

SAMPLE QUESTION PAPER (THEORY)

Qualification Pack Name: Boutique Manager

QP Code: AMH/Q1910 **Version:** 4.0 **NSQF Level:** 5

AMH/N0622 — Ensure Adherence to Industry, Regulatory, and Organizational Standards, while Incorporating the Principles of Environmental Sustainability

- Q1. What is an effective way to reduce fabric wastage in a boutique?
- A. Optimizing cutting layouts and reusing scraps
 - B. Ordering excess fabric regularly
 - C. Discarding leftover fabric immediately
 - D. Ignoring wastage records
- Q2. Which practice ensures data security in boutique operations?
- A. Using strong passwords and limiting access
 - B. Sharing login credentials among staff
 - C. Keeping systems unlocked for convenience
 - D. Avoiding software updates
- Q3. What should a boutique manager do upon noticing a damaged electrical fitting?
- A. Report it and get it repaired immediately
 - B. Ignore it if it still works
 - C. Use it cautiously
 - D. Ask a customer to avoid the area
- Q4. How can a boutique support job greening in daily operations?
- A. Encouraging digital billing over paper receipts
 - B. Increasing plastic packaging
 - C. Ignoring recycling bins
 - D. Discouraging reusable bags

AMH/N1910 — Create Design as per Latest Trends and Establish Customer Needs

- Q5. What is the most reliable way for a boutique manager to stay updated on fashion trends?
- A. Regularly reviewing trend reports, fashion blogs and customer feedback
 - B. Relying only on last season's designs
 - C. Avoiding market research
 - D. Following competitors blindly
- Q6. Why is maintaining a customer preference record important?
- A. It helps personalise future recommendations and improve satisfaction
 - B. It increases paperwork unnecessarily
 - C. It has no effect on sales
 - D. It is only useful for the finance team
- Q7. What should a boutique manager prioritise while selecting a new supplier?
- A. Quality, reliability and timely delivery
 - B. Lowest price only
 - C. Supplier's location only
 - D. Random selection
- Q8. What is the purpose of a tech pack in the design process?
- A. To provide detailed design and construction specifications

- B. To track sales performance
- C. To manage staff schedules
- D. To handle customer complaints

AMH/N1911 — Allocate and Check Work Assigned to Subordinates and Manage and Monitor Boutique Performance

Q9. What should guide the assignment of tasks among boutique staff?

- A. Staff skills, knowledge and workload
- B. Random selection
- C. Seniority alone
- D. Personal friendships

Q10. Why are SMART objectives useful in boutique management?

- A. They provide clear, measurable and achievable targets
- B. They allow vague goal-setting
- C. They eliminate the need for monitoring
- D. They discourage teamwork

Q11. What is a key benefit of maintaining accurate stock registers?

- A. Helps track product movement and avoid shortages
- B. Increases manual paperwork only
- C. Has no impact on sales
- D. Replaces the need for supplier communication

Q12. Why is a clean and organised boutique important?

- A. It enhances customer experience and encourages repeat visits
- B. It has no effect on customer behaviour
- C. It only matters during audits
- D. It increases staff workload unnecessarily

AMH/N1912 — Build and Monitor Team Performance

Q13. What helps align team efforts with the boutique's overall objectives?

- A. Building a shared vision and team goals
- B. Focusing only on individual performance
- C. Assigning tasks without communication
- D. Ignoring team feedback

Q14. Which combination is most important for effective team working?

- A. A mix of skills, knowledge and the right attitude
- B. Technical skills alone
- C. Experience alone
- D. Job-specific tasks alone

Q15. Why is negotiation an important skill for a boutique team?

- A. It helps resolve conflicts and deal effectively with suppliers/clients
- B. It is not relevant to boutique work
- C. It only applies to sales staff
- D. It slows down decision making

Q16. What is an example of supportive behaviour towards a struggling team member?

- A. Providing constructive feedback and guidance
- B. Ignoring their difficulties

- C. Reassigning all their work without discussion
- D. Publicly criticising their performance

AMH/N1913 — Maintain Health, Safety and Security in the Boutique with Gender and PwD Sensitization

Q17. What is the safest way to handle sewing equipment like shears and needles?

- A. Ensure tools are handled and stored safely to prevent injury
- B. Let any untrained staff use them
- C. Leave them lying around after use
- D. Share them without cleaning

Q18. What is the correct first step when a fire breaks out in the boutique?

- A. Alert others and use the fire extinguisher or evacuate as trained
- B. Continue working
- C. Try to save merchandise first
- D. Wait for someone else to act

Q19. What is the primary goal of PwD sensitisation at the workplace?

- A. Ensuring accessibility and equal treatment for all employees
- B. Assigning PwD staff to isolated roles
- C. Ignoring PwD-related workplace needs
- D. Limiting PwD staff interactions with customers

Q20. What should be done immediately after giving first aid to an injured staff member?

- A. Seek professional medical help promptly
- B. Continue business as usual
- C. Document the incident only, without further action
- D. Wait to see if the injury worsens

DGT/VSQ/N0102 — Employability Skills

Q21. Which quality best reflects good leadership in a Boutique Manager?

- A. Strong organisational, communication and mentoring skills
- B. Making all decisions without team input
- C. Avoiding communication with staff
- D. Focusing only on administrative tasks

Q22. What makes a professional email effective?

- A. Correct grammar, clarity and a polite tone
- B. Informal language
- C. Complex vocabulary
- D. Long, unstructured paragraphs

Q23. Why is adaptability important for a Boutique Manager?

- A. It allows adjusting to changing customer preferences and market trends
- B. It keeps the same strategy regardless of change
- C. It reduces the need for staff training
- D. It only matters during festive seasons

Q24. Which financial document helps assess a boutique's financial health?

- A. Profit and Loss (P&L) Statement
- B. Staff attendance record
- C. Customer satisfaction survey

- D. Stock catalogue

Answer Key

Answer Key: Q1 – A, Q2 – A, Q3 – A, Q4 – A, Q5 – A, Q6 – A, Q7 – A, Q8 – A, Q9 – A, Q10 – A, Q11 – A, Q12 – A, Q13 – A, Q14 – A, Q15 – A, Q16 – A, Q17 – A, Q18 – A, Q19 – A, Q20 – A, Q21 – A, Q22 – A, Q23 – A, Q24 – A.