

Question No.	Question Text	Option - 1	Option - 2	Option - 3	Option - 4	Correct Answer
1	Which is not an example of soft services required by a client?	Catering	Air -conditioning	Landscaping	Decoration of premises	2
2	What is the first step in assessing the operational needs of a client's facility?	Reviewing the client's maintenance budget	Understanding the client's operational hours and peak activity times	Inspecting security systems in place	Conducting a survey with facility employees	2
3	What is a service gap?	Inability to provide any service	Time-lapse in providing service	Difference in the expected quality of service and the actual service quality	None of the above	3
4	Workers have to refer to _____ to understand their duties and department	Service contract	Duty roster	Work Order	Any of the above	2
5	A facility management program does not involve _____	Establishing processes	Integrating Technology	Maintenance and Operation	Employee retention techniques	4
6	_____ is maintenance performed on	Periodic maintenance	Preventive Maintenance	Corrective maintenance	Condition-based maintenance	1
7	What can be done to avoid failure of equipment and facility?	Repair them when they get shut	Follow a proper maintenance schedule	Replace all the equipment if any fault is reported	Record their performance daily	2
8	To overcome the situation of budget overrun while executing any project, you should ____	Use contingency fund	Lay off the workers to save money	Compromise on service quality	Change the plan	1
9	Work efficiency means _____	performing activities with the minimum wastage of resources	ability to produce a desired result with a minimum of effort and expense	Both 1 and 2	None of the above	3
10	_____ is used to show how much stock you have at any one time and how you keep track of it.	Inventory control report	Stock keeping unit	Item list	Warehouse list	1
11	What should be kept in mind while implementing cost-cutting initiatives?	No change in budget	No change in revenues/earnings	No Compromise in Quality	No improvement in Employee efficiency	3
12	In case of a client complaint	Receive and React	Receive, react and rework	Receive and return to routine	Return and record	2
13	To ensure that the staff of the vendor delivers the services as per required standards:	Vendor's staff must be trained regularly to understand service standard	Regularly checking the services offered at the client's place	Sharing proper SOP with the vendor	All the above	4
14	With whom we must coordinate for the allocation of workers	Security	Housekeeper	supervisors	client	3
15	All invoices from vendors must be	Checked for any discrepancy	Submit as it is	It's not our scope	Forward to supervisor	1