

Question No.	Question	Option A	Option B	Option C	Option D	Correct Answer
1	Planning for resource requirements based on reservations helps in avoiding _____.	cost reduction	increased sales	overstaffing or understaffing	employee training	C
2	Distribution of the duties help in which part:	Managing all work	Increasing sales	Guest's dissatisfaction	Reduce workload of the duty manager	A
3	What are the style is include in grooming for the staff?	Profession dress code	Shaving	Daily brushing teeth	All of the above	D
4	If one of your staffs felt bad when you provided feedback. What will do in this situation?	Ask him not feel bad	Tell him that feedback is for improving yourself. It will help in career growth	Ask other staff member to guide him	Neglect this issue	B
5	What role does leadership play in the effective implementation of changes based on team feedback?	Promoting a rigid hierarchy	Ignoring team suggestions	Providing guidance and support	Avoiding organizational goals	C
6	When will you provide the knowledge about events, facilities etc. about the hotel?	Briefing in morning	End of the day	In lunch time	Only in monthly meeting	A
7	Which of the following is a key benefit of regular front office meetings?	Enhanced communication and problem-solving	Increased paperwork	Reduced employee interaction	Longer meeting durations	A
8	How employee satisfaction helps to grow business?	Motivate employee to diligently & with intensity	demotivate the employee	By allowing more flexible work hours	By increasing turnover rates	C
9	Your staff members faced many complaints. He suggested to make report about complaints. What should you do next?	Say thanks for suggestion & deny for making report	Become impulsive with the staff	Say thanks for suggestion & work on suggestion	Be neutral	C
10	Which liquid will be used to clean the floor?	Water and floor cleaner	Oil	Kerosene	Lemon juice	A
11	A tidy front desk helps create a positive _____ for guests.	impression	workload	distraction	inconvenience	A
12	How will you ensure that there are sufficient stock in the hotel for working effectively?	Only asking from head	By taking feedback from guest	Proper monitoring	By checking report of last year	C
13	Providing discounts to the guest helps in:	Increasing no. of guest	Decreasing no. of guest	Make happy to employees	Increasing facilities to for the guest	A
14	What is an effective way to keep staff informed about promotional activities?	Sporadic emails	Regular meetings and updates	Relying on word of mouth	Avoiding discussions about promotions	B
15	A guest arrives at the hotel for check-in, but their reservation details are missing from the system due to a technical glitch. What should the front desk staff do?	Deny check-in until the system is fixed	Allow the guest to check-in using alternative documentation	Ask the guest to wait until the next available room is ready	Tell the guest to come back later	B