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2025

GOA BOARD QUESTION PAPERS

2024
Question Papers

Prepare yourself for upcoming Goa Board Exams

2024 IV 13 **0930** **Seat No.** | | | | | |

Time : 1½ Hours **RETAIL (NSQF)**

Subject Code

S	1	0	7	5

Total No. of Questions : 4 **(Printed Pages : 7)** **Maximum Marks : 40**

INSTRUCTIONS : (*i*) Answer each question on a fresh page.

(*ii*) Write the question no. and sub-question number clearly.

(*iii*) *All* questions are compulsory.

(*iv*) Figures to the right indicate full marks.

1. (A) Choose the correct alternative from the given option and rewrite complete sentence : 3

(1) Visual Communication consists of _____.

[Words, Drawings, Written, Body Parts]

(2) Electric Vehicle is an example of _____.

[Emotional Development, Sustainable Development, Skill Development, Construction Development]

(3) An effective communication must consist of the _____ C's.

[5, 6, 7, 8]

(4) Geeta was traveling from Ponda to Panjim on the way she got a call from her mother, she received a call but she was not able to listen what she was saying is _____ Barrier.

[Interpersonal Barriers, Linguistic Barriers, Cultural Barriers, Physical Barriers]

(5) Over population results in over consumption of resources which leads to _____.

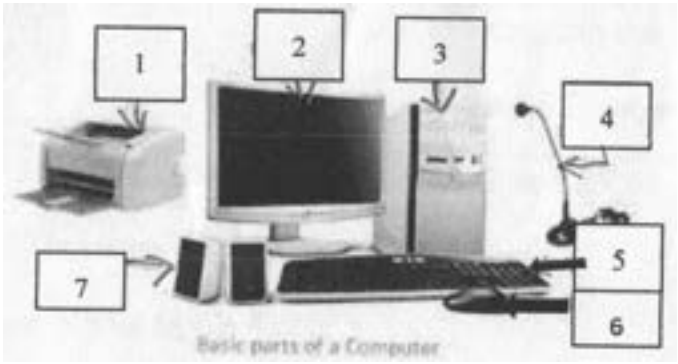
[Zero Hunger, Sustainable Development, Global Warming, Global Development]

(6) Teena is blind and partially sighted person. In order to communicate with her _____ form of writing system is used.

[Verbal, Oral, Braille, Written]

(B) Answer the following questions in *two* sentences : 4

(1) Identify any *four* parts of the computer :



Basic Parts of Computer

(2) Miss Raya wants to start general stores in her vicinity and wanted to become a successful Entrepreneur.

Suggest and write any ***four*** qualities of a successful Entrepreneur that Miss Raya should have.

(C) Answer the following questions in *one* Sentence : 3

(1) What is self-motivation ?

(2) What are the initiatives that can be taken for sustainable development ?

(3) Write any *two* stress management techniques.

2. (A) (1) Compare the Co-ordination in first pair and complete the second pair : 1

(*i*) Oil, Milk, Ghee : Polythene Packaging.

Jam, Sauce, Pickles : _____.

(*ii*) First envelop that holds the product : Primary Packaging

Protecting goods from Shipping or Storing :_____.

(2) Give single term for the following Definition : 1

(*i*) Mrs. Kaya an LIC Agent offers and discusses various policy details with her customer over the telephone. What type of retail outlet is being referred here ?

(*ii*) A level of inventory at which retailer send the order of buying inventory.

(3) Match the following items in column **A** with correct items in column **B** and write the correct pair : 1

Column A	**Column B**
(*i*) Fire Extinguisher	(*a*) Use to detect the smoke
(*ii*) Smoke Detector	(*b*) Use to extinguish smoke
	(*c*) Use to extinguish the fire
	(*d*) Use to detect Emergency

(B) Answer the following questions in *two* sentences : 4

(1) Why is teamwork important ?

(2) Draw a neat signage of :

(*i*) Risk of fire

(*ii*) Risk of electric stock.

(C) Answer the following questions in *one* sentence : 3

(1) Define Hygiene

(2) Mr. Rohan has newly opened a store. Suggest him any *two* promotional techniques to promote his business.

(3) List down agencies that are involved in retail delivery services.

3. (A) Choose the correct alternative from the given option and rewrite complete sentence : 3

(1) Borkers, Magsons and Bagayatdar are examples of _____.

[Market Place, Malls, Supermarket, General Store]

(2) A business process that enables retailers to procure goods directly from a supplier is _____.

[Direct Store Delivery, Direct Customer Delivery, Direct Home Delivery, Direct Delivery]

(3) The process of working collaboratively with a group of people in order to achieve a common goal is _____.

(Goal, Aim, Career, Teamwork)

(4) The goods are physically handed over to the buyer to take possession of the goods is _____ delivery.

[Actual, Symbolic, Constructive Delivery, Attornment]

(5) The community based organizations that are owned and managed by consumer are _____.

[Franchises, Individual Retail, Chain Retailer, Consumer-Cooperatives]

(6) Which of these is not a right of employee that they are entitled to during the course of their employment ?

[Sexual Harassment, No Leave, Timely Salary, Notice Period]

(B) Answer the following questions in *two* sentences : 4

(1) Distinguish between store based retailing and non-store based retailing (any *two* points).

(2) List documents required while delivering products to retailer.

(C) Answer the following questions in *one* sentence : 3

(1) Write full form of MBO.

(2) Identify the labels used in retail.



I



II

(3) Define the term "Closing the sale".

4. (A) Give one word for the following : 1

(1) (I) Device that captures and documents individual's actions and behaviours.

(II) A heavy-duty metallic box designed to hold cash in addition to important documents and other sensitive items.

(2) Compare the Co-ordination in first pair and complete the second pair : 1

(I) Information about price of the product : Label; Wrapper of product:_____

(II) Paper : Type A Fire ; Computer : _____

(3) Match the following items in column **A** with Correct items in column **B** and write the correct pair : 1

(I) 

(II) 

(*a*) Fire Alarm

(*b*) Trolley

(*c*) Fire hose

(*d*) Forklift truck

(B) Answer the following questions in *two* sentences : 4

(1) List and explain any *two* stock control methods.

(2) How retailer can deal with angry customer ?

(C) Answer the following questions in *one* sentence. 3

(1) What is Hypermarket ? Give one example.

(2) Design an invoice using following details :

Date : 23 April 2020

Name of Retailer : Mr. Verma

Name of Buyer : Mr. Sharma

Items purchased	Qty	Price/item
Toothbrush	4	20

(3) Name the different skills required for achieving team goals.

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