

**B.Sc. FASHION MERCHANDIZING & RETAIL
MANAGEMENT (BSCFMRM)**

Term-End Examination

December, 2012

BFW-025 : RETAIL OPERATIONS - II

Time : 3 hours

Maximum Marks : 70

*Note : Attempt **any seven** questions. All questions carry equal marks.*

1. What basic difference exists between security officers and floor walkers ? When and how should people suspected of shop-lifting be apprehended and prosecuted ? 10
2. What are the most frequent crimes committed against retail companies ? 10
3. What do you understand by employee theft ? What type of employee thefts frequently occur in retail and what preventive measures can be taken in this regard ? 10
4. Describe store recovery process in detail. 10
5. What is the impact of organised retail crime on economy and public health and safety ? What efforts are made by retailers to combat ORC ? Why do retailers hesitate to implement stringent merchandise protection methods. 10

6. What do you understand by "Operations Management"? How does it differ in a service industry and manufacturing industry? 10

7. What do you understand by "space constraints" for a retailer? Describe four stage process of space management. 10

8. What do you understand by "Stock taking"? Discuss three methods of stock taking in detail. Also comment upon the real and apparent stock shortages. 10

9. Discuss space quality and space elasticity. How is space elasticity different from cross elasticity? 10

10. A retail store has following inventory status as on 31st March : 10

ITEM	PRICE PER PIECE	NUMBER OF PIECES
Faded Blue Jeans	900	150
Deep Blue Jeans	1050	90
Stone Washed Jeans	1000	125
Acid Washed Jeans	1000	135

Calculate average stock value for the category of jeans.