



INDIAN SCHOOL AL WADI AL KABIR

Class: XI	Department: Commerce
Worksheet: 02	BUSINESS STUDIES
Topic- DTQs	Chapter 9- INTERNAL TRADE

Q.No.	Questions
1	<p>Trendy World is planning to expand its business. Currently, it operates one large store selling fashion apparel, accessories, footwear, cosmetics, home décor, and electronics. The management is debating two options:</p> <p>Option A: Open similar large stores in 5 other major cities, each offering all product categories with personalized services.</p> <p>Option B: Open 50 smaller outlets across multiple cities selling only fashion apparel at standardized prices with minimal services.</p> <p>Explain the type of business mentioned in both the cases.</p>
2	<p>City Center is a massive shopping complex spread across 10,000 square feet in Mumbai. It is owned and managed by a single company. The mall has clearly divided sections: Section A sells groceries and food items, Section B has clothing and footwear, Section C offers electronics and mobile phones, Section D has books and stationery, Section E has sports goods and fitness equipment, and Section F has furniture and home décor. Each section operates as an independent department with its own purchase manager, sales staff, and separate accounting. The mall offers multiple facilities including valet parking, play area for children, cafeteria, free Wi-Fi, and personal shopping assistance. Customers can shop for everything under one roof. The mall accepts all payment methods and also offers a store credit card with 45 days interest-free credit.</p> <p>Questions:</p> <p>(a) Identify the form of retail organization described in the case.</p> <p>(b) List any FOUR characteristics of this organization based on the information given.</p> <p>(c) State any THREE services/facilities this organization provides to customers.</p> <p>(d) How is this different from a chain store organization? Give TWO points.</p>
3	<p>Laxmi runs a small store near her house in a residential area. Her shop is about 300 square feet and she sells everyday items like bread, milk, eggs, rice, dal, biscuits, soaps, toothpaste, and cold drinks. Most of her customers are people living in the same neighbourhood who visit her shop daily or multiple times a week. She knows most customers personally.</p> <p>Laxmi keeps a notebook where she writes down credit for 10-12 regular customers who pay her at the end of the month. Her shop stocks about 200-250 different products, focusing mainly on fast-moving daily necessities rather than fancy or expensive items.</p> <p>Identify and explain the type of internal trade in detail.</p>

4	<p>ShopRite is located in a large five-story building in the heart of Mumbai. The store is owned by the Mehta Group and operates from a single location. It has separate sections for men's wear, women's wear, children's clothing, electronics, home appliances, groceries, books, toys, and sports equipment. Each section has its own manager who handles purchasing and sales for that department. The store provides services like home delivery, gift wrapping, alterations, and a cafeteria on the top floor. Customers can pay by cash, card, or use the store's credit facility for purchases above ₹5,000. The store employs over 150 people and attracts customers from all over the city.</p> <p>Questions:</p> <ol style="list-style-type: none"> 1. Identify the type of retail organization described above.- Departmental store 2. State any FOUR limitations of this type of organization.
5	<p>Mrs. Sharma runs a general store in a residential colony. Her services include:</p> <ul style="list-style-type: none"> - She keeps her shop open from 8 AM to 10 PM for customer convenience - She sells products in small quantities. - She provides home delivery for elderly customers - She accepts returned products if they are defective - She explains product features to customers and suggests alternatives - She displays products attractively in her shop <p>Questions</p> <ol style="list-style-type: none"> a. Why are retailers like Mrs. Sharma important for customers? Give TWO reasons. b. How does Mrs. Sharma help wholesalers sell their products?
6	<p>SuperSave operates 120 identical stores across 25 cities in India. Every store has the same red and white exterior, identical layout, and displays the same SuperSave logo. All stores are controlled by the head office in Delhi, which makes all major decisions. The company purchases products in bulk—sometimes ordering 50,000 units at once—directly from manufacturers, receiving discounts of 25-30%. All 120 stores receive the same products and sell them at the same price. For example, a 1kg pack of sugar costs ₹45 in every SuperSave outlet across India. The stores operate strictly on a cash and card basis with no credit facility. Individual store managers can only manage daily operations like staff scheduling and store maintenance but cannot change prices or decide what products to stock.</p> <p>Identify and explain any FOUR distinctive features of this type of retail organization with evidence from the case. (Quote lines from the given paragraph)</p>
7	<p>Home Style is a company based in Bangalore that sells home décor items, kitchenware, and handicrafts. The company does not have any physical stores. Instead, they send colourful catalogues to customers' homes every quarter, featuring 500+ products with pictures, descriptions, and prices. Customers can place orders by filling an order form and sending it by post, or by calling a toll-free number, or through their website. Mrs. Sharma from Jaipur ordered a dinner set worth ₹2,500 from their catalogues. She paid through a money order and received her product via courier within 10 days at her doorstep. The company operates from a large warehouse and has a system where customers can return products within 30 days if not satisfied. There are no middlemen involved—customers deal directly with the company.</p> <p>What are TWO advantages and TWO limitations of this type of business for customers?</p>

8	<p>Retailer A: "Mega Mart" occupies a huge building in the city center with different floors for clothing, electronics, furniture, and groceries. It provides credit cards and employs 200 staff members. Each floor operates as a separate unit with its own manager.</p> <p>Retailer B: "Quick Shop" has 80 outlets spread across different cities. All outlets look identical, have the same products at the same prices, and purchasing is done centrally. No credit is given to customers.</p> <p>Retailer C: "Catalogue King" sends product catalogues to homes. Customers order by phone or online, and products are delivered by courier. The company has no retail stores, only warehouses.</p> <p>Describe these retailers on the basis of the following points.</p> <ul style="list-style-type: none"> ➤ Number of locations ➤ Credit facility ➤ Product variety ➤ Customer contact
9	<p>Khanna Electronics, a manufacturer based in Mumbai, Maharashtra, sells LED televisions. In March 2025, the company made the following sales:</p> <ol style="list-style-type: none"> 1. Sold 50 TVs to a retailer in Pune, Maharashtra for ₹10,00,000 2. Sold 30 TVs to a distributor in Bangalore, Karnataka for ₹6,00,000 3. Imported electronic components from China worth ₹2,00,000 <p>Assuming LED televisions fall under the 18% GST slab:</p> <p>Questions:</p> <ol style="list-style-type: none"> a) Which type of GST (CGST/SGST or IGST) will be applicable on each of the above transactions? b) Explain the features and benefits of GST.
10	<p>Mr. Kumar owns a large wholesale business of stationery items. He provides the following facilities:</p> <ul style="list-style-type: none"> - He buys notebooks, pens, and pencils in huge quantities (10,000+ pieces) from manufacturers - He stores these items in his large warehouse - He provides credit facilities to retailers who can pay him after 30 days - He delivers goods to retail shops across the city - He gives advice to retailers about which products are selling well in the market <p>Questions:</p> <ol style="list-style-type: none"> a. List any THREE services that Mr. Kumar provides to retailers. b. How does Mr. Kumar help manufacturers?