

Job Role: Guest Service Associate Elective 1 - Food & Beverage Service Associate Job Role Code: THC/Q0301 Job Role Version: V4.0			Valid Till (Qualification): 31 January 2027			
S.No.	Questions	Option A	Option B	Option C	Option 4	Correct Answer
1	The optimal temperature for a dining area is _____.	27 to 45 degrees Fahrenheit	46 to 58 degrees Fahrenheit	69 to 72 degrees Fahrenheit	82 to 99 degrees Fahrenheit	C
2	How would you respond to an irate customer in the bar?	demonstrate empathy and apology, maintain a cool tone, and establish trust	ignore angry guests	demand the guest to leave at once	call the police and file a complaint	A
3	If a patron expressed distaste for the dish, how would you respond?	ask him not to visit again	should at the guest	apologize for the poor experience and ask for the feedback for the improvement	ignore	C
4	When you approach his table, one of the guests asks, "What is the dish of the day?" Which of these answers would you give?	I will give the menu to the guest	I will give the list of ingredients used in the dish	I will inform the guest on the portion size of the dish	I will tell the name of the dish of the day	D
5	You solely provide vegetarian fare at your restaurant. In the event that a client asked for non-vegetarian meals, how would you respond?	get non-vegetarian meals from other restaurants for the guest	Inform the guest that your restaurant is a 100% vegetarian	make them leave	serve vegetarian food	B
6	How would you make sure that cocktails are made in an economical way?	use more ice	use unnatural flavorings	ask for guest's preferences	Stick to agreed recipe	D
7	As the food runner, what should you do first when you receive the food docket?	repeat the food docket to the food attendant	Check the accuracy of the docket	ensure the chef receives the docket	ensure the chef has called it correctly	A
8	How should the leftovers be prepared?	dump the food	serve the leftover to other guests	parcel and take it home	re-cook and serve others	A
9	Select the food scrap that is not advised for composting at all.	Fat based foods	Unbleached paper napkins	Coffee filters	Eggshells	A
10	What is meant by "restaurant service" in your mind?	providing clean facilities	servicing healthy and tasty food	providing best in class guest experience	All of these	D
11	The ideal music volume for a restaurant is _____.	at low noise level somewhere between 25 and 40 decibels.	at comfortable noise level somewhere between 75 and 80 decibels.	at high noise level somewhere between 100 and 150 decibels.	none of these	B
12	It is your responsibility as a F&B associate to smile and confirm the guest's reservation. While escorting the guest to their table, what further complementing action would you take?	provide the guest with the waiting time	escort them to their table	address the guest by name and reconfirm the details of reservation	hand them the menu	C
13	How does one properly attend to an aging couple?	ensure to provide them seats that are comfortable for elderly and also offer	serve them as normal guests	charge them extra for their needs	ask them to visit during non-peak hours	A
14	If a customer requests a food that is not on the menu, how would you respond?	ask the chef if he/she can prepare the food, and revert to the customer	apologize for not having the dish as part of the menu and guide the guest politely to choose a different dish	deny guest's request	do not entertain	B
15	Which of these meals would you suggest to a guest who has requested something non-spicy?	Spicy vegetable sandwich	Green chilly sandwich	Masala Sandwich	Cheese Sandwich	D