






Job Role: Guest Service Associate (Front Office) Job Role Code: THC/Q0102 Job Role Version: V5.0		Valid Till (Qualification): 31 January 2027												
S.No.	Questions	Option A	Option B	Option C	Option D	Correct Answer								
1	Who is responsible for processing room bookings?	Housekeeping	Reservation team	Security	Accounts manager	B								
2	What happens if you don't show up for work on time?	The manager will cancel all bookings	It will not affect operations	Colleagues will handle all your responsibilities	Guests may experience delays in service	D								
3	Match the tasks in column A with their correct descriptions in column B: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Column A (Task)</th> <th style="width: 50%;">Column B (Task Description)</th> </tr> </thead> <tbody> <tr> <td>1. Give a room based on the reservation</td> <td>A) Provide a Vacant Ready (VR) or reserved room for the guest</td> </tr> <tr> <td>2. Handle special guest requests</td> <td>B) Let guests know if rooms are unavailable and suggest the next available date/time</td> </tr> <tr> <td>3. Tell walk-in guests about room options</td> <td>C) Help with special needs, like a wheelchair</td> </tr> </tbody> </table>	Column A (Task)	Column B (Task Description)	1. Give a room based on the reservation	A) Provide a Vacant Ready (VR) or reserved room for the guest	2. Handle special guest requests	B) Let guests know if rooms are unavailable and suggest the next available date/time	3. Tell walk-in guests about room options	C) Help with special needs, like a wheelchair	1 → A, 2 → B, 3 → C	1 → B, 2 → C, 3 → A	1 → A, 2 → C, 3 → B	1 → B, 2 → A, 3 → C	C
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4	Which item should you handover to the bell attendant while vacating the room?	Bathrobe and slippers 	Tea/coffee supplies 	Toiletries 	Room key card 	D								
5	What should you provide when responding to guest queries?	Late replies	Unclear answers	No reply	Correct information	D								
6	When should a guest's room be changed?	When guest is bored with their room	Only if guest stays for more than 2 days	Only if available and requested	Every time housekeeping visits	C								
7	Based on the image, what potential threat is the security personnel looking for? 	Incorrect labeling	Expired products	Hazardous material	Damaged goods	C								
8	When a parcel arrives for a guest, you must immediately enter the details into the	billing system	booking system	logbook	housekeeping log	C								
9	A guest asks about booking a room for next month. How should you respond to provide them with complete information?	Only mention the available room types	Suggest packages and seasonal rates available for their dates	Offer them a special deal without checking the policy	Only confirm the check-in time	B								
10	A guest calls to extend their stay by two days. What is the next step you should take?	Only update the booking system without informing other departments	Inform housekeeping, travel desk, and other departments involved	Only inform the restaurant about the extension	Wait until the original check-out date to inform departments	B								
11	Arrange the steps to inform the guest about the cancellation policy and provide reservation cancellation services in the correct order. 1. Confirm cancellation request. 2. Process the cancellation. 3. Inform the guest about the cancellation policy. 4. Provide cancellation confirmation	3→1→2→4	1→2→4→3	4→2→1→3	1→2→3→4	A								
12	How should you inform a guest about a change to their reservation?	Politely inform the guest about changes and confirm new details	Send an email without confirming receipt	Wait until the guest arrives to inform them	Only notify the guest if there is an additional charge	A								
13	Arrange the steps to identify guests' dissatisfactions and address complaints effectively in the correct order. 1. Listen to the guest's complaint. 2. Apologize and reassure the guest. 3. Identify the cause of dissatisfaction. 4. Provide a solution or escalate if necessary	1→2→3→4	2→1→3→4	4→2→1→3	1→3→2→4	D								
14	When a parcel arrives for a guest, you must immediately enter the details into the	billing system	booking system	logbook	housekeeping log	C								
15	A guest asks about booking a room for next month. How should you respond to provide them with complete information?	Only mention the available room types	Suggest packages and seasonal rates available for their dates	Offer them a special deal without checking the policy	Only confirm the check-in time	B								