

GEOTAGGED PHOTO





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26/01/25 08:52 PM GMT +05:30

QUESTIONNAIRE

1. How do you currently manage inventory in your grocery store?

Solution: We manage inventory systematically using a stock management system. Each product has a predefined Minimum Base Quantity (MBQ). When stock levels drop below the MBQ, an automatic restocking request is sent to the supplier, ensuring timely replenishment and preventing stockouts.

2. What challenges do you face in tracking stock levels and reordering products?

Solution: Our automated system helps track stock levels efficiently, but occasional challenges arise when suppliers delay shipments or when there are sudden spikes in demand. We monitor these patterns and adjust the MBQ for frequently purchased products to reduce shortages.

3. How do you gather information about customer preferences and shopping habits?

Solution: We track sales data and customer purchase history through our system. This allows us to identify best-selling products, seasonal trends, and customer preferences. We also collect feedback directly from customers to improve our stock selection.

4. Do you offer any form of online shopping, and if so, what challenges do you face?

Solution: Yes, we offer online shopping with home delivery and in-store pickup options. Managing real-time stock updates across both online and offline platforms can be challenging, but we synchronize inventory data to prevent overselling or stock mismatches.

5. How do you manage deliveries, and what logistical issues do you encounter?

Solution: We have a delivery management system that assigns delivery slots and tracks orders in real-time. Challenges include route optimization, ensuring

perishable goods remain fresh during transit, and managing high delivery demands during peak hours.

6. What payment methods do you currently accept, and how secure are they?

Solution: We accept multiple payment methods, including cash, credit/debit cards, UPI, and digital wallets. Our system integrates with secure payment gateways to ensure encryption and fraud protection, reducing risks associated with online transactions.

7. How do you handle customer inquiries and complaints?

Solution: We have a dedicated customer support system that allows customers to reach us via phone, email, and live chat. Complaints are logged into our system, and each query is tracked until resolution, ensuring timely responses and improved customer satisfaction.

8. How often do you update your product catalog, and how do you decide on the products to stock?

Solution: Our product catalog is updated regularly based on sales data, seasonal demands, and supplier availability. The system suggests adding or removing products based on customer demand and purchasing patterns.

9. What marketing strategies do you use to attract and retain customers?

Solution: We use digital marketing, personalized promotions, and loyalty programs. Customers receive targeted discounts based on their shopping history, and we send promotional offers through SMS, emails, and mobile app notifications.

10. Are you open to adopting new technologies to improve your operations, and what concerns might you have?

Solution: Yes, we are always looking for ways to improve efficiency. Our main concerns include ensuring smooth integration with existing systems, training

staff to adapt to new technologies, and managing implementation costs while maintaining business continuity.