

2055

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 No. I which is compulsory and selecting one question from each Unit.

x-x-x

I. Attempt any four of the following:-

- a) Explain the techniques to interpret non verbal communication.
- b) Explain the escape methods to minimize loss in emergency.
- c) Explain different emergency response techniques.
- d) How can we help others to learn in workplace?
- e) Explain the consequences of poor team participation on job outcomes.
- f) Discuss the importance of maintaining a positive attitude (4x5)

UNIT - I

- II. Explain the key policies and procedures employees must adhere to in your job role. (15)
- III. Explain the rights and obligations that an employee have while discharging his job role. (15)

UNIT - II

- IV. Explain the factors that can affect you and your colleagues willingness to carry out work. (15)
- V. Explain the importance of being a reliable team member. How a reliable team member helps to achieve goals. (15)

UNIT - III

- VI. Explain the approaches to monitor and evaluate the progress towards achieving the goals. (15)
- VII. Explain the health, safety and security risks that are likely to arise when people are learning on the job. How one can reduce these risks? (15)

UNIT - IV

- VIII. Explain the authority and responsibility for dealing with health and safety risks. Also explain the importance of not taking on more responsibility than authorized. (15)
- IX. Explain the techniques of speaking and behaving in calm way while dealing with accidents and emergencies. (15)

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