



QUESTION PAPER DESIGN (Session 2022-23)

Subject	Retail
Class	IX
Time	2Hrs. 30Minutes
Marks	60

1. Weightage to Objectives:

Objective	K	U	A+S	Total
Percentage of Marks	40%	30%	30%	100%
Marks	24	18	18	60

2. Weightage to form of Questions:

Forms of Question	E	SA	VSA/O	O	Total
No. of Questions	2	4	20	16	42
Marks per Question	6	3	1	1	-----
Marks Allotted	12	12	20	16	60
Estimated Time	40Min	32Min	42Min	36Min	150Min

3. Weightage to Content:

Sr No	Unit Name	Marks
1	Introduction to Retailing	16
2	Receiving and Storage of Goods	12
3	Stock Levels in Storage	10
4	Customer Services	12
5	Employability Skills	10
Total		60

4 Scheme of Sections: XXX

5 Scheme of Sections: Option of Internal Choice in essay type questions

6 Difficulty level: Difficult: 10% marks

Average: 50% Marks

Easy: 40% Marks

Abbreviations: K(Knowledge), U(Understanding), A(Application), S(Skill),

E(Essay type),SA(Short Answer Type),VSA(Very Short Answer Type),O(Objective Type)



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Marks Allotted	12	12	20	16	60
Estimated Time	40Min	32Min	42Min	36Min	150Min

3. Weightage to Content:

Sr No	Unit Name	Marks
1	Retail Store Operation	10
2	Delivery of Goods	12
3	Health and Safety Measures	16
4	Work in Team and Organizations	12
5	Employability Skills	10
Total		60

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3. Weightage to Content:

Sr No	Unit Name	Marks
1	Fundamentals of Retailing	10
2	Process of Credit Application	10
3	Mechanism for Customers to choose Right Products	12
4	Specialist Support to Customers	10
5	Health and Safety Management	08
6	Employability Skills	10
Total		60

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QUESTION PAPER DESIGN (Session 2022-23)

Subject	Retail
Class	XII
Time	2Hrs. 30Minutes
Marks	60

1 Weightage to Objectives:

Objective	K	U	A+S	Total
Percentage of Marks	40%	30%	30%	100%
Marks	24	18	18	60

2 Weightage to form of Questions:

Forms of Question	E	SA	VSA/O	O	Total
No. of Questions	2	4	20	16	42
Marks per Question	6	3	1	1	-----
Marks Allotted	12	12	20	16	60
Estimated Time	40Min	32Min	42Min	36Min	150Min

3 Weightage to Content:

Sr No	Unit Name	Marks
1	Resolve Customer Concerns	10
2	Delivery of Reliable Service	12
3	Customer Relationship Management	10
4	Continuous Improvement in Service	10
5	Work in Team and Organization	08
6	Employability Skills	10
Total		60

4 Scheme of Sections: XXX

5 Scheme of Sections: Option of Internal Choice in essay type questions

6 Difficulty level: Difficult: **10%** marks

Average: **50%** Marks

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