


Question Sr. No.	Question Text	Option - 1	Option - 2	Option - 3	Option - 4	Correct Answer
1	<p>A guest informs the staff that the air conditioner in the room is not working and requests quick help. What should the staff do first?</p>  <p>The AC in my room isn't working. Can you send someone to fix it quickly?</p>	Tell the guest to wait until the next shift arrives	Ignore the complaint as it is a technical issue	Politely acknowledge the request and arrange for maintenance support	Ask the guest to fix the issue on their own	3
2	Assertion (A): Front office supervisors should offer solutions to guest issues within their authority. Reason (R): Setting a time limit helps	Both A and R are true, and R	Both A and R are true, but R does	A is true, R is false	A is false, R is true	2
3	Guests should be informed about the actions being taken to resolve their complaints.	TRUE	FALSE	Depends on situation	Only if asked	1
4	Maintaining records of guest complaints helps track the _____ of incidents and their solutions.	history	budget	attendance	shift	1
5	Which department is supported during the selection of front office staff?	Finance	HR	Housekeeping	Security	2
6	Coaching and counseling front desk staff mainly helps in ensuring:	Quality operations	Room availability	Sales growth	Inventory control	1
7	Supervising front desk operations helps ensure an optimal level of:	Service and hospitality	Revenue generation	Maintenance work	Staff leave planning	1
8	<p>Case: A front office supervisor reviews punctuality records, guest handling behavior, and daily task completion of staff members before providing ratings.</p> <p>Question: Which activity is the supervisor performing?</p>	Supervising daily operations	Evaluating job performance	Monitoring corrective actions	Reviewing guest feedback	2
9	A front office associate collects advance payment but forgets to present the receipt to the guest as per hotel standards. Which responsibility was not followed?	Preparing advance receipt	Presenting receipt to the guest	Updating PMS	Collecting payment	2
10	Which system should have all updated bills before guest check-out?	Logbook	PMS	Voucher file	Cash register	2
11	Along with the master bill, which documents must be shown to the guest for review?	Attendance sheet	Signed vouchers from departments	Shift report	Inventory list	2
12	Payment should be collected as per agreed tariff and applicable _____.	uniforms	discounts and taxes	staff policy	room category	2
13	After closing a guest account, the associate updates payment details in PMS and informs the next shift executive. Which PCs are being followed?	PC6 and PC8	PC12 and PC15	PC9 and PC10	PC13 and PC14	2
14	Assertion (A): Payment details must be updated in PMS or manually after check-out. Reason (R): Proper handover helps ensure continuity between shifts.	Both A and R are true, and R explains A	Both A and R are true, but R does not explain A	A is true, R is false	A is false, R is true	2
15	Advance payment receipt must be checked before preparing the final bill.	TRUE	FALSE	Only for cash payments	Only for long stays	1