B.Voc.(Retail Management)

Second Semester

RSC-205: Organizational Effectiveness in Retail

Time allowed: 3 Hours   Max. Marks:80

NOTE: Attempt five questions in all, including Question Number 1 which is compulsory and selecting one question from each Unit

x-x-x

I.   Attempt <u>any four</u> of the following: -

a) Write short note on Employee rights and obligations.

b) What do you mean by team's purpose, aim and target?

c) Discuss in brief the need to check your progress and adjust your plans to meet goals.

d) What is meant by approved procedures for dealing with health and safety risks?

e) Are company procedures for dealing with emergency and accident required?

f) Responding positively.   (4X4)

UNIT-I

II.   What is the importance of language, non-verbal communication and concept appropriate to cultural differences for a retail sector employee?   (16)

III.   Why is it important to ask questions in order to identify and confirm requirements also explain the role of clear and direct communication for following routine instructions in a retail setting?   (16)

UNIT-II

IV.   How is team work significant in a retail organization? What factors affect your own and your team member's willingness to carry out work?

(16)

V.   Why should you be a reliable team member? Explain the importance of sharing work fairly with your colleagues.

(16)

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UNIT-III

VI.   Discuss in detail the health, safety and security risk that may arise when people are learning on the job. How can such risks be reduced?   (16)

VII.   Write a note on identifying knowledge and skills needed to achieve goals, checking your progress and adjusting plans to meet the goals.

(16)

UNIT-IV

VIII.   What do you mean by emergency response techniques? How can a person speak and behave in a calm manner while dealing with accidents and emergency?

(16)

IX.   Discuss the importance of reporting accidents and emergencies to promote health and safety.

(16)

x-x-x