

ICSE Class 10 Cashier 2026 Question Paper

Time Allowed :2 Hours	Maximum Marks :100	Total Questions :9
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General Instructions

1. *Answers to this Paper must be written on the paper provided separately.*
2. *You will not be allowed to write during the first 15 minutes.*
3. *This time is to be spent in reading the question paper.*
4. ***The time given at the head of this Paper is the time allowed for writing the answers.***
5. *Attempt all questions from **Section A** and any four questions from **Section B**.*
6. *The intended marks for questions or parts of questions are given in brackets[].*

Section A

*(Attempt **all** questions from this **Section**)*

1(i). Why is time management crucial for entrepreneurs?

- (A) To ensure personal leisure time.
 - (B) To efficiently allocate time to various tasks and enhance productivity.
 - (C) To impress investors with a busy schedule.
 - (D) To avoid hiring too many employees.
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1(ii). Which of the following pairs is NOT a part of the 7C's of communication?

- (A) Completeness and Conciseness
 - (B) Consideration and Clarity
 - (C) Concreteness and Courtesy
 - (D) Confinement and Conduciveness
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1(iii). Feedback such as "good job" or "you did great", are which kind of feedback?

- (A) Descriptive
 - (B) Specific
 - (C) General
 - (D) Informal
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1(iv). By which method can we know that the receiver has understood the message?

- (A) Transmitting
 - (B) Feedback
 - (C) Message
 - (D) Listening
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1(ix). Assertion (A): Noise is an element in the communication process that can distort or interfere with the message being communicated.

Reason (R): Noise only refers to physical sounds that disrupt communication.

- (A) (A) is true and (R) is false.
 - (B) (A) is false and (R) is true.
 - (C) Both (A) and (R) are true and (R) is the correct explanation of (A).
 - (D) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
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1(x). Which of the following is not an element of the communication cycle?

- (A) Channel
 - (B) Receiver
 - (C) Time
 - (D) Sender
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1(xi). Written communication can be classified as which type of communication?

- (A) Non-verbal
 - (B) Verbal
 - (C) Visual
 - (D) Interpersonal
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1(xii). What is the primary purpose of a business plan?

- (A) To avoid paying taxes.
 - (B) To secure funding and provide a roadmap for the business.
 - (C) To increase the workload.
 - (D) To hire more employees.
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1(xiii). Assertion (A): Creativity and innovation are the core qualities of a successful entrepreneur.

Reason (R): Entrepreneurs bring new products and services that meet consumer needs.

- (A) (A) is true and (R) is false.
 - (B) (A) is false and (R) is true.
 - (C) Both (A) and (R) are true and (R) is the correct explanation of (A).
 - (D) Both (A) and (R) are true, but (R) is not the correct explanation of (A).
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1(xiv). Study the image given below. Why is this technique used?



- (A) To recover from illness.
 - (B) To improve mental health.
 - (C) To maintain time management.
 - (D) To build muscle in strength training.
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1(xv). Which of the following is an example of self-motivation?

- (A) Waiting for someone to tell you what to do.
 - (B) Setting personal goals and striving to achieve them.
 - (C) Relying on external rewards to get tasks done.
 - (D) Complaining about tasks that are not interesting.
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1(xvi). Observe the image given below and identify the type of mode of payment.



- (A) Debit card
- (B) Credit card
- (C) Net banking
- (D) E-wallet

1(xvii). What is a key component of time management?

- (A) Procrastination
- (B) Goal setting
- (C) Multitasking
- (D) Ignoring deadlines

1(xviii). Aural communication is based on

- (A) body language
- (B) language and tone of voice
- (C) facial expressions
- (D) listening and hearing

1(xix). Which of these is a common barrier to effective self-management?

- (A) Clear goal setting
- (B) Lack of planning
- (C) Regular self-reflection
- (D) Effective time management

1(xx). Cash and Credit transactions are recorded together in the same register.

- (A) True
- (B) False

2(i)(a). refers to the physical components of a computer system. (Hardware / Software)

- (A) Hardware
- (B) Software

2(i)(b). is the skill of managing financial resources and ensuring the profitability of the business. (Financial management / Self-management)

- (A) Financial management
- (B) Self-management

2(i)(c). _____ requires self-mystery, self-control, self-responsibility and self-direction. (Self-discipline / Innovation)

- (A) Self-discipline
- (B) Innovation

2(i)(d). Effective communication requires both the speaker and the _____ to be actively engaged. (interpreter / receiver)

- (A) interpreter
- (B) receiver

2(i)(e). The _____ is responsible for encoding and transmitting the message in the communication process. (receiver / sender)

- (A) receiver
- (B) sender

2(ii)(a). State whether True or False: Deep breathing exercises can help manage stress.

- (A) True
- (B) False

2(ii)(b). State whether True or False: Self-management only involves managing time and tasks.

- (A) True
- (B) False

2(ii)(c). State whether True or False: Entrepreneurs should always rely on their own instincts rather than seeking advice from others.

- (A) True
 - (B) False
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2(ii)(d). State whether True or False: Nonverbal communication is just as important as verbal communication.

- (A) True
 - (B) False
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2(ii)(e). State whether True or False: Effective communication is only the responsibility of the speaker.

- (A) True
 - (B) False
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3(i). What role does time management play in working independently?

Solution:

Step 1: Understanding the Concept:

Working independently means there is no supervisor present to monitor your daily progress or set your hourly schedule.

Step 2: Detailed Explanation:

In such a scenario, time management becomes the backbone of productivity. Its roles include:

1. **Self-Regulation:** It helps an individual stay on track without external pressure.
2. **Prioritization:** It allows the worker to distinguish between urgent and important tasks, ensuring that core objectives are met first.
3. **Meeting Deadlines:** Effective time management ensures that projects are completed on time, which is crucial for building professional reliability.
4. **Stress Reduction:** By breaking down large tasks into smaller, manageable chunks, it prevents the last-minute panic often associated with independent work.

Step 3: Final Answer:

Time management provides the structure and discipline necessary to remain efficient and accountable when working without external supervision.

💡 Quick Tip

Think of time management as the "scaffolding" that holds your work together when the "wall" of a boss or office routine is removed.

3(ii). What is the difference between formal communication and informal communication?

Solution:

Step 1: Understanding the Concept:

Communication in an organization can be classified based on the level of spontaneity and the channel used.

Step 2: Detailed Explanation:

The key differences are as follows:

1. **Nature/Structure:** Formal communication follows an official, predefined channel (e.g., hierarchy). Informal communication is spontaneous and flows in any direction.
2. **Medium:** Formal usually uses written formats like emails, reports, and memos. Informal often uses spoken words, such as "water-cooler talk" or casual chats.
3. **Objective:** Formal communication is used for business-related goals, rules, and procedures. Informal communication often helps in building social bonds and employee morale.
4. **Reliability:** Formal communication is generally more documented and reliable. Informal communication (the grapevine) can sometimes lead to rumors or misinformation.

Step 3: Final Answer:

The primary difference lies in the structure and intent: Formal communication follows professional rules and hierarchies, while informal communication is based on social interactions and personal relationships.

 Quick Tip

Formal = Rules and Hierarchy.
Informal = Relationships and Spontaneity.

3(iii). What is the main advantage of using cloud storage?

Solution:

Step 1: Understanding the Concept:

Cloud storage is a model where data is stored on remote servers accessed from the internet, rather than on a local hard drive.

Step 2: Detailed Explanation:

While there are many advantages (like scalability and cost-saving), the **most significant advantage is Accessibility/Portability**.

Detailed benefits include:

1. **Access from Anywhere:** You can access your files from any device (phone, laptop, tablet) as long as you have an internet connection.
2. **Collaboration:** Multiple people can work on the same document in real-time.
3. **Data Backup:** If your physical device (computer) is lost or damaged, your data remains safe in the cloud.

Step 3: Final Answer:

The primary advantage is the ability to access data anytime and anywhere, ensuring data security and facilitating seamless collaboration.

 Quick Tip

Examples of common cloud storage include Google Drive, OneDrive, and iCloud. Think of it as your "digital backpack" that follows you everywhere.

3(iv). Why are green skills important in the modern workplace?

Solution:

Step 1: Understanding the Concept:

Green skills are the knowledge, abilities, values, and attitudes needed to live in, develop, and support a sustainable and resource-efficient society.

Step 2: Detailed Explanation:

Green skills are vital for several reasons:

1. **Climate Action:** They are necessary to help organizations transition to low-carbon operations and combat global warming.
2. **Resource Efficiency:** They help businesses reduce waste and manage resources (water, energy) more effectively, which also saves money.
3. **Regulations:** Modern governments are imposing stricter environmental laws; workers with green skills help companies remain compliant.
4. **Market Demand:** Consumers are increasingly choosing eco-friendly products; green skills help businesses innovate in the "green economy."

Step 3: Final Answer:

Green skills are essential to promote environmental sustainability, meet legal requirements, and drive innovation in a world facing ecological challenges.

 Quick Tip

Green skills aren't just for environmentalists; even an office worker using digital files instead of paper is practicing a basic green skill.

3(v). How does active listening contribute to effective communication?

Solution:

Step 1: Understanding the Concept:

Active listening is a technique of listening and responding to another person that improves mutual understanding.

Step 2: Detailed Explanation:

Active listening contributes to effective communication by:

1. **Reducing Misunderstandings:** By concentrating fully and clarifying doubts immediately, the listener ensures they haven't misinterpreted the message.
2. **Building Trust:** It shows respect for the speaker, making them feel heard and valued, which fosters a better relationship.
3. **Providing Better Feedback:** Since the listener has fully grasped the points, their response is more relevant and productive.
4. **Information Retention:** It helps in remembering key details and instructions more accurately.

Step 3: Final Answer:

Active listening acts as the "feedback loop" that ensures the message is received exactly as the sender intended, minimizing errors and building rapport.

 Quick Tip

Active listening involves "paying attention" with your eyes (body language), your ears (hearing words), and your mind (understanding intent).

Section B

*(Attempt **any four** questions from this **Section**)*

4(i). Briefly explain cash transactions and credit transactions with one example for each.

4(ii). The credit to the customer is good for profitability through maximising sales but it also comes with inherent risks. Explain any five risks of credit transactions.

4(iii)(a). Briefly explain: Credit limit

4(iii)(b). Briefly explain: Legal rights

5(i). Mention any five common reasons why customers fail to make payments.

5(ii). Discuss the role of ineffective credit management practices in contributing to missed payments.

8(i)(a). Aryan bought a pair of shoes online. The website says, '7 days' exchange policy only if item is unused.' Can Aryan exchange the shoes if they were worn once?



8(i)(b). What does an exchange policy mean?

9(i). Discuss three reasons why age verification policies are important in retail settings. Provide two examples of age-restricted products.

9(ii). Explain with examples, the ethical considerations involved in refusing to sell age-restricted products and balancing legal obligations with customer service?

9(iii). Ritu, a new retailer employee, was trained in handling age-restricted products. During her shift, a minor tried to buy tobacco. Ritu asked for an ID and refused the sale when the customer couldn't provide one. Her manager appreciated her action. Describe any five importance of employee training in the sale of age-restricted products.
