


Assembler - Door Window (Glass)						
QP Code- FFS/Q8101			Level- 4			
Centre Name:		Student Name:				
Date:		Enrolment No:				
Time Allowed: 120 min		Total Marks:		Marks Obtained (MCQ):		
<b>General Instructions:</b>						
1. Write the name and roll number in the space provide						
2. After Completion Handover the paper to the invigilator						
3. All Questions are compulsory						
4. Write the Correct option in the empty box provided						
Sl. No.	PC No.	Question	Option A	Option B	Option C	Option D
<b>FFS/N8101 Undertake pre work and help in assess &amp; choose suitable furniture/ fitting</b>						
1	PC2	Identify the below type of furniture shown in the catalogue. 	Dressers	Bookcase	Storage chest	Hutch
2	PC4	If there is a promotional offer of 10% discount on every purchase over Rs. 10000, what is the final amount to be quote before taxation for a total purchase of Rs. 25000?	22500	22000	23000	23500
3	PC11	Which of the following is a residential kind of furniture to be suggested to the customer?	File cabinet	Workstation	Office desks	Dining set
4	PC20	Which of the following is a right guideline for setting up the furniture?	Set in a way which hides its features	Set in a way which ensures its instability	Set in a way which ensures disturbance to others	Set in a way which highlights all the important features
<b>RAS/N0128 (Maximise sales of goods &amp; services)</b>						
1	PC1-PC2	Which of the following is the right first action to be taken while attending to the customer?	Probing the customer about his/her well-being	Asking customer what is he/she doing here	Staring blankly at the customer	Using standard greetings
2	PC3	If the customer is willing to communicate via internet post sales, which of the following should be asked for?	Reasons for purchase	Address	Phone number	E-mail ID
3	PC4	Which of the following cannot be used while sending customer mailers on discounts?	Information about products	Information about discount percentages	Information about discount offers and new pricings	Information about other customers who have availed the offer
4	PC5	If the customer is to be refunded for a sales return, which of the following should be asked for?	Warranty bill	Sales bill	Product pamphlet	Customer ID
5	PC6	If the customer is asking you about options of office furniture in midst of you showing her a dressing table, which of the following action should be taken?	Ask the customer to concentrate on table first	Ignore customer query	Ask customer to not interrupt you	Show the customer furniture as per her choice
6	PC7	Which of the following are right selling strategies to be used? 1. Avoiding sales post completion of target 2. Using up selling techniques 3. Using cross selling techniques	1 & 2	2 & 3	Only 2	1, 2 & 3
7	PC8	Which of the following cannot be helpful in selling different types of furniture?	Knowledge about specifications	Knowledge about furniture types	Knowledge about different pricings	Knowledge about only high valued furniture
<b>RAS/N0130 (Create a positive image of self &amp; organisation in the customers mind)</b>						
1	PC1	Which of the following indicates a neat and clean retail counter?	Properly stacked items with no dust	Dust over the counter	Stains over the counter	Presence of chits of paper on the counter
2	PC2	Which of the following technique is suggested for cleaning dust off the furniture?	Blow the dust moderately	Rub off the dust with wet cloth	Scratch off the dust with nails	Pour detergent over the dust
3	PC8	In case you observe that the products are being displayed randomly, which of the following action should be taken?	Remove some products from the display	Further randomize the arrangement	Rearrange the products in an attractive manner	None of the above
4	PC10	Which of the following indicates good maintenance of personal hygiene?	Clean teeth	Long nails	Unwashed hair	Body odour
5	PC13	Which of the following may indicate that you are not adequately dressed?	Ties	Untucked shirts	Watches	Trousers
6	PC11	Which of the following can be helpful in keeping the retail area neat and clean? 1. Keeping an eye on any uncleanness 2. Proper coordination with the housekeeping department 3. Asking for cleaning consumables to be kept at the counter	1 & 2	1 & 3	Only 1	1, 2 & 3
7	PC14	Which of the following is an adequate behaviour to be shown towards the customer?	Be courteous	Be patient	Be polite	All of the above
<b>RAS/N0114 ( Process credit applications for purchases)</b>						
1	PC1	Which of the following indicates that the customer might be interested in credit facilities?	Customer comparing his budget with pricings	Customer asking for a specific kind of furniture	Customer ignoring any discussion about credit facilities	Customer talking about paying in cash
2	PC2	What is the final EMI amount to be quoted to the customer if the customer has to pay 10 EMIs for a furniture of 20000 rupees after a down payment of 10000 rupees, ?	1200	1000	1300	1100
3	PC3	If the customer is confused about the choice to be made, what should you do?	Ask customer to think clearly first	Ask customer to refer to the catalogue	Ask customer to ask any other executive	Inform customer calmly about all the clear choices as per need
4	PC4	Which of the following must be avoided while filling in the documents to allow credit facilities to the customer? 1. Inaccurate information 2. Complete information 3. Right format of document	Only 1	1 & 2	2 & 3	1, 2 & 3
5	PC5	If the credit check shows that customer is eligible for availing the facility, which of the given action should be taken?	Extend the credit facility to the customer	Ask customer to rethink decision	Ask customer to visit any other store	Demotivate customer about credit facility

6	PC6	If you are unable to use new processing norms for credit facilities, which of the following person should be consulted for assistance?	Supervisor	Customer	Colleagues	Maintenance staff
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FFS/N8601 (Ensure health and safety at workplace)						
1	PC2	Which of the following can be a potential work hazard?	Secured ladders	Exposed extension cords	Insulated wirings	Decluttered floor space
2	PC18	Which of the following should be removed to ensure proper working on an electric unit?	Safety helmet	Safety shoes	Iron finger ring	Safety goggles
3	PC19	If there is risk of flying small bits, which of the following must be worn for eye safety?	Safety shoes	Hard hats	Ear plugs	Safety goggles
4	PC32	In case of a safety breach, which of the following information about a hazardous material can be found on a Safety Data Sheet (SDS)?	Physical and chemical properties	All hazards regarding the material	Precautions for safe handling and storage	Suitable extinguishing techniques
5	PC6	Which of the following safety gear can be suggested for use when there is high noise hazard?	Ear Puffs	Safety shoes	Safety helmet	Apron
FFS/N8801 (Work effectively with others)						
1	PC1	You are properly establishing your work requirements. Which of the following is not a right technique to do so?	Proper assessment of the work	Gaining knowledge of work guidelines	Ignorance towards reporting hierarchy	Referring to appropriate authority for work allotment
2	PC4	If there is some conflict in the inputs given by different teams, which of the following action should be taken?	Seek clarification over the inputs	Work with available inputs	Stop working on the given design	Wait for clarification to be given
3	PC8	Which of the following team can be contacted with in case you need clarification over quality guidelines?	HR department	Maintenance department	Quality department	Production department
4	PC19	Which of the following is not the right manner to seek clarification from another team in case there is any confusion related to the given inputs?	Ask random closed questions	Ask for specific examples	Ask for repetition wherever required	Summarize your understanding
5	PC20	In case the work instructions given by the supervisor are not clear, which of the following action should be taken?	Work with unclear instructions	Seek clarification	Avoid further work	Assume the unclear part of instructions
FFS/ N8501 (Maintain work area, tools and machines)						
1	PC4	Which of the following is NOT a right spill management guideline to be followed?	Refer to Material Safety Data Sheet	Use all the required PPE	Use appropriate neutralizing media for or adsorbent for the material spilled	Try to handle spill with quantity more than 5 litres
2	PC2	Which of the following should be avoided while storing hazardous material?	Storing more than recommended quantity	Placing appropriate signage	Storing material in segregated containers	Ensuring that the storage area is well-ventilated
3	PC5	Which of the following kind of fire extinguisher is not suitable to be used on paint and petrol?	Foam	Water	Dry powder	CO2
4	PC9	Which of the following information should be mentioned in an accident report for reporting an incident?	Place of incident	Injury	Type of incident	All of the above
5	PC10	Which of the following cannot be helpful in developing a highly motivated safety culture?	Conducting safety trainings	Regular safety meetings	Giving tips to avoid use of PPE	Educating on use of safety signage
6	PC12	Which of the following administrative form can be filled pertaining to work-related illness or injury?	Leave form	Personal data form	Staff grievance form	Medical information form
7	PC4	Which of the following indicates right technique for reporting a safety breach incident during work? 1. Following the escalation matrix for reporting the incident immediately 2. Reporting incident to your colleagues 3. Reporting the incident after the work is over	Only 1	2 & 3	1 & 2	1, 2 & 3