

Job Role: Counter Sales Executive - (Tourism & Hospitality) Job Role Code: THC/Q0903 Job Role Version: V5.0			Valid Till (Qualification): 30th April 2027			
S.No.	Question Text	Option A	Option B	Option C	Option D	Correct Answer
1	What should you do when a customer shows interest in a product that is currently unavailable?	Inform the customer about any sale or promotional offers available.	Tell the customer to check back later.	Advise suitable alternatives for the unavailable item	Ignore the customer's request for alternatives.	3
2	What is the best way to address customer complaints?	Dismiss the complaint and continue with other tasks.	Ask the customer to leave the restaurant if they are unhappy	Blame other staff members for the issue	Listen to the customer's concerns and respond appropriately	4
3	Once you have generated the Kitchen Order Ticket (KOT), what should you do next?	Keep the KOT for personal records	Give the KOT to the customer for reference	Submit the KOT to the kitchen as per organizational SOP	Wait until the food is prepared before submitting the KOT	3
4	What should you do to ensure that an order meets the customer's specific requirements?	Pass on specific instructions to the kitchen staff to	Ignore the customer's request and follow the standard recipe	Ask the customer to prepare their own order	Inform the customer that customizations are not allowed	1
5	What is an essential step when there are special requests from the customer regarding packaging?	Assume that standard packaging is acceptable	Brief the packaging team about the customer's special request	Inform the customer that special requests cannot be accommodated.	Wait until the order is ready before informing the packaging team	2
6	What information should you provide to the food delivery associate regarding customer orders?	The history of the restaurant's delivery services.	The name of the kitchen staff who prepared the order.	The time it took to prepare the order.	Delivery instructions or special requests from the customer	4
7	What is your responsibility regarding the status of customer orders?	Forget about the order once it leaves the restaurant.	Only track orders that are delayed	Track the status of the order until it is delivered	Rely on the delivery associate to inform you of the status	3
8	While collecting the payment through the credit card what will you ensure?	EDC Machine is working properly	Guest is offered with the merchant copy to sign	Both	None	3
9	How can you identify a mismatch between sales and payments collected throughout the day?	By matching the total sales against payments received through various	By waiting for the finance department to report any mismatches	By assuming there is no mismatch unless notified	By checking the cash register only at the beginning of the day	1
10	All the guest complaints should be recorded and acted upon to achieve the ____?	Guest satisfaction	Resolve guest issue	Improve and audit our services	All of above	4
11	What is the first thing you should do when a guest arrives at the counter?	Greet the guests promptly and appropriately as per the	Ask them what they would like to order immediately	Ignore them until they approach you	Discuss personal matters with your colleagues while they	1
12	What should you do to understand a guest's needs better?	Make assumptions about what they want	Clarify the guest's requirements by asking appropriate questions	Avoid asking any questions to prevent confusion	Tell them to look at the menu for themselves	2
13	What is an important aspect of communicating with guests regarding issues or problems?	Avoid discussing any issues to keep the conversation pleasant.	Build an impersonal relationship to maintain professionalism	Inform guests of any issues or problems beforehand, including any developments involving them	Wait until the guest complains before addressing any problems	3
14	What should you do to enhance the guest experience?	Seek feedback from the guests and incorporate it	Ignore feedback since it may not be important	Only focus on positive feedback and disregard any	Wait for guests to provide feedback	1
15	What all mode a staff can use to pass essential Information	It can be written on paper	By verbal communication	Sign language/symbols	all option are true	4