

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

Term-End Examination

December, 2013

BFW-025 : RETAIL OPERATIONS - II

Time : 3 hours

Maximum Marks : 70

Note : Attempt any seven questions.

All questions carry equal marks.

1. List the most frequent crimes committed against retailers. Give suitable examples. 10
2. What do you understand by "employee theft" ? 10
What types of employee thefts frequently occur in retail ?
3. What do you understand by operations management ? How does it differ in a service industry and manufacturing industry ? 10
4. What do you understand by space constraints for a retailer ? Describe four stage process of space management. 10
5. Discuss space quality, space elasticity and cross elasticity. 10

6. What do you mean by shoplifting ? How are shoplifters classified ? What methods are commonly used to shoplift ? How can merchandise techniques, procedures and physical controls, deter shoplifting ? 10
 7. What do you understand by ORC ? Discuss their modus-operandi in detail. 10
 8. What is meant by retail operations ? What are the functions and objectives of retail operations management ? 10
 9. What do you understand by physical inventory count ? What are the consequences of negative discrepancy or overstatement of inventory ? Describe the procedure to conduct a physical inventory in a retail store with as little disruption and as much accuracy as possible. 10
 10. How will you develop a structured inspection process for security in a typical retail departmental store ? 10
-