

CBSE Class 12 Retail Question Paper 2026

Time Allowed :3 Hour	Maximum Marks :60	Total Questions :24
----------------------	-------------------	---------------------

General Instructions

Read the following instructions very carefully and strictly follow them:

- This question paper consists of 24 questions in two Sections : Section A and Section B.
- Section A has Objective Type Questions, whereas Section B contains Subjective Type Questions.
- Out of the given $(6 + 18) = 24$ questions, a candidate has to answer $(6 + 11) = 17$ questions in the allotted (maximum) time of 3 hours.
- All questions of a particular section must be attempted in the correct order.
- Section A : Objective Type Questions (30 marks) :
 1. This section has 6 questions.
 2. There is no negative marking.
 3. Do as per the instructions given.
 4. Marks allotted are mentioned against each question / part.
- Section B : Subjective Type Questions (30 marks) :
 1. This section has 18 questions.
 2. A candidate has to do 11 questions.
 3. Do as per the instructions given.
 4. Marks allotted are mentioned against each question / part.

1(i). A statement which conveys the exact message that you are trying to convey to the other person is called a/an ----- statement.

- (A) clear
- (B) concise
- (C) accurate
- (D) active

(ii). Which of the following is not related to positive attitude?

- (A) It makes a person happier.
- (B) It helps to build and maintain relationships.

- (C) It decreases one's chances of success.
 - (D) It helps to make better decisions.
-

(iii). How does intrinsic motivation occur?

(iv). _____ are like new pages, which are added to separate different topics in a presentation.

- (A) Texts
 - (B) Documents
 - (C) Files
 - (D) Slides
-

(v). Which of the following is not a characteristic of entrepreneurship?

- (A) It is a non-economic activity.
 - (B) It deals with optimization in utilization of resources.
 - (C) Ability to take risks.
 - (D) It is related to identifying an opportunity.
-

(vi). Write the expanded form of FIGs.

2(i). The responsibilities towards customers are to maintain and also increase the _____ of the enterprise among its customers.

(ii). Retail supervisor is responsible for maintenance or change in _____ displays including those required for periodic sale events.

(iii). Housekeeping Supervisor supervises the _____.

- (A) Housekeepers
- (B) Customers

- (C) Salesmen
 - (D) Cashier
-

(iv). Visual Merchandiser takes care of the _____ representing a seasonal theme.

- (A) Customers
 - (B) Suppliers
 - (C) Agents
 - (D) Window displays
-

(v). The _____ products generally sit on the highest shelves, giving rise to the term “top shelf”.

- (A) priciest
 - (B) destination
 - (C) generic
 - (D) competitive
-

(vi). Use _____ for close out items.

- (A) dump bin
 - (B) dustbin
 - (C) offer bin
 - (D) both (A) and (C)
-

(vii). Why is angled merchandise used in retail?

- (A) To hide damaged products
 - (B) To create a visually appealing display
 - (C) To increase inventory levels
 - (D) To decrease sales
-

3(i). What is the full form of COD?

- (A) Cheque on Delivery
- (B) Cash on Delivery

- (C) Credit on Delivery
 - (D) Coupon on Delivery
-

(ii). Which method is often used for delivery of digital media?

- (A) Downloading
 - (B) Dropshipping
 - (C) In-store pick up
 - (D) Printing out
-

(iii). Which industry commonly uses ICOBO as a shipping address?

- (A) Retail
 - (B) Healthcare
 - (C) Entertainment (e.g. events, concerts)
 - (D) Finance
-

(iv). Which is one of the main advantages of e-retailing for retailers?

- (A) Higher overhead costs
 - (B) Limited market reach
 - (C) 24/7 accessibility
 - (D) Limited product offerings
-

(v). Which of the following is a presentation software?

- (A) LibreOffice Impress
 - (B) MS Excel
 - (C) LibreOffice Calc
 - (D) Google Sheets
-

4(i). Which of the following is the correct sequence of POS activity?

- (A) Scanning, Receiving payments, Printing bills, Cash drawer
- (B) Receiving payments, Scanning, Printing bills, Cash drawer
- (C) Printing bills, Cash drawer, Receiving payments, Scanning

(D) Cash drawer, Printing bills, Receiving payments, Scanning

(ii). The QWERTY layout for manual typewriters was initially designed by _____ in 1872.

- (A) Christopher Kevin
 - (B) Christopher Columbus
 - (C) Christopher Sholes
 - (D) Christopher James
-

(iii). Most retail POS systems have _____ cash drawers.

(iv). _____ retrieves coded pricing information using a laser beam for various items.

(v). An effective Point-of-Sale will :

- (A) Give the price and any savings
 - (B) Attract the shoppers' attention
 - (C) Both (A) and (B)
 - (D) Discourage customers
-

5(i). Which of the following is not an accounting convention?

- (A) Materiality
 - (B) Consistency
 - (C) Conservatism
 - (D) Non-disclosure
-

(ii). Which of the following is a limitation of accounting?

- (A) Less scope for fraud and theft
- (B) Does not record all events
- (C) Documentary evidence

(D) Provides control over assets

(iii). The assets that can be converted into cash within a short period (i.e. 1 year or less) are known as _____.

- (A) Current Assets
 - (B) Fixed Assets
 - (C) Intangible Assets
 - (D) Investments
-

(iv). Billing accuracy is the most important factor for _____.

- (A) Customer satisfaction
 - (B) Reseller satisfaction
 - (C) Purchase satisfaction
 - (D) Inventory satisfaction
-

(v). _____ relate to the names of individuals, firms, companies, banks, and co-operative societies, etc.

- (A) Personal Accounts
 - (B) Real Accounts
 - (C) Nominal Accounts
 - (D) Fictitious Accounts
-

(vi). Who are the internal users of accounting information?

- (A) Investors and creditors
 - (B) Management and employees
 - (C) Customers and suppliers
 - (D) Government and regulatory bodies
-

6(i). What is the primary goal of inventory management?

- (A) To maximize inventory levels
- (B) To minimize inventory costs
- (C) To optimize inventory levels for business needs

(D) To eliminate inventory entirely

(ii). What is the purpose of an inventory audit?

- (A) To count and verify inventory quantities
 - (B) To determine the value of inventory
 - (C) To identify slow-moving items
 - (D) To optimize inventory levels
-

(iii). Which inventory method assumes that the earliest goods purchased or produced are the first to be sold?

- (A) FIFO (First-In, First-Out)
 - (B) LIFO (Last-In, First-Out)
 - (C) AVG (Average Cost)
 - (D) STD (Standard Cost)
-

(iv). What is a computerized count sheet?

- (A) A manual count of inventory
 - (B) A digital tool to track inventory levels
 - (C) A physical count of inventory
 - (D) A manual count of sales
-

(v). Which of the following is a common application of manual count sheets?

- (A) Inventory management
 - (B) Sales tracking
 - (C) Customer relationship management
 - (D) Accounting and finance
-

(vi). What does SKU stand for?

- (A) Stock Keeping Unit
- (B) Store Keeping Utility
- (C) System Keeping Update

(D) Sales Keeping Utility

7. List out the problems faced by a person who lacks communication skills.

8. State any four techniques by which a person can become result-oriented.

9. Give any four advantages of Presentation Software.

10. Who are known as Business Entrepreneurs?

11. Explain the role of green jobs in eco-tourism.

12. State the objectives of maintenance organizations.

13. Briefly explain the different modes through which the merchant collects payments from customers.

14. Briefly explain the first step to be taken at a POS counter by the person posted there.

15. What are the responsibilities of a billing incharge?

16. What is the purpose of a stockroom in inventory handling?

17. Briefly explain the success factors of e-Retailing.

18. Raj and his partner Ram are dealing in a Garment business. They are planning to enter into e-marketing. Explain the attributes of e-marketing to them.

19. What is Strip Reader Interface?

20. Briefly explain the responsibilities of a Front Desk Supervisor.

21. How is Point of Sale marketing done? Explain.

22. State any four features of retail billing.

23. Company Z, a large retailer, is conducting a verification count of the inventory in their warehouse. The warehouse is dimly lit, and the inventory is stored in narrow aisles. The company has a history of inventory discrepancies and wants to ensure accurate counts. What is verification count? Explain the purpose of conducting a verification count of inventory.

24. Journalize the following transactions:

2022

March 1 Manohar Lal and Sons started a business with cash Rs 60,000

March 2 Purchased furniture for cash Rs 10,000

March 4 Purchased goods for cash Rs 25,000

March 5 Bought goods from Kamlesh Rs 15,000
