

**B.Sc. FASHION MERCHANDISING AND  
RETAIL MANAGEMENT (BSCFMRM)**

**Term-End Examination**

**December, 2017**

00302

**BFW-025 : RETAIL OPERATIONS – II**

*Time : 3 hours*

*Maximum Marks : 70*

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

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1. What are the basic differences between security officers and floor walkers ? How and when should a suspected shoplifter be apprehended ? 10
2. Describe in detail, 'Store Recovery Process'. 10
3. What do you understand by stock-taking ? Explain three methods of stock-taking in detail. 10
4. How will you develop a structured security process for a typical departmental store ? 10

5. Discuss the process of space allocation in a retail store for individual products according to seasonality, product characteristics, customer characteristics and fixture limitations. 10
6. What do you understand by retail operations ? Describe the functions and objectives of retail operations management. 10
7. Describe the role of Internet technology in redefining retail operations in the entire value chain. 10
8. Write short notes on any **two** of the following :  $2 \times 5 = 10$
- (a) ORC
  - (b) Store Hierarchy Structure in a Typical Retail Organization
  - (c) Inventory Management
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