

## II PUC BLUE PRINT FOR MODEL QUESTION PAPER 3 - 2024-2025

### **NSQF (National Skill Qualification Framework)**

**Duration: 2.15Hours**

**Subject: Retail**

**Maximum Marks: 60**

| SL NO                     | Contents of Units                 | No of Total Hours | Remember |     |    |    | Understand |     |    |    | Apply |     |    |    | Skill/Create |     |    |    | Total Number of Questions | Total Weightage of Marks |
|---------------------------|-----------------------------------|-------------------|----------|-----|----|----|------------|-----|----|----|-------|-----|----|----|--------------|-----|----|----|---------------------------|--------------------------|
|                           |                                   |                   | OT       | VSA | SA | ET | OT         | VSA | SA | ET | OT    | VSA | SA | ET | OT           | VSA | SA | ET |                           |                          |
|                           |                                   |                   | 1M       | 2M  | 3M | 6M | 1M         | 2M  | 3M | 6M | 1M    | 2M  | 3M | 6M | 1M           | 2M  | 3M | 6M |                           |                          |
| 01                        | Resolve customers concerns        | 20                |          |     | 2  |    | 1          | 1   |    |    | 2     | 2   |    |    |              |     |    |    | 8                         | 15                       |
| 02                        | Delivery of Reliable Services     | 34                | 1        | 1   | 1  | 1  | 1          | 1   | 1  |    | 1     |     |    | 1  |              |     |    |    | 9                         | 25                       |
| 03                        | Customer Relationship Management  | 26                | 1        | 1   | 1  |    | 1          | 1   | 1  | 1  |       | 1   |    |    |              |     |    |    | 8                         | 20                       |
| 04                        | Continuous improvement in service | 20                |          | 1   | 1  |    |            | 1   | 1  |    |       |     |    |    |              | 1   | 1  |    | 6                         | 15                       |
| 05                        | Work in Team & Organisation       | 20                | 1        |     |    | 1  |            |     | 1  |    |       | 1   |    |    | 1            | 1   |    |    | 6                         | 15                       |
| Total Number of Questions |                                   | 120Hrs            | 3        | 3   | 5  | 2  | 3          | 4   | 4  | 1  | 3     | 4   | 0  | 1  | 1            | 2   | 1  | 0  | 37                        | 90                       |
|                           |                                   |                   | 13       |     |    |    | 12         |     |    |    | 8     |     |    |    | 04           |     |    |    |                           |                          |
| Total Weightage of Marks  |                                   |                   | 3        | 6   | 15 | 12 | 3          | 8   | 12 | 6  | 3     | 8   | 0  | 6  | 1            | 4   | 3  | 0  |                           |                          |
|                           |                                   |                   | 36       |     |    |    | 29         |     |    |    | 17    |     |    |    | 08           |     |    |    |                           |                          |

### DIFFICULTY LEVEL WEIGHTABLE OF OBJECTIVES ABBREVIATIONS

1. Easy - 40 %  
2. Average - 40%  
3. Difficult - 20%

**Total = 100%**

1. Remember - 40%  
2. Understand - 32%  
3. Apply - 19%  
4. Skill / Create - 09%

**Total = 100%**

OT – Objective Types  
VSA – Very Short Answer  
SA – Short Answer  
ET – Essay Type