

Assessment Evidence Guide
for
**“Assistant Operational
Manager”**
Level-4
(Summative)



**National Vocational & Technical
Training Commission**

Instruction Sheet for the Candidate

Title of Qualification: National Vocational Certificate level 4, in Retail Operations Management (Assistant Operational Manager)	CS Code:	Level: 4	Version: 1
Competency Standard Title: Deliver Services Excellence Manage Inventory Control Carryout Administrative Activates Maintain Store Safety Maintain Store Security Monitor in store display Develop Professionalism Perform Bookkeeping Develop Entrepreneurial Skills Identify and communicate trends in career development	Assessment Date (DD/MM/YY): Time :5 Hours		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	To meet this standard, you are required to complete the following tasks within 5 hours (for practical demonstration & assessment): Assessment Task 1: Candidate is required to prepare general journal as per details given in annexure A as per instruction given by assessor. Assessment Task 2: Candidate is required to prepare cashbook as per details given in annexure per instruction given by assessor. Assessment Task 3: Candidate is required to prepare housekeeping plan for a retail store as per given scenario in annexure B per instruction given by assessor. Assessment Task 4: Candidate is required to Prepare a shrinkage report by using given data in Annexure A as per instruction given by assessor. And complete: Knowledge assessment test (Written or Oral) Portfolios at the time of assessment
Minimum Evidence Required	During a practical assessment, under observation by an assessor, you will complete: Assessment Task 1: Performance Criteria 1: Record Debit Entries in general journal Performance Criteria 2: Record Credit Entries in general journal Performance Criteria 3: Record narration to entries Assessment Task 2: Performance Criteria 1: Record Cash Entries in cashbook Performance Criteria 2: Record Bank Entries in cashbook Performance Criteria 3: Record Expenses Entries in cashbook Performance Criteria 4: Reconcile balances of cashbook

	Assessment Task 3: Performance Criteria 1: Create housekeeping plan for store Performance Criteria 2: Execute housekeeping plan for store Performance Criteria 3: Monitor housekeeping activities in store
	Assessment Task 4: Performance Criteria 1: Identify the damaged/near expiry/expired items/theft Performance Criteria 2: Prepare shrinkage report as per store policies Performance Criteria 3: Communicate shrinkage to management as per store policies Performance Criteria 4: Return the damaged items to relevant supplier/vendor
	Portfolios Folder/files includes evidence of deliver services excellence Folder/files includes evidence of maintain store safety Folder/files includes evidence of maintain store security Folder/files includes evidence of monitor in-store display Folder/files includes evidence of entrepreneurial skills Folder/files includes evidence of internship Performance Criteria 1: Collect feedback from customers to improve future service operations Performance Criteria 2: Prepare service operation framework Performance Criteria 3: Prepare a service recovery framework Performance Criteria 4: Develop loyalty program for stores Performance Criteria 5: Implement operations for service excellence over multiple customer touch points Performance Criteria 6: Solve issues are raised according to store policy. Performance Criteria 7: Report event and its causes to management Performance Criteria 8: Record occupational injury and disease as per store policy. Performance Criteria 9: Provide trainings to staff for facilitation in detection of theft. Performance Criteria 10: Report matter in connection to store security as per store policy. Performance Criteria 11: Make additions or changes to displays adhere to the visual merchandising plan. Performance Criteria 12: Maintain organization's requirements for visual merchandising Performance Criteria 13: Make a marketing plan for the service products, price, placement, promotion, people, packaging and positioning Performance Criteria 14: Breakdown large tasks down into manageable action steps (set time frame). Performance Criteria 15: Create or adopt action plans and follow it. Performance Criteria 16: Set aside appropriate blocks of time for goal related activities. Performance Criteria 17: Analyze, evaluate and improve performance, and report significant issues/problems to senior management

Continued on following page

Assessors Judgment Guide

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT ☐ NOT YET COMPETENT ☐ Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			

Observation Checklist				
Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1 Prepare General Journal as per details given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Record Debit Entries in general journal			
2	Record Credit Entries in general journal			
3	Record narration to entries			
Competent ☐		Not Yet Competent ☐		

Assessment Task 2		Description of assessment task 2 Prepare Cashbook as per details given in annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Record Cash Entries in cashbook			
2	Record Bank Entries in cashbook			
3	Record Expenses Entries in cashbook			
4	Reconcile balances of cashbook			
Competent ☐		Not Yet Competent ☐		

Assessment Task 3		Description of assessment task 3 Prepare housekeeping plan for a retail store as per given scenario.		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Create housekeeping plan for store			
2	Execute housekeeping plan for store			
3	Monitor housekeeping activities in store			
Competent ☐		Not Yet Competent ☐		

Assessment Task 4		Description of assessment task 4 Prepare a shrinkage report by using given data in Annexure A		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Identify the damaged/near expiry/expired items/theft			
2	Prepare shrinkage report as per store policies			
3	Communicate shrinkage to management as per store policies			
4	Return the damaged items to relevant supplier/vendor			
Competent ☐		Not Yet Competent ☐		

Portfolio (if any)		Description of portfolio Folder/files includes evidence of deliver services excellence Folder/files includes evidence of maintain store safety Folder/files includes evidence of maintain store security Folder/files includes evidence of monitor in-store display Folder/files includes evidence of entrepreneurial skills Folder/files includes evidence of internship			
Current ☐		Sufficient ☐	Authentic ☐	Valid ☐	Reliable ☐
Portfolio meet the following performance standards:		Yes	No	Remarks	
1.	Collect feedback from customers to improve future service operations				
2.	Prepare service operation framework				
3.	Prepare a service recovery framework				
4.	Develop loyalty program for stores				
5.	Implement operations for service excellence over multiple customer touch points				
6.	Solve issues are raised according to store policy.				
7.	Report event and its causes to management				
8.	Record occupational injury and disease as per store policy.				
9.	Provide trainings to staff for facilitation in detection of theft.				
10.	Report matter in connection to store security as per store policy.				
11.	Make additions or changes to displays adhere to the visual merchandising plan.				
12.	Maintain organization's requirements for visual merchandising				
13.	Make a marketing plan for the service products, price, placement, promotion, people, packaging and positioning				
14.	Breakdown large tasks down into manageable action steps (set time frame).				
15.	Create or adopt action plans and follow it.				
16.	Set aside appropriate blocks of time for goal related activities.				
17.	Analyze, evaluate and improve performance, and report significant issues/problems to senior management				
Competent ☐		Not Yet Competent ☐			

Annexure A

You commenced business on 1st January, 2019 with a capital of Rs. 100,000 in cash. On the same date you opened the bank account in HBL and deposited Rs. 20,000. During the month of January 2019 the following transactions took place:

- 1) Bought goods for cash 70,000
- 2) Sold goods to Steve Co. (Credit) 38,000
- 15) Sold goods for cash 9,000
- 21) Steve Co. paid by cheque 35,000
- 22) Stationery bill paid by cheque 2,000
- 22) Telephone bill by cash 500
- 31) Paid rent by cash 2,000
- 31) Paid salaries by cash 3,000
- 31) Withdrew cash personal use 5,000

AND

On April 1, 2019, Hassan Sajjad Store Cash Book showed debit balances of Cash Rs. 1,550 and Bank Rs. 13,575. During the month of April following business was transacted. You are required to prepare Cash Book?

April 2019

- 02 Purchased Office Type-Writer for Cash Rs. 750; Cash Sales Rs. 1,315.
- 07 Deposited Cash Rs. 500 to bank.
- 10 Received from A. Hussain a check for Rs. 2,550 in part payment of his account (not deposited).
- 16 Paid by check for merchandise purchased worth Rs. 1,005.
- 20 Deposited into Bank the check received from A. Hussain.
- 22 Received from customer a check for Rs. 775 in full settlement of his accounts (not deposited).
- 24 Sold merchandise to sweet Bros. for Rs 1,500 who paid by check which was deposited into bank.
- 26 Paid creditor a Salman Rs. 915 by check.
- 28 Deposited into Bank the check of customer of worth Rs. 775 was dated 22nd April.

Annexure B

A retail store management is identifying the issues regarding the store's administrative activities. First they listed the store facilities they have which are 20 passages, 5 wash rooms, 10 cash counters, 600 shelves, 30 gondolas, 30 tee stands, 20 rain fall stands, 350 tube lights, 35 ACs, 3 offices, reception area, return/exchange counter, 18 deep freezers, 15 refrigerators, glass walls and glass doors. It has 12 janitorial staff.

The management is trying to make a plan to cut down the expenses as much as possible. As the utilities expense are affecting a lot on the profit margin but the management cannot decrease the equipment from the store. So, to manage the usage of electricity the management decided to use the use the electricity according to the footfall of customers at the store. To manage the electricity load they made the following schedule according to their observation.

- 10% Footfall come at 11:00 am to 1:00 pm
- 05% Footfall come at 01:00 pm to 3:00 pm
- 05% Footfall come at 3:00 pm to 5:00 pm
- 30% Footfall come at 5:00 pm to 7:00 pm
- 50% Footfall come at 7:00 pm to 11:00 pm

Knowledge Assessment

Title of Qualification: National Vocational Certificate level 4, in Retail Operations Management (Assistant Operational Manager)	CS Code:	Level: 04	Version: 01
Competency Standard Title: Deliver Services Excellence Manage Inventory Control Carryout Administrative Activates Maintain Store Safety Maintain Store Security Monitor in store display Develop Professionalism Perform Bookkeeping Develop Entrepreneurial Skills Identify and communicate trends in career development	Assessment Date (DD/MM/YY): Assessment Time: 30 min		

Guidance for Candidate	To complete your assessment for this Competency Standard, you need to answer the questions on the following pages successfully.
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Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Written Assessment Outcome	COMPETENT ☐ NOT YET COMPETENT ☐ Name of the Assessor: Assessor's code: Signature of the Assessor:.....

Question	Candidate's answer
Answer these questions.	
1. What is the importance of delivering services excellence?	
2. What are administrative responsibilities?	
3. How to encourage employers to pursue professional development?	
4. Do you need to perform bookkeeping?	

ANSWER KEY

Sr. No	Candidate's answer
1.	Customer-focused and providing Service Excellence is becoming a significant advantage and performance differentiator for both, private and public organizations. It helps business to win clients in an extremely competitive environment nowadays and it facilitates cost-saving.
2.	Administrative duties are significant in the workplace for secretarial specialists and the role has evolved from the days of simply answering phones. managing diaries scheduling meetings and booking rooms.
3.	Employees who pursue professional development in their careers tend to have higher productivity and job satisfaction. Employers should create opportunities for formal and informal professional development.
4.	Bookkeeping is vital to any business because it makes it so much easier to budget. With your income and expenses properly organized, it's simple to review your financial resources and costs. A budget creates a financial roadmap for your business