

## CBSE Class 12 2026 Retail Code - 325 Question Paper

Time Allowed :3 Hours	Maximum Marks :60	Total questions :24
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### General Instructions

**Read the following instructions very carefully and strictly follow them:**

1. This question paper consists of 24 questions in two Sections: Section A and Section B.
2. Section A has Objective Type questions whereas Section B contains Subjective Type questions.
3. 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.

### Section A : Objective Type Questions (30 marks)

1. This section has 6 questions.
2. There is no negative marking.
3. Marks allotted are mentioned against each question/part.

### Section B : Subjective Type Questions (30 marks)

1. This section has 18 questions.
2. A candidate has to do 11 questions.
3. Marks allotted are mentioned against each question/part.

### Section - A

**1(i). A statement which conveys the exact message that you are trying to convey to the other person is called a/an \_\_\_\_\_ statement.**

- (A) clear
  - (B) concise
  - (C) accurate
  - (D) active
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**(ii). Which of the following is not related to positive attitude?**

- (A) It makes a person happier.
  - (B) It helps to build and maintain relationships.
  - (C) It decreases one's chances of success.
  - (D) It helps to make better decisions.
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**(iii). How does intrinsic motivation occur?**

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**(iv). \_\_\_\_\_ are like new pages, which are added to separate different topics in a presentation.**

- (A) Texts
  - (B) Documents
  - (C) Files
  - (D) Slides
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**(v). Which of the following is not a characteristic of entrepreneurship?**

- (A) It is a non-economic activity.
  - (B) It deals with optimization in utilization of resources.
  - (C) Ability to take risks.
  - (D) It is related to identifying an opportunity.
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**(vi). Write the expanded form of FIGs.**

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**2(i). The responsibilities towards customers are to maintain and also increase the \_\_\_\_\_ of the enterprise among its customers.**

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**(ii). Retail supervisor is responsible for maintenance or change in \_\_\_\_\_ displays including those required for periodic sale events.**

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**(iii). Housekeeping Supervisor supervises the \_\_\_\_\_.**

- (A) Housekeepers
  - (B) Customers
  - (C) Salesmen
  - (D) Cashier
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**(iv). Visual Merchandiser takes care of the \_\_\_\_\_ representing a seasonal theme.**

- (A) Customers
  - (B) Suppliers
  - (C) Agents
  - (D) Window displays
- 

**(v). The \_\_\_\_\_ products generally sit on the highest shelves, giving rise to the term “top shelf”.**

- (A) priciest
  - (B) destination
  - (C) generic
  - (D) competitive
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**(vi). Use \_\_\_\_\_ for close out items.**

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- (A) dump bin
  - (B) dustbin
  - (C) offer bin
  - (D) both (A) and (C)
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**(vii). Why is angled merchandise used in retail?**

- (A) To hide damaged products
  - (B) To create a visually appealing display
  - (C) To increase inventory levels
  - (D) To decrease sales
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**3(i). What is the full form of COD?**

- (A) Cheque on Delivery
  - (B) Cash on Delivery
  - (C) Credit on Delivery
  - (D) Coupon on Delivery
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**(ii). Which method is often used for delivery of digital media?**

- (A) Downloading
  - (B) Dropshipping
  - (C) In-store pick up
  - (D) Printing out
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**(iii). Which industry commonly uses ICOBO as a shipping address?**

- (A) Retail
- (B) Healthcare
- (C) Entertainment (e.g. events, concerts)
- (D) Finance

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**(iv). Which is one of the main advantages of e-retailing for retailers?**

- (A) Higher overhead costs
  - (B) Limited market reach
  - (C) 24/7 accessibility
  - (D) Limited product offerings
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**(vii). Which of the following is a presentation software?**

- (A) LibreOffice Impress
  - (B) MS Excel
  - (C) LibreOffice Calc
  - (D) Google Sheets
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**4(i). Which of the following is the correct sequence of POS activity?**

- (A) Scanning, Receiving payments, Printing bills, Cash drawer
  - (B) Receiving payments, Scanning, Printing bills, Cash drawer
  - (C) Printing bills, Cash drawer, Receiving payments, Scanning
  - (D) Cash drawer, Printing bills, Receiving payments, Scanning
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**(ii). The QWERTY layout for manual typewriters was initially designed by \_\_\_\_\_ in 1872.**

- (A) Christopher Kevin
  - (B) Christopher Columbus
  - (C) Christopher Sholes
  - (D) Christopher James
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**(iii). Most retail POS systems have \_\_\_\_\_ cash drawers.**

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(iv). \_\_\_\_\_ retrieves coded pricing information using a laser beam for various items.

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(v). An effective Point-of-Sale will :

- (A) Give the price and any savings
  - (B) Attract the shoppers' attention
  - (C) Both (A) and (B)
  - (D) Discourage customers
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5(i). Which of the following is not an accounting convention?

- (A) Materiality
  - (B) Consistency
  - (C) Conservatism
  - (D) Non-disclosure
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(ii). Which of the following is a limitation of accounting?

- (A) Less scope for fraud and theft
  - (B) Does not record all events
  - (C) Documentary evidence
  - (D) Provides control over assets
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(iii). The assets that can be converted into cash within a short period (i.e. 1 year or less) are known as \_\_\_\_\_.

- (A) Current Assets
- (B) Fixed Assets
- (C) Intangible Assets

(D) Investments

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**(iv). Billing accuracy is the most important factor for .....**

- (A) Customer satisfaction
  - (B) Reseller satisfaction
  - (C) Purchase satisfaction
  - (D) Inventory satisfaction
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**(v). ..... relate to the names of individuals, firms, companies, banks, and co-operative societies, etc.**

- (A) Personal Accounts
  - (B) Real Accounts
  - (C) Nominal Accounts
  - (D) Fictitious Accounts
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**(vi). Who are the internal users of accounting information?**

- (A) Investors and creditors
  - (B) Management and employees
  - (C) Customers and suppliers
  - (D) Government and regulatory bodies
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**6(i). What is the primary goal of inventory management?**

- (A) To maximize inventory levels
  - (B) To minimize inventory costs
  - (C) To optimize inventory levels for business needs
  - (D) To eliminate inventory entirely
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**(ii). What is the purpose of an inventory audit?**

- (A) To count and verify inventory quantities
  - (B) To determine the value of inventory
  - (C) To identify slow-moving items
  - (D) To optimize inventory levels
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**(iii). Which inventory method assumes that the earliest goods purchased or produced are the first to be sold?**

- (A) FIFO (First-In, First-Out)
  - (B) LIFO (Last-In, First-Out)
  - (C) AVG (Average Cost)
  - (D) STD (Standard Cost)
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**(iv). What is a computerized count sheet?**

- (A) A manual count of inventory
  - (B) A digital tool to track inventory levels
  - (C) A physical count of inventory
  - (D) A manual count of sales
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**(v). Which of the following is a common application of manual count sheets?**

- (A) Inventory management
  - (B) Sales tracking
  - (C) Customer relationship management
  - (D) Accounting and finance
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**(vi). What does SKU stand for?**

- (A) Stock Keeping Unit

- (B) Store Keeping Utility
  - (C) System Keeping Update
  - (D) Sales Keeping Utility
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**Section - B**  
**Subjective Type Questions**

**7. List out the problems faced by a person who lacks communication skills.**

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**8. State any four techniques by which a person can become result-oriented.**

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**9. Give any four advantages of Presentation Software.**

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**10. Who are known as Business Entrepreneurs?**

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**11. Explain the role of green jobs in eco-tourism.**

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**12. State the objectives of maintenance organizations.**

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**13. Briefly explain the different modes through which the merchant collects payments from customers.**

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**14. Briefly explain the first step to be taken at a POS counter by the person posted there.**

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**15. What are the responsibilities of a billing incharge?**

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**16. What is the purpose of a stockroom in inventory handling?**

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**17. Briefly explain the success factors of e-Retailing.**

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**18. Raj and his partner Ram are dealing in a Garment business. They are planning to enter into e-marketing. Explain the attributes of e-marketing to them.**

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**19. What is Strip Reader Interface?**

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**20. Briefly explain the responsibilities of a Front Desk Supervisor.**

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**21. How is Point of Sale marketing done? Explain.**

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**22. State any four features of retail billing.**

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**23. Company Z, a large retailer, is conducting a verification count of the inventory in their warehouse. The warehouse is dimly lit, and the inventory is stored in narrow aisles. The company has a history of inventory discrepancies and wants to ensure accurate counts. What is verification count? Explain the purpose of conducting a verification count of inventory.**

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**24. Journalize the following transactions:**

**2022**

March 1 Manohar Lal and Sons started a business with cash 60,000

March 2 Purchased furniture for cash 10,000

March 4 Purchased goods for cash 25,000

March 5 Bought goods from Kamlesh 15,000

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