AS-DRETREPOSIC2206-RETL Store Management Mod

Infosys DRETREPOSIC2206

Version Demo

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QUESTION NO: 1

Which of the following is used to measure the average value of each customer transaction

A. Average transaction value

B. Shrinkage percentage

C. Sales per square foot

D. Employee attrition rate

ANSWER: A

Explanation:

Average transaction value is correct because it measures the average sales amount generated per bill or transaction during a specified period. It is calculated by dividing total sales value by the number of transactions. Store managers use this measure to understand customer spending patterns and evaluate the effect of selling, promotions, and product mix.

Average transaction value is distinct from items per bill, which measures the average number of units purchased per transaction. Both are useful transaction-based retail performance measures.

QUESTION NO: 2

Sales, sales/sqft, sales per employee are measures of performance indicators of

A. Gross margin information

B. Sales information

C. Customer information

D. Inventory information

ANSWER: B

Explanation:

Sales information is correct because each listed metric evaluates the store's ability to generate revenue. Total sales is the direct monetary result of merchandise sold during a reporting period. Sales per square foot relates that revenue to the physical selling area, enabling retailers to assess the productivity of store space and make decisions about layouts, departments, and locations. Sales per employee relates revenue to staffing levels, providing a high-level measure of labor productivity and supporting workforce planning. Together, these are standard sales-performance measures used in retail reporting to monitor revenue productivity across stores or periods. They may be compared with targets, prior periods, or similar locations to identify opportunities for operational improvement. The National Retail Federation describes sales per square foot as a retail productivity measure, while common retail KPI guidance identifies sales per employee as a revenue-efficiency metric. See National Retail Federation retail math resources and Shopify's retail KPI guide.

QUESTION NO: 3

Primary functions of a POS system are

A. Sales

B. Goods return and exchanges

C. Payment & cash returns

D. All the above

ANSWER: D

Explanation:

All the above is correct because a retail point-of-sale system supports the complete customer transaction lifecycle at the store till. Its central sales function records the items purchased, prices, applicable promotions and taxes, and updates the transaction for inventory and reporting purposes. A POS also needs to process tenders, including cash and electronic payment methods, calculate change where applicable, and handle cash refunds in accordance with store controls. After an original sale, store associates must be able to locate or validate the transaction and perform merchandise returns or exchanges, with the POS calculating the appropriate refund, replacement balance, tax treatment, and inventory movement. These capabilities are therefore connected operational functions rather than separate systems: selling merchandise, collecting or returning payment, and managing post-sale returns/exchanges together provide the core store-transaction functionality expected from a retail POS. Oracle describes Xstore Point of Service as a retail solution for managing store transactions and operations in its Xstore Point of Service overview. Practical return and exchange workflows, including refunds to the customer's payment method, are also described in the Shopify POS refund documentation.

QUESTION NO: 4

Which among the following would not be an example of a security system in a store

A. Electronic Surveillance system

B. Productivity rating system

C. Camera surveillance

D. Intruder alarms

ANSWER: B

Explanation:

Productivity rating system is the correct answer because its primary purpose is operational performance management, rather than protection of the store, its people, inventory, or premises. Retail organizations use productivity measures to assess how effectively employees, teams, or processes perform against defined expectations. Typical measures may include transaction volume, task completion, sales activity, service speed, attendance-related metrics, or labor efficiency. These ratings help managers plan staffing, identify coaching needs, set performance goals, and improve day-to-day store operations.

A store security system, by contrast, is designed to deter, detect, monitor, or respond to threats such as theft, unauthorized access, intrusion, and safety incidents. Security controls form part of an organization's broader physical-security program and support protection of assets and personnel. NIST describes physical security as safeguards that protect facilities, equipment, and resources from physical threats; see NIST's physical security definition. The Cybersecurity and Infrastructure Security Agency also provides guidance on physical-security planning and protective measures at CISA Physical Security. Therefore, a productivity rating system is an operational-management tool, not a store security system.

QUESTION NO: 5

Compliance can help a store in:

A. Meeting internal and external regulations

B. Avoiding litigation

C. Improving efficiency

D. All of the above

ANSWER: D

Explanation:

All of the above is correct because a well-managed compliance program supports several essential store-management outcomes at once. It helps a store meet applicable external requirements, such as employment, consumer-protection, health and safety, tax, and data-protection obligations, as well as internal company policies and operating procedures. Following these requirements consistently creates documented, repeatable controls and helps store teams identify and address issues before they become violations.

Compliance also reduces litigation and enforcement exposure. Effective policies, employee training, accurate records, and monitoring demonstrate that the organization takes its legal and operational responsibilities seriously. These practices can help prevent incidents that result in disputes, claims, penalties, or regulatory action. In addition, compliance processes often improve efficiency by standardizing workflows, clarifying responsibilities, reducing errors and rework, and making audits or inspections easier to complete. The U.S. Department of Justice describes the importance of well-designed, implemented, and effective compliance programs in its Evaluation of Corporate Compliance Programs. The U.S. Small Business Administration also summarizes practical regulatory responsibilities businesses need to address through business compliance guidance.

QUESTION NO: 6

Which of the following performance indicator is part of both gross margin as well as sales information?

A. Return on labor

B. Return on space

C. Return on inventory

D. None of the above

ANSWER: C

Explanation:

Return on inventory is the correct performance indicator because inventory productivity is evaluated from both the margin and sales perspectives. From a gross-margin perspective, the measure is commonly expressed as gross margin return on inventory investment (GMROI): the gross margin earned relative to the inventory investment required to generate it. This helps a retailer assess whether merchandise is producing sufficient profit for the capital tied up in stock. From a sales perspective, inventory is also central to sell-through, stock-turn, and sales generated from available inventory. Reviewing return on inventory alongside sales therefore connects how quickly inventory supports revenue with how profitably that inventory is converted into gross margin. This combined view is especially useful in retail store management, where assortments, replenishment, and stock levels must be controlled to improve both sales productivity and profitability. Oracle Retail's merchandising documentation describes inventory and margin as core retail planning and performance-management domains, while standard retail KPI guidance identifies GMROI as a measure of margin return generated by inventory investment. See the Oracle Retail Merchandising Foundation documentation and Investopedia's GMROI definition.

QUESTION NO: 7

Inventory control consists of

A. Tracking the sales of inventory

B. Reducing inventory mismatch

C. Shifting unsold stock to other stores or to DC

D. All of the above

ANSWER: D

Explanation:

All of the above is correct because inventory control is a continuous retail process that maintains accurate stock visibility and ensures merchandise is available in the right location to support customer demand. Tracking inventory sales provides the demand and movement information needed to maintain reliable on-hand records and make replenishment decisions. Reducing inventory mismatches is also central to control: retailers must investigate and correct differences between system quantities and physical stock caused by receiving, counting, transfer, or shrink-related events. Managing unsold stock through transfers to other stores or a distribution center is another inventory-control activity because it rebalances stock across the network, improves sell-through opportunities, and helps avoid excess stock at an individual location. Together, these activities support inventory accuracy, stock optimization, and effective store operations rather than being isolated tasks. Oracle Retail documentation describes inventory management capabilities for tracking stock across locations and managing inventory movements, while the National Retail Federation identifies inventory accuracy as an essential operational concern for retailers. See Oracle Retail Merchandising and National Retail Federation Research.

QUESTION NO: 8

Store Management is about managing

A. Resources, infrastructure and sales & services

B. Sales and services

C. Infrastructure and resources

D. None of the above

ANSWER: A

Explanation:

Resources, infrastructure and sales & services is correct because store management has an end-to-end operational scope. It coordinates the people and other resources required to run the location, such as staffing, task allocation, merchandise-handling capacity, and the equipment used by associates. It also covers the physical and technology infrastructure that keeps a store operational, including facilities, point-of-sale environments, connectivity, and operational assets. Most importantly, these capabilities are managed in support of customer-facing sales and service execution: completing transactions, fulfilling customer needs, maintaining service quality, and ensuring the store can trade effectively. Treating these areas together reflects how a retail store operates in practice: resources and infrastructure enable reliable sales and service delivery, while sales and service requirements drive how those resources and assets are planned and managed. This broad view aligns with Infosys's retail focus on connected store operations and customer experiences across retail business functions. See the Infosys Retail services overview and the Infosys Retail industry page for its retail transformation and store-operations context.