

Roll. No.

Question Booklet Number

O.M.R. Serial No.

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BBA (Retail Operations) (SEM.-IV) EXAMINATION, 2025-26
Old Syllabus (Effective from 2024) (Back Paper) (AEDP)
CORE COURSE-III
(FMCG/FMCD Sales and Distribution)

Paper Code						
A	9	0	1	0	5	1
T						

[Code : DSC-402]

Question Booklet
Series

B

Time : 1 : 30 Hours

Max. Marks : 75

Instructions to the Examinee :

1. Do not open the booklet unless you are asked to do so.
2. The booklet contains 100 questions. Examinee is required to answer only 75 questions in the OMR Answer-Sheet provided and not in the question booklet. All questions carry equal marks.
3. Examine the Booklet and the OMR Answer-Sheet very carefully before you proceed. Faulty question booklet due to missing or duplicate pages/questions or having any other discrepancy should be got immediately replaced.
4. Four alternative answers are mentioned for each question as - A, B, C & D in the booklet. The candidate has to choose the correct / answer and mark the same in the OMR Answer-Sheet as per the direction :

(Remaining instructions on last page)

परीक्षार्थियों के लिए निर्देश :

1. प्रश्न-पुस्तिका को तब तक न खोलें जब तक आपसे कहा न जाए।
2. प्रश्न-पुस्तिका में 100 प्रश्न हैं। परीक्षार्थी को केवल 75 प्रश्नों को केवल दी गई OMR आन्सर-शीट पर ही हल करना है, प्रश्न-पुस्तिका पर नहीं। सभी प्रश्नों के अंक समान हैं।
3. प्रश्नों के उत्तर अंकित करने से पूर्व प्रश्न-पुस्तिका तथा OMR आन्सर-शीट को सावधानीपूर्वक देख लें। दोषपूर्ण प्रश्न-पुस्तिका जिसमें कुछ भाग छपने से छूट गए हों या प्रश्न एक से अधिक बार छप गए हों या उसमें किसी अन्य प्रकार की कमी हो, उसे तुरन्त बदल लें।
4. प्रश्न-पुस्तिका में प्रत्येक प्रश्न के चार सम्भावित उत्तर- A, B, C एवं D हैं। परीक्षार्थी को उन चारों विकल्पों में से सही उत्तर छॉटना है। उत्तर को OMR उत्तर-पत्रक में सम्बन्धित प्रश्न संख्या में निम्न प्रकार भरना है :

(शेष निर्देश अन्तिम पृष्ठ पर)

1. Strong distributor-retailer relationship leads to:
 - (A) Conflict
 - (B) Better sales
 - (C) Poor supply
 - (D) Delay
2. Regular communication helps in :
 - (A) Misunderstanding
 - (B) Trust building
 - (C) Conflicts
 - (D) Loss
3. Credit facility to retailers improves :
 - (A) Sales
 - (B) Conflict
 - (C) Delay
 - (D) Loss
4. Transparent policies help in :
 - (A) Confusion
 - (B) Trust and clarity
 - (C) Conflict
 - (D) Delay
5. Incentives for distributors include :
 - (A) Discounts
 - (B) Bonuses
 - (C) Schemes
 - (D) All of the above
6. Efficient order management ensures :
 - (A) Delay
 - (B) Timely delivery
 - (C) Confusion
 - (D) Loss
7. Training retailers helps in :
 - (A) Poor service
 - (B) Better product knowledge
 - (C) Conflicts
 - (D) Delay
8. Complaint handling should be :
 - (A) Ignored
 - (B) Delayed
 - (C) Quick and effective
 - (D) Avoided

9. Distributor acts as a link between :
- (A) Retailer and customer
 - (B) Manufacturer and retailer
 - (C) Customer and producer
 - (D) None of the above
10. Retailer's primary responsibility is to :
- (A) Manufacture goods
 - (B) Store raw materials
 - (B) Sell to final consumers
 - (C) Transport goods
11. Wholesalers usually :
- (A) Sell directly to customers
 - (B) Buy in bulk from manufacturers
 - (C) Manufacture products
 - (D) Advertise goods
12. Logistics providers are responsible for :
- (A) Marketing
 - (B) Transportation and delivery
 - (C) Production
 - (D) Pricing
13. Sales representatives mainly :
- (A) Produce goods
 - (B) Transport goods
 - (C) Manage relationships and sales
 - (D) Store goods
14. Responsibility of retailer includes :
- (A) Stock management
 - (B) Customer service
 - (C) Display of products
 - (D) All of the above
15. Channel partners must ensure :
- (A) Product availability
 - (B) Timely delivery
 - (C) Market coverage
 - (D) All of the above
16. Which stakeholder ensures last-mile delivery?
- (A) Manufacturer
 - (B) Distributor
 - (C) Retailer
 - (D) Consumer
17. Personal effectiveness means:
- (A) Working alone
 - (B) Achieving goals efficiently
 - (C) Avoiding teamwork
 - (D) Ignoring feedback
18. Influencing skills help in :
- (A) Forcing decisions
 - (B) Persuading others positively
 - (C) Ignoring others
 - (D) Controlling people

19. Key role includes :
- (A) Order collection
 - (B) Market coverage
 - (C) Retailer interaction
 - (D) All of the above
20. Salesperson must ensure :
- (A) Product availability
 - (B) Stockouts
 - (C) Delays
 - (D) Loss
21. Reporting to company is :
- (A) Optional
 - (B) Mandatory
 - (C) Not required
 - (D) Rare
22. A good sales person should have :
- (A) Communication skills
 - (B) Product knowledge
 - (C) Negotiation skills
 - (D) All of the above
23. Sales territory means :
- (A) Production area
 - (B) Assigned market area
 - (C) Storage area
 - (D) Factory location
24. Beat plan refers to :
- (A) Music plan
 - (B) Advertising plan
 - (C) Schedule of visiting outlets
 - (D) Pricing strategy
25. Route planning helps in :
- (A) Wasting time
 - (B) Efficient travel and coverage
 - (C) Confusion
 - (D) Delay
26. Daily planning ensures :
- (A) Organized activities
 - (B) Random work
 - (C) No targets
 - (D) Delay

27. Customer satisfaction depends on :
- (A) Product quality
 - (B) Service quality
 - (C) Price
 - (D) All of the above
28. FMCG products are generally :
- (A) Durable
 - (B) Non-durable
 - (C) Expensive
 - (D) Luxury
29. FMCD products are also called :
- (A) Non-durable goods
 - (B) Consumer durables
 - (C) Industrial goods
 - (D) Raw materials
30. Efficient supply chain leads to :
- (A) Delay
 - (B) Higher cost
 - (C) Customer satisfaction
 - (D) Low production
31. Inventory management helps in :
- (A) Reducing stockouts
 - (B) Increasing wastage
 - (C) Delays
 - (D) Loss
32. Main goal of distribution system :
- (A) Increase cost
 - (B) Deliver product efficiently
 - (C) Reduce production
 - (D) Limit availability
33. Stakeholders in FMCG distribution include:
- (A) Manufacturer
 - (B) Distributor
 - (C) Retailer
 - (D) All of the above
34. The main role of a manufacturer is to :
- (A) Only sell directly to consumers
 - (B) Produce goods
 - (C) Only store goods
 - (D) Only advertise

35. Inventory support to retailers helps in:
- (A) Stockouts
 - (B) Better availability
 - (C) Loss
 - (D) Confusion
36. Long-term relationship management focuses on :
- (A) Short-term profit
 - (B) Mutual growth
 - (C) Conflict
 - (D) Competition
37. Sales system refers to :
- (A) Only selling products
 - (B) Only advertising
 - (C) Organized process of selling goods
 - (D) Storage system
38. Data analysis in sales helps in :
- (A) Guesswork
 - (B) Better decision-making
 - (C) Delays
 - (D) Confusion
39. Sales planning is important for :
- (A) Random work
 - (B) Achieving targets
 - (C) Avoiding goals
 - (D) Reducing sales
40. Forecasting helps in :
- (A) Predicting future demand
 - (B) Reducing stock
 - (C) Increasing confusion
 - (D) Avoiding planning
41. Sales data includes :
- (A) Customer details
 - (B) Sales volume
 - (C) Market trends
 - (D) All of the above
42. A distributor sales person is responsible for:
- (A) Manufacturing
 - (B) Selling and relationship management
 - (C) Production
 - (D) Packaging

43. Example of organized retail is :
- (A) Local kirana store
 - (B) Street vendor
 - (C) Supermarket
 - (D) Weekly market
44. FMCG products are sold mostly through:
- (A) Limited outlets
 - (B) Wide distribution network
 - (C) Only direct selling
 - (D) Only online
45. Point of Sale (POS) refers to :
- (A) Production unit
 - (B) Place where sale happens
 - (C) Warehouse
 - (D) Transport hub
46. Which factor influences retail success?
- (A) Location
 - (B) Pricing
 - (C) Customer service
 - (D) All of the above
47. Post-sale service is more important in :
- (A) FMCG
 - (B) FMCD
 - (C) Both equally
 - (D) None of the above
48. Example of post-sale service :
- (A) Advertising
 - (B) Warranty
 - (C) Packaging
 - (D) Branding
49. FMCG usually requires :
- (A) High service support
 - (B) No after-sales service
 - (C) Warranty services
 - (D) Repair services
50. FMCD post-sale service includes :
- (A) Installation
 - (B) Repair
 - (C) Maintenance
 - (D) All of the above

51. Merchandising refers to :
- (A) Only selling
 - (B) Product display and promotion
 - (C) Manufacturing
 - (C) Storage
52. Good merchandising leads to :
- (A) Low visibility
 - (B) Higher sales
 - (C) Confusion
 - (D) Loss
53. Branding helps in :
- (A) Product identification
 - (B) Customer loyalty
 - (C) Differentiation
 - (D) All of the above
54. Stock management ensures :
- (A) Overstocking only
 - (B) Right quantity of stock
 - (C) No stock
 - (D) Waste
55. Order booking means :
- (A) Taking orders from retailers
 - (B) Cancelling orders
 - (C) Producing goods
 - (D) Advertising
56. Proper stock reduces :
- (A) Stockouts
 - (B) Sales
 - (C) Demand
 - (D) Supply
57. Objection handling means:
- (A) Ignoring customer
 - (B) Addressing customer concerns
 - (C) Avoiding discussion
 - (D) Ending sales
58. Effective sales call includes:
- (A) Greeting
 - (B) Product presentation
 - (C) Closing
 - (D) All of the above

59. Which factor affects transportation cost?
- (A) Distance
 - (B) Weight
 - (C) Mode of transport
 - (D) All of the above
60. Warehousing is used for :
- (A) Production
 - (B) Storage of goods
 - (C) Marketing
 - (D) Advertising
61. FMCG goods need storage because :
- (A) They are durable
 - (B) They have fluctuating demand
 - (C) They are expensive
 - (D) No reason
62. FMCD storage requires :
- (A) No protection
 - (B) Open storage
 - (C) Special care and space
 - (D) No warehouse
63. Distribution channel means :
- (A) Production process
 - (B) Pricing strategy
 - (B) Advertising method
 - (D) Path through which goods reach consumers
64. Wholesaler's role is :
- (A) Manufacture goods
 - (B) Buy in bulk and sell to retailers
 - (C) Sell directly to consumers
 - (D) Only transport
65. Retailer sells goods to :
- (A) Manufacturer
 - (B) Wholesaler
 - (C) Final consumer
 - (D) Distributor
66. Retailing involves:
- (A) Bulk selling
 - (B) Selling to end users
 - (C) Manufacturing
 - (D) Only Storage

67. Effective territory management leads to:
- (A) Poor coverage
 - (B) Better sales
 - (C) Loss
 - (D) Confusion
68. Sales target is :
- (A) Fixed salary
 - (B) Expected sales goal
 - (C) Expense
 - (D) Cost
69. Target achievement depends on :
- (A) Planning
 - (B) Effort
 - (C) Strategy
 - (D) All of the above
70. Outlet categories are based on :
- (A) Size and sales volume
 - (B) Only location
 - (C) Colour
 - (D) Owner name
71. A high-volume outlet is :
- (A) Low sales shop
 - (B) Large sales shop
 - (C) Closed shop
 - (D) New shop
72. Numeric distribution means :
- (A) Number of outlets covered
 - (B) Price of product
 - (C) Sales value
 - (D) Profit
73. Productivity metrics measure :
- (A) Performance efficiency
 - (B) Loss
 - (C) Only cost
 - (D) Advertising
74. Sales per outlet is an example of :
- (A) Cost
 - (B) Productivity metric
 - (C) Expense
 - (D) Loss

75. FMCD supply chain requires:
- (A) No warehousing
 - (B) Careful handling and logistics
 - (C) No distribution channels
 - (D) Immediate consumption
76. Which is a key component of supply chain?
- (A) Production
 - (B) Storage
 - (C) Distribution
 - (D) All of the above
77. In FMCG, demand forecasting is important because :
- (A) Products are durable
 - (B) Products are perishable
 - (C) Products are expensive
 - (D) No need for planning
78. Bullwhip effect means :
- (A) Increase in demand variability
 - (B) Decrease in supply
 - (C) No change in inventory
 - (D) Only increase in production
79. Transportation helps in :
- (A) Only production
 - (B) Moving goods from factory to market
 - (C) Only storage
 - (D) Pricing
80. Common mode of FMCG transport:
- (A) Only air
 - (B) Road transport
 - (C) Only Sea
 - (D) Pipeline
81. FMCD products require transportation that is :
- (A) Careless
 - (B) Fast but unsafe
 - (C) Safe and secure
 - (D) Only cheap
82. Logistics includes :
- (A) Transportation
 - (B) Storage
 - (C) Handling
 - (D) All of the above

83. Communication is important for :
- (A) Confusion
 - (B) Misunderstanding
 - (C) Clear understanding
 - (D) Avoiding work
84. Active listening means :
- (A) Ignoring others
 - (B) Hearing without understanding
 - (C) Listening with attention and response
 - (D) Talking more
85. Emotional intelligence helps in:
- (A) Managing emotions
 - (B) Ignoring feelings
 - (C) Increasing conflicts
 - (C) Avoiding work
86. Time management improves :
- (A) Delays
 - (B) Productivity
 - (C) Stress
 - (D) Confusion
87. Self-motivation leads to :
- (A) Laziness
 - (B) Poor performance
 - (C) Better performance
 - (D) Conflicts
88. Building trust requires :
- (A) Honesty
 - (B) Transparency
 - (C) Consistency
 - (D) All of the above
89. Negotiation skills help in :
- (A) Conflict creation
 - (B) Reaching agreements
 - (C) Avoiding discussions
 - (D) Ignoring issues
90. Leadership in FMCG sales involves :
- (A) Guiding team
 - (B) Influencing decisions
 - (C) Achieving targets
 - (D) All of the above

91. FMCG stands for:
- (A) Fast Moving Consumer Goods
 - (B) Fast Market Consumer Goods
 - (C) First Moving Consumer Goods
 - (D) Frequent Market Consumer Goods
92. FMCD refers to:
- (A) Fast Moving Consumer Devices
 - (B) Fast Moving Consumer Durables
 - (C) Fast Market Consumer Durables
 - (D) Fixed Market Consumer Devices
93. Which of the following is an FMCG product?
- (A) Refrigerator
 - (B) Soap
 - (C) Washing Machine
 - (D) Television
94. Which of the following is an FMCD product?
- (A) Shampoo
 - (B) Toothpaste
 - (C) Air Conditioner
 - (D) Biscuits
95. FMCG products generally have:
- (A) High price and low demand
 - (B) Low price and high turnover
 - (C) High durability
 - (D) Long life cycle
96. FMCD products are characterized by:
- (A) Short lifespan
 - (B) Low involvement purchase
 - (C) High cost and long life
 - (D) Daily usage
97. Example of personal care FMCG product is :
- (A) Microwave
 - (B) Soap
 - (C) Fan
 - (D) AC
98. Which is NOT an FMCG category?
- (A) Food products
 - (B) Beverages
 - (C) Electronics
 - (D) Toiletries
99. Supply chain refers to:
- (A) Only manufacturing
 - (B) Flow of goods from producer to consumer
 - (C) Only transportation
 - (D) Only storage
100. FMCG supply chain focuses on:
- (A) Slow delivery
 - (B) High inventory
 - (C) Quick distribution
 - (D) Limited reach

Rough Work

Example :

Question :

Q.1 (A) ● (C) (D)

Q.2 (A) (B) ● (D)

Q.3 (A) ● (C) (D)

5. Each question carries equal marks. Marks will be awarded according to the number of correct answers you have.
6. All answers are to be given on OMR Answer Sheet only. Answers given anywhere other than the place specified in the answer sheet will not be considered valid.
7. Before writing anything on the OMR Answer Sheet, all the instructions given in it should be read carefully.
8. After the completion of the examination, candidates should leave the examination hall only after providing their OMR Answer Sheet to the invigilator. Candidate can carry their Question Booklet.
9. There will be no negative marking.
10. Rough work, if any, should be done on the blank pages provided for the purpose in the booklet.
11. To bring and use of log-book, calculator, pager & cellular phone in examination hall is prohibited.
12. In case of any difference found in English and Hindi version of the question, the English version of the question will be held authentic.

Imp. On opening the question booklet, first check that all the pages of the question booklet are printed properly. If there is any discrepancy in the question Booklet, then after showing it to the invigilator, get another question Booklet of the same series.

उदाहरण :

प्रश्न :

प्रश्न 1 (A) ● (C) (D)

प्रश्न 2 (A) (B) ● (D)

प्रश्न 3 (A) ● (C) (D)

5. प्रत्येक प्रश्न के अंक समान हैं। आपके जितने उत्तर सही होंगे, उन्हीं के अनुसार अंक प्रदान किये जायेंगे।
6. सभी उत्तर केवल ओ०एम०आर० उत्तर-पत्रक (OMR Answer Sheet) पर ही दिये जाने हैं। उत्तर-पत्रक में निर्धारित स्थान के अलावा अन्यत्र कहीं पर दिया गया उत्तर मान्य नहीं होगा।
7. ओ०एम०आर० उत्तर-पत्रक (OMR Answer Sheet) पर कुछ भी लिखने से पूर्व उसमें दिये गये सभी अनुदेशों को सावधानीपूर्वक पढ़ लिया जाये।
8. परीक्षा समाप्ति के उपरान्त परीक्षार्थी कक्ष निरीक्षक को अपनी OMR Answer Sheet उपलब्ध कराने के बाद ही परीक्षा कक्ष से प्रस्थान करें। परीक्षार्थी अपने साथ प्रश्न-पुस्तिका ले जा सकते हैं।
9. निगेटिव मार्किंग नहीं है।
10. कोई भी रफ कार्य, प्रश्न-पुस्तिका में, रफ-कार्य के लिए दिए खाली पेज पर ही किया जाना चाहिए।
11. परीक्षा-कक्ष में लॉग-बुक, कैल्कुलेटर, पेजर तथा सेल्युलर फोन ले जाना तथा उसका उपयोग करना वर्जित है।
12. प्रश्न के हिन्दी एवं अंग्रेजी रूपान्तरण में भिन्नता होने की दशा में प्रश्न का अंग्रेजी रूपान्तरण ही मान्य होगा।

महत्वपूर्ण: प्रश्नपुस्तिका खोलने पर प्रथमतः जाँच कर देख लें कि प्रश्नपुस्तिका के सभी पृष्ठ भलीभाँति छपे हुए हैं। यदि प्रश्नपुस्तिका में कोई कमी हो, तो कक्षनिरीक्षक को दिखाकर उसी सिरीज की दूसरी प्रश्नपुस्तिका प्राप्त कर लें।