

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

**Term-End Examination**

**December, 2016**

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**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 most frequent crimes committed against retail establishments ? 10
2. What basic difference exists between security officers and floor walkers ? When and how can people suspected of shop-lifting be apprehended ? 10
3. What do you understand by employee theft ? Discuss the types of employee thefts and their preventive measures. 10
4. Describe store recovery process in detail. 10
5. What is the impact of organised retail crime on economy, public health and safety ? 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 in a manufacturing industry ? 10
  7. Write a detailed note on "Space constraints" faced by a retailer. Describe four-step process of space management. 10
  8. What do you understand by "Stock Taking" ? Discuss three methods of stock taking in detail. 10
  9. Discuss space quality and space elasticity. How is space elasticity different from cross elasticity ? 10
  10. What do you understand by "Average Sales Value" ? How can it be used to evaluate sales performance of a retailer ? 10
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