

**B.Sc. FASHION MERCHANDISING AND
RETAIL MANAGEMENT (BSCFMRM)****Term-End Examination****December, 2015****BFW-025 : RETAIL OPERATIONS – II***Time : 3 hours**Maximum Marks : 70*

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

1. What do you understand by 'stock taking' ?
Explain any three methods of 'stock taking' in detail. 10
2. How will you develop a structured inspection process for security in a typical retail departmental store ? 10
3. How can credit card losses be controlled ? What types of identification should be acceptable for ensuring the identity of a card holder ? Justify your answer. 10
4. List the most frequent crimes against retailers. Give suitable examples. 10

5. What do you understand by 'employee theft' ?
What types of employee thefts frequently occur
in retail ? 10
6. Write the store hierarchy structure in a typical
retail organization. Describe the major roles and
responsibilities of each of them. 10
7. Explain 'space constraints' for a retailer.
Describe the four-stage process of space
management. 10
8. Discuss the space allocation to individual
products in a store according to seasonality,
product characteristics, customer characteristics
and fixture limitations. 10
9. Write short notes on any *two* of the following : 5+5
- (a) Store Recovery Process
 - (b) ORC
 - (c) Operations Management Process in a
Service Industry
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