
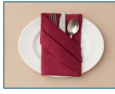











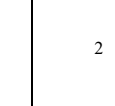


Job Role: Food & Beverage Service Assistant Job Role Code: THC/Q0307 Job Role Version: V4.0			Valid Till (Qualification): 31st January 2027			
S.No.	Option A	Option B	Option C	Option D	Option D	Correct Answer
1	The napkins on the table should be placed like-					2
2	What is the best way to greet a customer?	Show the way towards the table	Smile and let them enter	Smile while greeting	Let customer find a table and sit	3
3	If food ordered by the customer is unavailable, on that case what would you do?	Suggest similar another item	Suggest what you like the most	Say we will not serve it	Order from nearby and serve it	1
4	While receiving the card payments from the customer, one should not forget to-	Ask for the pin code of card	Sanitize the swap machine	Take signature on the statement generated	Ask for the phone number and address of the customer	3
5	Once the guest clears the table, how should you maintain it for next customer?	Clear, clean and refill the required things on the table	Change the table cloth	Clean the surrounding	Keep flowers on the table	1
6	There is a crowded table and only one staff is serving who is looking very confused. How you should help her/him to maintain the outcome?	Stand aside and see what happens	Carry on with your work	Ignore	Join her to help	4
7	Which of the following can mean that you are putting team over individual goals?	Helping your colleagues wherever possible	Constant criticism of team members	Making personal comments on colleagues	Avoiding interaction with colleagues	1
8	Which of the following can adversely affect the quality of work to be delivered?	Quality checks	Following quality management policies	Use of standard work guidelines	Lack of standard Operating Procedures	4
9	If the customer orders for a cocktail, which type of glasses should you serve with?					1
10	Once the guest clears the table, how should you maintain it for next customer?	Clear, clean and refill the required things on the table	Change the table cloth	Clean the surrounding	Keep flowers on the table	1
11	If you find this kind of ketchup bottles at the table what should you do? 	Inform the supervisor	Let it empty	Do not do anything	Replenish	4
12	If a special dish is made what is the best way to highlight it to the customers? 					2
13	What is the best way to greet a customer?	Show the way towards the table	Smile and let them enter	Smile while greeting	Let customer find a table and sit	3
14	If food ordered by the customer is unavailable, on that case what would you do?	Suggest similar another item	Suggest what you like the most	Say we will not serve it	Order from nearby and serve it	1
15	Which of the following indicates good maintenance of personal hygiene?	Clean teeth	Long nails	Unwashed hair	Body odour	1