

Job Role: Pantry Assistant
 Job Role Code: THC/Q6011
 Job Role Version: V4.0

Valid Till (Qualification): 30th April 2027

S.No.	Questions	Option A	Option B	Option C	Option D	Correct Answer
1	In what tone should you effectively communicate with your guests?	As per your mood	In a rude tone	Politely	None of these	C
2	State whether this statement is true or false? A smile alone does not guarantee excellent guest service, but excellent guest service almost always starts with a smile.	TRUE	FALSE			A
3	What 3 other items are always served with tea or coffee?	Milk, sugar and the bill	A full selection of sugar, milk/cream and a petit four or equivalent	Milk, sugar and water	None of these	B
4	What temperature should the french fries be cooked at before they are served to a guest/customer?	300 degrees	200 degrees	335 degrees	100 degrees	C
5	Within how many minutes do you clear the dishes once all the guests have finished their meals?	2 minutes	3 minutes	5 minutes	10 minutes	B
6	When the guests arrives, the first thing you should do is have them wait in the lobby for you while you get everything ready.	TRUE	FALSE			B
7	When greeting and seating a guest, you should ascertain guest's surname and use it at least once in interaction	TRUE	FALSE			A
8	What are the appropriate things to say to communicate well with the guests?	Please, 'Thank you' and "Hey, How are you"	Please, 'Thank you' and "May I suggest"	Please, 'Thank you' and "Cool"	All of these	B
9	In what tone should you effectively communicate with your guests?	As per your mood	In a rude tone	Politely	None of these	C
10	Which of the following things will ensure that guest are satisfied all the time?	Guest should be attended at every instance of their request.	It is not necessary to assist on their every query.	Guest should be ignored when you are not in mood to interact	None of these	A
11	What do you mean by teamwork?	Setting out alone	Taking control of the team to do your work	Working with the team to get what everyone wants	Creating problems for everyone	C
12	Which of the following is not an effective way to identify customer needs?	Effective use of feedback and other information to make effective decision	Look for different ways to record customer feedback	Educate about the variety of products available	Communicate effectively with the customers	C
13	Personal grooming is an extension of:	Public hygiene	Personal hygiene	Personal development	Professional ethics	B
14	Final responsibility for the cleanliness and overall appearance of dining area and meeting rooms usually rests with:	The general manager.	The convention services staff.	The banquet staff.	The housekeeping staff	D
15	How are Chemical waste materials to be stored for disposal?	In separate containers, each labeled with the contents and identified as waste.	Mixed with other materials in one container, labeled with a list of the contents and identified as waste.	In original containers only and identified as waste.	none of these	A