

Job Role: Front Office Assistant
 Job Role Code: THC/Q0110
 Job Role Version: V4.0

Valid Till (Qualification): 31 January 2027

Sr. No.	Questions	Option A	Option B	Option C	Option D	Correct Answer
1	Which of these duties falls under the purview of a Assistant in front office?	Assist in front office operations	Assist in bell desk activities	Communicate effectively with guests, colleagues and superiors	all of these	D
2	Which of them fits into the 5S approach?	sort	set in order	shine	all of these	D
3	While taking calls, front desk employees have the chance to give a polished and favorable impression of the hotel.	TRUE	FALSE			A
4	There must always be a response on the phone within _____ rings.	one	two	three	four	C
5	Which division makes use of the report for pick-up and drop?	housekeeping department	front desk	travel desk	security department	C
6	The responsibility and accountability for making sure the right guest receives the key to his room rests with the staff at the _____.	housekeeping staff	front desk	security staff	kitchen staff	B
7	During the night audit, vouchers are kept on a voucher rack for future reference and verification.	TRUE	FALSE			A
8	Who is the first person a visitor meets when they check into a hotel?	housekeeping staff	front office Assistant	maintainance staff	kitchen staff	B
9	Hotels classify and charge their rooms according to _____.	bed type	number of guests	specific amenities	all of these	D
10	At an event, how would you make your attendees feel unique?	make you event feel special	personalization	use flowers	all of these	D
11	The rates offered to guests for a room utilized for no more than six hours per day are specified in _____.	day use rate	half day rate	both (a) and (b)	none of these	C
12	In any season, which of the following would aid in controlling the flow of guests?	display positive body language	greet and appreciate those who wait in the reservation queue	decide the order of the treatment	all of these	D
13	In a hotel, _____ is used as a tool for gathering products. It is particularly useful for moving laundry supplies from the storerooms to the guest rooms and vice versa.	hand truck	luggage cart	both (a) and (b)	none of these	A
14	Why do certain visitors receive VIP treatment?	social status of the guests	they have to go through special check in procedures	Every hotel needs to have VIP's to run business	All guests should be treated equally	A
15	Which of the following practices is important when providing assistance to persons with disabilities according to organizational policies?	Only offer assistance when asked, without anticipating needs.	Follow organizational policies to ensure the assistance is appropriate and respectful.	Provide assistance in a way that disregards the individual's preferences or needs.	Offer assistance in a way that prioritizes speed over accuracy.	B