



**ICSE 2025 EXAMINATION**  
**SPECIMEN QUESTION PAPER**  
**CASHIER**

*Maximum Marks: 100*

*Time allowed: Two hours*

*Answers to this Paper must be written on the paper provided separately.*

*You will **not** be allowed to write during the first 15 minutes.*

*This time is to be spent in reading the question paper.*

*The time given at the head of this Paper is the time allowed for writing the answers.*

*Attempt **all** questions from **Section A** and **any four** questions from **Section B**.*

*The intended marks for questions or parts of questions are given in brackets [ ].*

***Instruction for the Supervising Examiner***

*Kindly read aloud the Instructions given above to all the candidates present in the Examination Hall.*

**SECTION A (40 Marks)**

*(Attempt all questions from this Section.)*

**Question 1**

Choose the correct answers to the questions from the given options.

[20]

(Do not copy the questions, write the correct answers only.)

- (i) Why is time management crucial for entrepreneurs?
- (a) To ensure personal leisure time
  - (b) To efficiently allocate time to various tasks and enhance productivity
  - (c) To impress investors with a busy schedule
  - (d) To avoid hiring too many employees
- (ii) Which of the following pair is not part of 7C's of communication?
- (a) Completeness and Conciseness
  - (b) Consideration and Clarity
  - (c) Concreteness and Courtesy
  - (d) Confinement and Conduciveness
- (iii) Feedback such as "good job" or "you did great", are kind of which feedback.
- (a) Descriptive feedback
  - (b) Specific feedback
  - (c) General feedback
  - (d) Informal feedback
- (iv) By what method can we know that the receiver has understood the message?
- (a) transmitting
  - (b) feedback
  - (c) message
  - (d) listening

(v) **Assertion (A):** Effective communication requires both the sender and the receiver to understand the same message.

**Reason (R):** Feedback from the receiver helps the sender to know if the message has been understood correctly.

(a) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).

(b) Both Assertion (A) and Reason (R) are true, but (R) is not the correct explanation of (A).

(c) Assertion (A) is true, but Reason (R) is false.

(d) Assertion (A) is false, but Reason (R) is true.

(vi) Using abbreviations in communication leads to which type of communication barrier?

(a) Language/ Linguistic

(b) Physical

(c) Cultural

(d) Organisational

(vii) Which of the following is NOT a communication barrier?

(a) Linguistic barrier

(b) Interpersonal barrier

(c) Financial barrier

(d) Organisational barrier

(viii) What does straight body posture show?

(a) Pride

(b) Professionalism

(c) Confidence

(d) Humility

(ix) **Assertion (A):** Noise is an element in the communication process that can distort or interfere with the message being communicated.

**Reason (R):** Noise only refers to physical sounds that disrupt communication.

- (a) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).
- (b) Both Assertion (A) and Reason (R) are true, but (R) is not the correct explanation of (A).
- (c) Assertion (A) is true, but Reason (R) is false.
- (d) Assertion (A) is false, but Reason (R) is true.

(x) Which of the following is not an element of the communication cycle?

- (a) Channel
- (b) Receiver
- (c) Time
- (d) Sender

(xi) Written communication can be classified in which type of communication?

- (a) Non-verbal
- (b) Verbal
- (c) Visual
- (d) None of these

(xii) The abilities to communicate properly are:

- (a) read
- (b) write
- (c) speak
- (d) all of these

(xiii) **Assertion (A):** Time management is crucial for effective self-management.

**Reason (R):** Proper time management ensures that all tasks are completed on time without stress.

(a) Both Assertion (A) and Reason (R) are true, and (R) is the correct explanation of (A).

(b) Both Assertion (A) and Reason (R) are true, but (R) is not the correct explanation of (A).

(c) Assertion (A) is true, but Reason (R) is false.

(d) Assertion (A) is false, but Reason (R) is true.

(xiv) Which of the following is an example of negative feedback?

(a) You can dance better.

(b) Your Dance was good but you can do better.

(c) Your Dance skill is not really good. You have to practice more.

(d) None of the above

(xv) Keeping shoulders straight right and body relaxed is an example of:

(a) Facial Expressions

(b) Posture

(c) Gesture

(d) Eye contact

(xvi) Aural communication is based on \_\_\_\_\_.

(a) Body language

(b) Language and tone of voice

(c) Facial expressions

(d) Listening and Hearing

- (xvii) What is a key component of time management?
- (a) Procrastination
  - (b) Goal setting
  - (c) Multitasking
  - (d) Ignoring deadlines
- (xviii) Which of the following is an example of self-motivation?
- (a) Waiting for someone to tell you what to do
  - (b) Setting personal goals and striving to achieve them
  - (c) Relying on external rewards to get tasks done
  - (d) Complaining about tasks that are not interesting
- (xix) Which of these is a common barrier to effective self-management?
- (a) Clear goal-setting
  - (b) Lack of planning
  - (c) Regular self-reflection
  - (d) Effective time management
- (xx) What is the primary purpose of a business plan?
- (a) To avoid paying taxes
  - (b) To secure funding and provide a roadmap for the business
  - (c) To increase the workload
  - (d) To hire more employees

## Question 2

- (i) Fill in the blanks: [5]
- (a) \_\_\_\_\_ refers to the physical components of a computer system.
  - (b) \_\_\_\_\_ is the skill of managing financial resources and ensuring the profitability of the business.
  - (c) \_\_\_\_\_ is the ability to stay organized and maintain a structured approach to work.
  - (d) Effective communication requires both the speaker and the \_\_\_\_\_ to be actively engaged.
  - (e) The \_\_\_\_\_ is responsible for encoding and transmitting the message in the communication process.
- (ii) State whether True or False [5]
- (a) Deep breathing exercises can help manage stress.
  - (b) Self-management only involves managing time and tasks.
  - (c) Entrepreneurs should always rely on their own instincts rather than seeking advice from others.
  - (d) Nonverbal communication is just as important as verbal communication.
  - (e) Effective communication is only the responsibility of the speaker.

## Question 3

- (i) What role does time management play in working independently? [2]
- (ii) What is the difference between formal and informal communication? [2]
- (iii) What is the main advantage of using cloud storage? [2]
- (iv) Why are green skills important in the modern workplace? [2]
- (v) How does active listening contribute to effective communication? [2]

## SECTION B (60 Marks)

(Answer **any four** questions from this Section.)

### Question 4

- (i) Define cash transaction and credit transaction. [5]  
Provide examples of each.
- (ii) Discuss the advantages and disadvantages of cash transactions compared to credit transactions for businesses. [5]
- (iii) Discuss the impact of technological advancements on cash and credit transactions in modern businesses. [5]

### Question 5

- (i) What are the common reasons why customers miss payments? [5]
- (ii) Discuss the role of ineffective credit management practices in contributing to missed payments. [5]
- (iii) Explain the steps involved in reporting customers who exceed their credit limits to credit bureaus. [5]  
What are the implications of such reporting for both the company and the customer?

### Question 6

- (i) Outline the various acceptable methods for customers to make payments to a business. [5]
- (ii) Describe best practices for securely storing payment records and customer financial information. [5]  
What measures should a business implement to protect sensitive data?
- (iii) Describe the role of customer preferences and demographics in determining the optimal mix of payment methods for businesses. [5]  
How can businesses tailor their payment strategies to meet diverse customer needs?



### Question 7

- (i) Discuss the factors that contribute to discrepancies in customer accounts during the reconciliation process. [5]  
How can businesses minimize these discrepancies?
- (ii) Evaluate the role of technology in streamlining the reconciliation of customer accounts. [5]  
How can automated systems enhance accuracy and efficiency in this process?
- (iii) Discuss the challenges businesses may face when reconciling large volumes of customer accounts. [5]  
What strategies can businesses adopt to overcome these challenges?

### Question 8

- (i) Discuss three common reasons why customers return goods. [5]
- (ii) Explain the importance of having a clear refund payment policy for businesses. [5]  
Provide examples to support your answer.
- (iii) How can businesses effectively communicate their refund payment policy to customers? [5]  
Provide strategies and examples.

### Question 9

- (i) Discuss the importance of age verification policies in retail settings. [5]  
Provide examples of age-restricted products and explain the potential consequences of non-compliance with age restrictions.
- (ii) Explain the ethical considerations involved in refusing to sell age-restricted products. [5]  
How can a Company balance legal obligations with customer service?
- (iii) Describe the importance of employee training in the sale of age-restricted products. [5]