

NOS	PC	Difficulty Level	Questions	Choice 1	Choice 2	Choice 3	Choice 4	Answer
<b>HC/N0108</b> <b>Record guest details for registration</b>	PC8. collect information and documents from new guest or recheck of repeat guest, the details required for guest registration as per organisation's standards and government rules	Medium	Which of the following documents should not be taken as address proof?	Permanent Account Number(PAN) Card	Aadhaar Card	Voter Card	Driving License	Choice 1
	PC1. greet the customer as per organization's guideline on arrival at hotel	Easy	What should you do as soon as customer enters the hotel?	Ask him/her the room preference	Ask him/her the check-out time	Greet him/her	Ask him/her for the identity proof	Choice 3
	PC13. return the original document immediately after scanning or copying	Difficult	When should the documents taken as the address proof be returned?	At the time of check-out	After few hours of check-in	Do not return them	At the time of check-in after scanning	Choice 4
<b>THC/N0109</b> <b>Follow check- in procedure and allot room</b>	PC6. offer discounts within the limit advised by management, to retain the guest	Easy	What should you do if, the guest is asking for the discount which is beyond your limits?	Inform your manager	Inform your colleagues	Ask the guest to leave	Inform the owner of the hotel	Choice 1
	PC18. upgrade the guest to a superior room type if the requested room is not available	Medium	What should you do if, the room selected by the guest at the time of advance booking is not available at the time of check-in?	Ask him/her to leave the hotel	Upgrade him/her to the superior room	Suggest him/her another hotel nearby	Ask the existing guest in the room to check-out	Choice 2
	PC23. convert enquiry to sales	Easy	How can you convince a walk-in customer to have a stay in your hotel?	By telling the guest about the services and facilities offered by the hotel	By talking rudely to the guest	By ignoring the guest	By forcing the guest	Choice 1
<b>THC/N0107</b> <b>Attend to guest queries</b>	PC3. coordinate with different department such as housekeeping, food & beverage, to fulfil guest requirement	Easy	Which department should be contacted if the air conditioner in the guest's room is not working?	Security Department	Food and beverages Department	Housekeeping Department	Maintenance Department	Choice 4
	PC8. attend and respond to the clarification requested on operation of any equipment / controls inside the room	Medium	What should you do if the guest asks you about the operation of an electric kettle in his/her room?	Ask him/her to read the user manual	Ask him/her to come to the front office desk	Go/Send someone to his/her room and demonstrate the working of kettle	Ask him /her not to use it	Choice 3
<b>THC/N0110</b> <b>Perform cashiering activities</b>	PC13. prepare the bill under company name and mention details if the payment is directly done by the corporate entity	Medium	What should be the name on bill if, there is a corporate booking?	Guest's name	Guest's Company name	Hotel's Owner name	Manager's name	Choice 2
	PC9. ensure guest signature is present on all invoices	Easy	Whose signature should be taken on the hotel room invoice?	Hotel owner's signature	Manager's signature	Guest's signature	None of the given options	Choice 3
	PC19. handle credit / debit cards in front of the guest and return the card after the transaction	Easy	Where should the credit/debit cards transactions be done?	In front of your colleagues	In front of hotel owner	In front of the manager	In front of the guest	Choice 4
	PC29. do daily accounts tally of cash at vault and reconcile	Easy	When should you tally the cash?	End of the day	Once in a week	Once in two days	Once in a month	Choice 1
<b>THC/9901</b> <b>Communicate with customer and colleague</b>	PC31. avoid interrupting the customers while they talk PC22. communicate with the customers in a polite, professional and friendly manner	Medium	Which of the following should be avoided while talking to a customer?	Respecting the customer	Interrupting the customer in between	Talking to the customer politely	Greeting the customer	Choice 2
	PC28. understand the customer dissatisfaction and address to their complaints effectively	Easy	How should you react, if the customer is complaining about poor housekeeping services?	Start arguing with the customer	Do not listen to the complaint	Apologize to the customer	None of the given options	Choice 3

	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.	Difficult	When should you reply to customer's email?	At end of the day	As soon as you receive the email	At the end of the week	Do not reply the email	Choice 2
	PC9. aim to achieve smooth workflow	Easy	How can you achieve smooth flow at your workplace?	By coordinating with all the departments properly	By not talking to other department's employee	By not passing information on time	By arguing with co-workers	Choice 1
<b>THC/N9902</b> <b>Maintain customer-centric service orientation</b>	PC16. learn to read customers' needs and wants	Easy	How can you read customer's needs and demands? A. By asking him/her directly B. By involving him/her in a conversation	Only A	Only B	Both A and B	Neither A nor B	Choice 3
	PC11. ensure clarity, honesty and transparency with the customers	Medium	Which of the following will <b>NOT</b> help you to gain a customer's trust?	Cheating	Honesty	Transparency	Respect	Choice 1
<b>THC/N9903</b> <b>Maintain standard of etiquette and hospitable conduct</b>	PC4. address the customers in a respectable manner	Easy	How should you address the customer?	By addressing him/her 'Brother/Sister'	By addressing him/her with his/her first name	By addressing as 'Sir/Ma'am'	By addressing him/her as 'Uncle/Aunt'	Choice 3
	PC13. listen attentively and answer back politely	Easy	In what manner should you reply to a customer?	Politely	Rudely	Disrespectfully	Aggressively	Choice1
	PC14. maintain personal integrity and ethical behaviour	Difficult	Which of the following can offend a customer?	Questions related to the hotel services	Questions related to the staff behaviour	Question related to his/her religion	Questions related to the stay in hotel	Choice 3
<b>THC/N9904</b> <b>Follow gender and age sensitive service practices</b>	PC6. maintain compliant behavioural etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.	Easy	Which of the following is the correct procedure to enter in a female guest's room?	Knock the door & enter	Knock the door & wait for response	Enter without knocking	Do not enter in women's room	Choice 2
	PC18. involve women in the decision making processes and management professions	Medium	Which of following statement is incorrect?	Women play an important role in decision making	Suggestions given by women should never be considered	Suggestions given by women should be considered if, they are helpful	Women should give their opinion without any hesitation	Choice 2
	PC25. ensure safety and security of women at all levels	Easy	Which of these should be provided to female staffs leaving late night from the workplace?	Torch	Transportation facility	Dinner	Mobile phones	Choice 2
<b>THC/N9905</b> <b>Maintain IPR of organisation and customers</b>	PC1. prevent leak of new plans and designs to competitors by reporting on time	Difficult	What should you do if, someone offers you money for sharing your confidential data?	Don't take the money and neither share the data	Take money & share the data	Take money and don't share the data	Don't take money & share the data	Choice 1
	PC3. report IPR violations observed in the market, to supervisor or company head	Medium	Why is it important to report IPR (Intellectual Property Rights) violations?	For protecting your business ideas	For making the company popular	For making money	For defaming other companies	Choice 1
	PC4. read copyright clause of the material published on the internet and any other printed material	Easy	What should be your first step while copying content from internet?	Ask the internet service provider	Ask the Publisher	Read the copyright clause	None of the given options	Choice 3
	PC7. report any infringement observed by anyone in the company	Easy	Who should be reported about any infringement in the company?	Colleagues	Supervisor	Customer	Family	Choice 2
	PC2. be aware of any of company's product, service or design patents	Easy	Copyrights and Patent are two different terms.	True	False			Choice 1
	PC3. report IPR violations observed in the market, to supervisor or company head	Medium	Which of the following is not a IPR (Intellectual Property Rights) violation?	Copying name	Copying sign	Copying tag line	Copying facilities and services	Choice 4
<b>THC/N9906</b> <b>Maintain health and hygiene</b>	PC3. ensure that the trash cans or waste collection points are cleared everyday	Easy	When should the dustbins be cleaned?	Everyday	Once in a week	Once in two days	Once in a month	Choice 1

	PC4. arrange for regular pest control activities at the workplace	Easy	Why pest control is done at regular intervals?	To avoid foul smell	To purify the water	To kill harmful insects	To avoid contamination of food	Choice 3
	PC28. avoid serving adulterated or contaminated food	Medium	What should be checked before serving packaged food?	Date of Manufacturing	Date of Expiry	Sugar Content	Fat Content	Choice 2
<b>THC/N9907</b> <b>Maintain safety at workplace</b>	PC12. store the chemicals and acids in a well-ventilated and locked areas with warning signs displayed	Easy	Which of the following is the sign for Acid Danger?					Choice 1
	PC26. ensure to use personal protective equipment and safety gear such as gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required	Medium	Which of the following you must wear while collecting the pieces of broken glass?					Choice 4
	PC29. ensure availability of general health and safety equipment such as	Medium	Which of the following should not be used in case of fire caused by electric short circuit?	Water	Fire Extinguisher	Sand	Fire Alarm	Choice 1
<b>THC/N9909</b> <b>Learn a foreign or local language(s) including English</b>	PC5. speak without hesitation and fear of being incorrect	Easy	What should be avoided while speaking any foreign language?	Hesitation	Fluency	Proper Pronunciation	None of the given options	Choice 1
	PC3. practice short oral conversations in the language, preferably, with colleagues or fellow trainees	Medium	Which of the following is <b>NOT</b> important to enhance the speaking skills of any foreign language?	Daily practice	Talking with colleagues in that language	Visiting the place from where that language is originated	Learning new words from that language	Choice 3