

Higher Secondary (Vocational)
Class XII
Semester IV
RETAILSTORE& E-COMMERCE ASSOCIATE (RSE2)
Full Marks: 30

A. SHORT ANSWER TYPE QUESTIONS

2x2 = 4

1. Define the term feedback.
2. What are safety hazards?

B. SHORT ANSWER TYPE QUESTIONS

3x2=6

3. Provide the requirements of e-payment systems.
4. What is the procedure required for the collection of customer feedback?

C. LONG ANSWER TYPE QUESTIONS

5x4=20

5. Bring out the comparison between traditional banking and e-banking.
6. Briefly explain the procedure required to respond to safety hazards and security breaches.
7. Discuss about different payment methods available for e-commerce
8. Discuss about the procedure of collection of customer feedback