

**Government college (A) Rajahmundry**  
**Semester - II**  
**Question Bank**  
**Merchandising and cashiering operations**

**UNIT - I**

**Essays**

1. what are the different types of credit and debit cards that are accepted in the retail store?
2. explain the process of handling credit and debit card transactions?
3. define process of resolving the problem that can occur in routine cash point operations transactions?

**Shorts**

1. What is pos ?
2. Explain the handling customer complaints at POS?
3. Define purpose of POS?
4. Define purpose of handling customer at POS?

**One word answers**

1. What is POS and also known as?
2. what does POS stands for?
3. Write an example of point of sale?
4. Which debit card is best?
5. Is an ATM card a debit card?

**Multiple choice question**

1. A Retail point of sale system typically includes a cash register.
  - A. Computer, Monitor, cash drawer, receipt printer
  - B. Customer display and a barcode scanner
  - C. Debit / credit card record
  - D. All of the above
2. Full form of POS is
  - A. Purchase of sale
  - B. Payment of sale
  - C. Point of sale
  - D. Procedure of sale
3. Which type of credit card is best

- A. Axis bank
- B. Amazon pay
- C. HDFC
- D. Flipcard
- E. All of the above

4. Cash deposit with bank with maturity date after two months belongs to which of the following in cash flow statement.

- A. Financing activities
- B. Cash and cash equivalents
- C. Operations activities
- D. Investing activities

5. Which among the following is the first bank that introduced ATM in India

- A. HDFC
- B. ICICI
- C. SBI
- D. HSBC

## **UNIT - II**

### **Essays**

1. Briefly explain how to identify and resolve the problem that occurs while processing customer orders?
2. Explain the process of checking ownership of the items produced for part of exchange?
3. Explain the consequences of not checking the ownership of the items?
4. Explain the terms and conditions of sale for items that store exchange?

### **Shorts**

1. Process of customer orders
2. Conditions of sale for items that the store exchange
3. Identify and resolve problems part of exchange sale transactions
4. Need for a customer to part of exchange the products

### **One word answers**

1. Consequences are not checking the ownership items?
2. Sales transactions is?
3. Need for a customer to part of exchange to part of exchange the products is?
4. Validation customer credit limit
5. Confidentiality of the customer information is?

### **Multiple choice questions**

1. which of the following best describe the process of customer orders
  - A. Shipping
  - B. Invoicing
  - C. Fulfillment
  - D. Receiving
2. What are the terms and conditions of sale for items store exchange
  - A. No return or exchange
  - B. Exchange only with in 30 days with receipt
  - C. Store credit for return with in 14 days
  - D. Full refund for defective items
3. How can problems of customer orders can identify and resolved
  - A. Customer feedback forms
  - B. Quality control checks
  - C. Communication with shipping carriers
  - D. All of the above
4. What is processing part of exchange sale transactions
  - A. Varificaton of products conditions
  - B. Updation inventory
  - C. Issuing store credit
  - D. All of the above
5. Which accept of sale transitions involves communication with shipping carriers
  - A. Fullfillment
  - B. Shipping
  - C. Involving
  - D. receiving

### **UNIT - III**

### **ESSAYS**

1. Explain procedure for processing cash credit transactions?
2. Explain the process of checking customer accounts effectively to identify overdue payment and customer credit limit
3. Explain the resolve customer concern related to pricing products?
4. Define the procedure to accept and record the product/ goods returned by the customer

## **Shorts**

- 1.How to resolve customer related to pricing of products?
- 2.Risk of offering credit to customer?
- 3.Need to process and credit transactions?
- 4.Which goods returned by customer?

## **One word answers**

- 1.process of cash and credit transactions?
- 2.obligations of a retailer in relation to credit?
- 3.goods return by customer?
- 4.Guidelines for setting customer credit limit?
- 5.who have gone over time credit limit?

## **Multiple choice questions**

- 1.procedure for processing cash and credit transactions
  - A. Verifications
  - B. Authorization
  - C. Recording
  - D. Reconciliation
- 2.Resolving customer concern related to pricing to products
  - A. Offering a refund or exchange
  - B. Explaining pricing policies delay
  - C. Providing a discount on future purchase
  - D. Apologizing for any confusion
- 3.Goods return by customer
  - A. Issuing a refund
  - B. Offering a store credit
  - C. Replacing the items with similar products
  - D. Charging a restocking fee
4. Identifying overdue payment and credit limit
  - A. Monitoring payment due date
  - B. Sending reminder notice for overdue payment
  - C. Reviewing credit limit based on customer behavior
5. process of checking customer accounts
  - A. Account reconciliation

- B. Account auditing
- C. Account monitoring
- D. Account verification

## UNIT - IV

### Essays

- 1.Explain steps involved in processing returns of goods
2. Write the policies and procedures to be followed while selling age restricted products?
- 3.what is impact of selling age restricted products to under-aged customers?
- 4.what are the steps involved in processing returns of goods?

### Shorts

- 1.Documents that can be accepted as proof of age?
2. Need to process return goods?
- 3.Process to find replacement of goods?
- 4.Authority of cashier to agree to replacement?

### One word answers

1. What is age-restricted sales?
2. What sales restrictions mean?
3. What is restriction in business?
4. What is an example of restricted?
5. Does restricted mean stop?

### Multiple choice Questions

1. When processing returns of age-restricted products, what additional step might be required?
  - A. Checking the expiry date
  - B. Verifying the customer's age
  - C. Contacting the manufacturer
  - D. Offering a discount for future purchases
2. Which document might be necessary when selling age-restricted products to ensure legal compliance?
  - A. Sales receipt
  - B. Age verification card

- C. Warranty card
  - D. Return authorization form
3. In the case of returns of age-restricted products, what action should be taken if the customer fails to provide age verification?
- A. Offer a partial refund
  - B. Dispose of the product
  - C. Contact local authorities
  - D. Issue a store credit
4. What is the primary purpose of age verification in the sale of age-restricted products?
- A. Ensuring customer satisfaction
  - B. Complying with legal regulations
  - C. Increasing sales revenue
  - D. Building brand loyalty
5. Which department or personnel is typically responsible for verifying the age of customers during the sale of age-restricted products?
- A. Human resources
  - B. Marketing
  - C. Sales associates
  - D. Product development

## UNIT - V

1. Explain the safety practices following in the store to avoid accidents
2. Explain the procedure for dealing the emergencies
3. what are the safety risks, hazards and the accidents that can be occur in store?

### Shorts

1. Importance of house keeping
2. Safety practices followed in store
3. Emergency procedures in store

### One word answers

1. What are the safety measures in store?
2. What is safety full form?
3. What are 3 basic shop safety rules?
4. What are two safety rules?

5.What is team safety?

**Multiple choice Questions**

1.What is the primary purpose of health and safety measures in retail stores?

- A. Increasing sales revenue
- B. Ensuring customer satisfaction
- C. Protecting employees and customers
- D. Minimizing inventory losses

2.Which of the following is NOT a common health and safety hazard in a retail store?

- A. Slippery floors
- B. Faulty electrical wiring
- C.Overstocked shelves
- D. Minimizing inventory losses

3.What should employees do if they notice a spill on the sales floor?

- A. Ignore it and continue working
- B. Inform a supervisor and wait for assistance
- C.Attempt to clean it up themselves immediately
- D.Place a warning sign and continue working

4.Which department or personnel is typically responsible for conducting regular safety inspections in a retail store?

- A. Human resources
- B. Loss prevention
- C. Facilities management
- D.Sales associates

5.In case of a fire emergency, what should employees and customers do first?

- A. Evacuate the building immediately
- B.Attempt to extinguish the fire
- C.Inform the store manager
- D.Continue shopping as usual