

Instructions	
All Questions are compulsory	
All questions carry 1 mark each.	
1.	Hospitality industry is a part of _____ sector.
(a)	service
(b)	assembling
(c)	manufacturing
(d)	distribution
Answer: _____	
Marks: 1	

All Questions are compulsory	
All questions carry 1 mark each.	
1.	Hospitality industry is a part of _____ sector.
(a)	service
(b)	assembling
(c)	manufacturing
(d)	distribution
Answer: _____	
Marks: 1	

1.	Hospitality industry is a part of _____ sector.
(a)	service
(b)	assembling
(c)	manufacturing
(d)	distribution
Answer: _____	
Marks: 1	

2.	Which career is most important in the retail industry?
(a)	sales & related jobs
(b)	regional sales manager
(c)	visual merchandiser
(d)	finance and accounting
Answer: _____	
Marks: 1	

3.	It is a model for expanding a business
(a)	retailing
(b)	e-tailing
(c)	retailing
(d)	e-commerce
Answer: _____	
Marks: 1	

4	_____ involves outsourcing of legal work
(a)	BPO
(b)	KPO
(c)	LPO
(d)	CPO
Answer: _____	
Marks: 1	

.
. .
. . .

5	ERP software allows organisations to use a _____ system of applications.	
	(a)	Isolated
	(b)	outdated
	(c)	integrated
	(d)	segregated
Answer:		Marks : 1

6	The service providers face the challenges of _____.	
	(a)	tangibility
	(b)	Intangibiliy
	(c)	stability
	(d)	Serviceability
Answer:		Marks : 1

7	_____ is the use of electronic and digital equipment for monitoring retail stores in the form of CCTV equipment.	
	(a)	Electronic surveillance
	(b)	RFID
	(c)	EDI
	(d)	FDI
Answer:		Marks : 1

8	_____ is basically a concept of online marketing and distributing of products and services over the internet.	
	(a)	B2G
	(b)	B2E
	(c)	B2C
	(d)	B2B
Answer:		Marks : 1

9	Online Tickets booking of railway is concerned with_____	
	(a)	Cash Deposit
	(b)	Form to be filled up
	(c)	Mobile to get recharges
	(d)	Registration
Answer:		Marks : 1

10	Demand of services is _____ to predict.	
	(a)	easy
	(b)	difficult
	(c)	quick
	(d)	never
Answer:		Marks : 2

.
.
.
.

50 Questions