count
		1	

Q. 6	**Answer any 5 out of the given 6 questions (1 x 5 = 5 marks)**	

i.	_____retrieve coded pricing information using a laser beam.
	  A. Keyboard
	  B. Mouse
	  C. Barcode Scanner
	  D. Back office server
		1

ii.	The principal book Ledger contains
	  A. All accounts
	  B. Personal accounts only
	  C. Only real accounts
	  D. Nominal accounts are the only ones
		1

iii.	Which one of the following is the call center technology?
	  A. Virtual call center technology
	  B. Direct mail follow up
	  C. Point-of-sale promotion
	  D. Skilled telemarketers
		1

iv.	A POS terminal manages the_____process by a salesperson accessible interface.
	  A. Selling
	  B. Producing
	  C. Retailing
	  D. Wholesaling
		1

v.	The key requirements that must be met by modern POS systems include:
	  A. Reliability
	  B. Difficult to use
	  C. High cost
	  D. Hard labor
		1

vi.	Bar code scanner uses a_____to read the information coded in the bar code.
	  A. Printer
	  B. Tag
	  C. keyboard
	  D. Laser beam
		1

SECTION B: SUBJECTIVE TYPE QUESTIONS

Answer any 3 out of the given 5 questions on Employability Skills (2 x 3 = 6 marks)
Answer each question in 20 – 30 words.

Q. 7	Define active listening.	2
Q. 8	Mention two steps to overcome personality disorders.	2
Q. 9	Define Row and Column.	2
Q. 10	Mention any two benefits of green jobs.	2
Q. 11	Who are called IT entrepreneur?	2

Answer any 3 out of the given 5 questions in 20 – 30 words each (2 x 3 = 6 marks)

Q. 12	What is 'New old stock '?	2
Q. 13	Write the use of Swipe Card Reader Interface	2
Q. 14	Highlight some of the most significant ways retailers can become a more meaningful part of their customers" lives.	2
Q. 15	Name two broad categories of POS systems.	2
Q. 16	What is the importance of point of sale marketing?	2

Answer any 2 out of the given 3 questions in 30– 50 words each (3 x 2 = 6 marks)

Q. 17	What is the role if ICT?	3
Q. 18	Write the advantages if e-retailing for retailers.	3
Q. 19	What is a bar code scanner and what are its key functions?	3

Answer any 3 out of the given 5 questions in 50– 80 words each (4 x 3 = 12 marks)

Q. 20	Raman is working in a retail outlet as a visual merchandiser for a high-end fashion brand. The store manager has noticed a decline in sales for a particular collection. What steps would Raman take to analyse the situation and come up with a solution to increase sales by effective use of end display. Also give some basic tips regarding the same.	4
Q. 21	What are the steps involved in the process of point of sale.	4
Q. 22	Write the objectives of accounting.	4
Q. 23	Explain the rules of double entry. Also mention the steps involved in application of rules.	4
Q. 24	Suraj is working in a snacks cafe, where he is managing inventory. He labels the food with the dates you store them, and put the older foods in front or on top so that you use them first. What method of inventory he is applying? Explain.	4