

Job Role: Customer Service Representative (Meet & Greet) Job Role Code: THC/Q4205 Job Role Version: V4.0			Valid Till (Qualification): 30th April 2027			
S.No.	Questions	Option A	Option B	Option C	Option D	Correct Option
1	As an Customer Service Executive, what is your responsibility towards society ?	A) To maximize profits	B) To minimize waste and promote environmental stewardship	C) To prioritize aesthetics over functionality	D) To disregard societal concerns	B
2	What is the first step a Customer Service Executive (Meet and Greet) should take upon experiencing sexual harassment?	A. Immediately confront the harasser.	B. Seek support from coworkers.	C. Document the incident in writing.	D. Report the incident to HR or the ICC.	D
3	Which element of the 4Ps of marketing primarily focuses on defining the characteristics and benefits of the service provided by a Customer Service Executive (Meet and Greet)?	A) Product	B) Price	C) Place	D) Promotion	A
4	A guest informs you that the transportation vehicle was late and they missed an important appointment. How should you handle this?	A) Apologize and offer to reschedule the appointment for them.	B) Escalate the issue immediately to the transportation department and inform your supervisor to ensure it doesn't happen again.	C) Blame the traffic and move on.	D) Offer a discount on their next trip without escalating the issue.	B
5	In the context of waste segregation, which colored dustbin is intended for organic waste like kitchen scraps and garden trimmings?	A) Yellow	B) Red	C) Green	D) Blue	C
6	A tour that includes visits to historical landmarks, ancient ruins, and significant cultural sites is most likely a:	A) Leisure tour	B) Adventure tour	C) Heritage tour	D) Shopping tour	C
7	A guest asks you about another guest's personal information. How should you respond?	Politely decline to share any personal information about other guests	Share the information as requested	Ask the guest why they need the information	Share the information only if the guest insists	A
8	You notice a coworker taking pictures of confidential documents. What should you do?	Confront your coworker about their actions	Report it to the concerned person in the company	Ignore it and continue with your work	Take pictures of the documents as well	B
9	A guest accidentally leaves their passport at the reception. What should you do?	Keep it safe in your drawer	Inform the guest and keep it securely until they return	Share the information with your friends	Ignore it and wait for the guest to return	B
10	A guest asks you about the financial status of the hotel. How should you respond?	Share the financial details with the guest	Politely decline to share such confidential information	Ask your supervisor for permission to share the information	Share the information only if the guest insists	B
11	You accidentally overhear a private conversation between two guests. What should you do?	Share the details with your colleagues	Respect their privacy and continue with your work	Eavesdrop on the conversation to gather more information	Interrupt the conversation and offer your assistance	B
12	A guest asks for another guest's room number. What should you do?	Politely decline to share the room number	Share the room number as requested	Ask the guest why they need the information	Share the information only if the guest insists	A
13	Communicating and behaving appropriately with all genders and Persons with Disabilities (PwD) is essential for promoting _____ in the workplace.	Diversity and inclusion	Exclusivity	Discrimination	Segregation	A
14	Understanding the difference between job and career and preparing a career development plan with short- and long-term goals is crucial for _____.	Personal hobbies	Academic achievements	Career development	Social media usage	C
15	Following verbal and non-verbal communication etiquette and active listening techniques in various settings is important for developing effective _____.	Leadership skills	Communication skills	Technical skills	Artistic skills	B