

Question Sr. No.	Question Text	Option - 1	Option - 2	Option - 3	Option - 4	Correct Answer
1	Which step involves welcoming the guest with a smile?	Step 1: Check the arrival list	Step 2: Verify the guest's identity	Step 3: Collect guest information	Step 4: Receive and greet the guest	D
2	During the guest check-in process, what is the purpose of creating a guest registration record?	To track the guest's preferences	To maintain a record of guest complaints	To comply with legal requirements	To calculate the guest's total bill	C
3	What is an essential duty of a Guest House Caretaker when attending to guest calls?	Delaying response to guest calls	Ignoring guest calls and letting them go unanswered	Promptly answering guest calls and attending to their needs or queries	Redirecting guest calls to other staff members	C
4	Why is it important for a Guest House Caretaker to check guest preferences and diet restrictions?	To disregard any special dietary needs of the guests	To prioritize convenience over guest preferences	To ensure that guests are provided with suitable food options	To avoid any interaction with guests regarding their food choices	C
5	Why is it important for a Guest House Caretaker to maintain inventory of all ingredients for food preparation?	To neglect the availability of ingredients for cooking	To disregard the need for maintaining stock levels	To ensure that the required ingredients are available for food preparation	To avoid any involvement in the food inventory management process	C
6	Why is it important for a Guest House Caretaker to ensure the appropriate temperature for serving the food?	To prioritize personal convenience over food safety	To disregard the preference of guests regarding food temperature	To maintain the quality and safety of the food being served	To neglect the importance of maintaining food temperature	C
7	Why is it important for a Guest House Caretaker to clean the dining area and table after guests have finished dining?	To prioritize personal convenience over cleanliness	To disregard the cleanliness standards of the guest house	To maintain a clean and presentable dining environment for future guests	To neglect the importance of post-dining cleaning	C
8	Which task is part of the guest check-out process for a Guest House Caretaker?	Checking the availability of room service menu	Assisting guests with luggage during check-out	Preparing the final bill and processing the payment	Providing information about nearby attractions	C
9	Why is it important for a Guest House Caretaker to ensure that all equipment is sanitized before and after use?	To maintain a clean and hygienic environment for guests	To provide entertainment services to guests	To manage guest check-in and check-out processes	To oversee the maintenance of guest rooms	A
10	Why is it important for a Guest House Caretaker to ensure the cleanliness of the ceiling for any cobwebs?	To enhance the aesthetics of the guest room	To prevent electrical hazards	To manage guest inquiries and complaints	To assist with transportation and luggage	B
11	Why is it important for a Guest House Caretaker to ensure the cleaning of light fittings?	To enhance the ambiance of the guest room	To prevent pest infestation	To manage guest inquiries and complaints	To assist with transportation and luggage	A
12	Why is it important for a Guest House Caretaker to ensure surfaces are dry and free of stains or dirt when cleaning is done?	To maintain guest privacy	To enhance the aesthetics of the room	To prevent slip and fall accidents	To manage guest check-out process	C
13	Why is it important for a Guest House Caretaker to ensure the cleanliness and sanitization of furniture in the dining area?	To serve food to guests	To maintain guest records	To complete guest check-out process	To provide a clean and hygienic dining environment	D
14	Who does the guest house caretaker liaise with regularly to ensure the smooth functioning of the guest house?	Plumber, electrician, newspaper agent	Guests during check-in	Housekeeping staff	Tourists and visitors	A
15	Which area of the guest house requires regular replacement of newspapers and latest magazines?	Guest rooms	Dining area	Front lobby	Administrative office	C