



INDIAN SCHOOL AL WADI AL KABIR

Class: XI	Department: Commerce
Worksheet: 01	BUSINESS STUDIES
Topic- OTQs	Chapter 9- INTERNAL TRADE

Q.No	
1	Fill in the blanks: a) Retailers sell goods in _____ quantities to consumers. b) Retailers provide _____ service by keeping shops open at convenient times. c) Retailers act as a link between _____ and consumers.
2	The utility provided by wholesalers when they store goods and make them available when needed is: a) Form utility b) Time utility c) Place utility d) Possession utility
3	Which of the following is NOT a service provided by retailers to manufacturers? a) Market information b) Personal selling c) Manufacturing goods d) Help in distribution
4	Assertion: Itinerant retailers require less capital investment. Reason: They do not need to invest in permanent shop establishments. a. Both assertion and reason are true, and reason is the correct explanation of assertion b. Both assertion and reason are true, but reason is not the correct explanation c. Assertion is true but reason is false d. Assertion is false but reason is true
5	Meena runs a small shop in her neighbourhood selling groceries, vegetables, toiletries, stationery and other daily use items. She purchases goods from various wholesalers and keeps them neatly arranged in her shop. She knows most of her customers personally and understands their preferences. She extends credit facilities to regular customers who pay at the end of the month. She also informs her customers about new products and their benefits. Through her daily interactions, she learns about customer needs and shares this information with her suppliers. She participates in promotional schemes offered by companies and displays their products prominently. Identify and name the retail business run by Meena.
6	Statement 1: A departmental store combines both the functions of retailing as well as warehousing. They purchase directly from manufacturers and operate separate warehouses. Statement 2: They have centralised purchasing arrangements. All the purchases in a department store are made centrally by the purchase department of the store In the light of the given statements, choose the correct alternative from the following: (a) Both the statements are true. (b) Both the statements are false. (c) Statement I is true, Statement II is false. (d) Statement II is true, Statement I is false

7	<p>Give examples;</p> <ol style="list-style-type: none"> Promotional material used by mail order houses. Speciality Shops
8	<p>The Vice Chairperson of the GST Council is chosen from amongst:</p> <ol style="list-style-type: none"> Members of Parliament Ministers of State Government Bureaucrats Tax experts
9	<p>Who is the Chairperson of the GST Council?</p> <ol style="list-style-type: none"> Prime Minister Finance Minister Chief Justice of India President of India
	<p>Answer questions 10-12 based on the given paragraphs.</p> <p>Scenario A : RetailHub is a large retail establishment located in the heart of the city, spread across five floors. On the ground floor, they sell cosmetics, jewelry, and accessories. The first floor is dedicated to men's clothing, the second floor to women's clothing, the third floor to home furnishings and electronics, and the fourth floor houses a food court and children's toys. Each floor operates as a separate department with its own manager, sales staff, and accounting system.</p> <p>Scenario B : FreshBite operates 45 retail outlets across the city, all selling bakery products and beverages. Each outlet has an identical layout, sells the same range of products at uniform prices, and follows standardized operating procedures. The outlets are managed centrally from the head office, which handles all purchasing, pricing decisions, and marketing campaigns. Individual store managers have limited decision-making authority and primarily focus on daily operations and maintaining the brand standards.</p>
10	<p>Identify which scenario represents a departmental store and which represents a multiple shop</p> <p>Scenario A -</p> <p>Scenario B -</p>
11	<p>Identify the demerit of Retail Hub mentioned in the above paragraph.</p> <ol style="list-style-type: none"> High operating cost High possibility of loss Lack of personal attention All the above
12	<p>State true or false.</p> <p>All the branches of Chain stores are controlled by the head office, which is concerned with formulating the policies and getting them implemented.</p>
13	<p>Identify the type of retailers from the given images. (Write against images)</p>



14	<p>Identify whether the following advantages belong to Departmental Stores or Chain Stores: (NAME THE ADVANTAGE)</p> <ol style="list-style-type: none"> a. Customers can purchase all their requirements under one roof, saving time and effort of visiting multiple shops. This offers great convenience and variety at a single location. b. Due to bulk purchasing directly from manufacturers and selling through multiple outlets, these stores can offer products at lower prices compared to independent retailers. c. These stores offer flexible payment options including cash, credit cards, debit cards, and even credit facilities, making shopping more convenient for customers. d. Since there are no middlemen involved and goods are purchased directly from manufacturers in large quantities, operational costs are reduced and savings are passed to customers. e. Professional window displays, attractive interior decoration, and visual merchandising create an appealing shopping atmosphere that attracts customers. f. Standardized products ensure consistent quality across all branches. Customers know exactly what to expect regardless of which outlet they visit. g. These stores employ trained and specialized staff in each department who have expert knowledge about the products they sell and can provide valuable advice to customers. h. Multiple outlets spread across different locations make these stores easily accessible to customers in various neighbourhoods, increasing convenience.
15	<p>GST stands for Goods and Services Tax, which is:</p> <ol style="list-style-type: none"> a) A direct tax on income b) A destination-based indirect tax on supply of goods/services c) Only for inter-state trade d) A production-based tax