


Job Role: Team Travel Incharge  
 Job role Code: THC/Q4304  
 Job role version: 3.0

Valid till (qualification): 30/04/2027

S. No.	Questions	Option A	Option B	Option C	Option D	Answers
1	Fill in the blank. A work plan is essential for ensuring that the team operates efficiently by allocating _____ effectively.	responsibilities	meetings	projects	feedback	A
2	Fill in the blank. As a Team Travel Incharge, it is important to ensure that all team members follow _____ to maintain consistency and quality in their work.	personal preferences	standard procedures	spontaneous actions	informal guidelines	B
3	As a Team Travel Incharge, which of the following should be included in an effective orientation program for new team members?	Daily task assignments	Personal achievements	Company history and culture	All of the answers	C
4	Which of the following is NOT a key element of a work plan?	Budget allocation	Timeline	Team roles	Personal opinions	D
5	Which of the following is a key characteristic of effective feedback?	Clear	Specific	Actionable	All of the answers	D
6	Fill in the blank. Performance appraisals should be conducted _____ to ensure employees receive timely feedback.	every five years	only when issues arise	annually or semi-annually	randomly	C
7	Which tool is most effective for managing client meeting schedules?	Digital calendar	Scheduling software	Both a and b	None of the answers	C
8	Which of the following is a key factor when delegating tasks?	Random task allocation	Task difficulty only	Team member's availability	Ignoring skill sets	C
9	You notice a decline in team morale and communication. What would be the best action to take?	Hold a meeting to discuss team concerns, gather feedback	Ignore the situation and continue as usual	Suspend the team until morale improves	Assign additional tasks to everyone without explanation	A
10	Why should conflicts in the team be resolved quickly by the Team Travel Incharge?	To ensure personal relationships remain unaffected	To avoid difficult conversations	To avoid a formal report	To improve team collaboration and performance	D
11	What is a key indicator of high-quality client service delivery?	High cost of services	Positive feedback and repeat clients	Long response times	Minimal interaction with clients	B
12	What is an essential characteristic of an effective team-building activity?	It should only focus on technical skills	It should involve only a small number of team members	It should be performed individually	It should encourage communication, trust, and cooperation	D
13	Fill in the blanks Incorporating GDS platforms like Amadeus and Galileo into travel operations helps _____ by providing real-time access to inventory and automated processes.	increase productivity and reduce errors	complicate booking procedures significantly	rely solely on manual workflows	limit access to travel options	A
14	Fill in the blanks: Ensuring the latest ticketing, visa, and insurance processes are followed requires _____ for compliance.	limiting guideline access	avoiding process monitoring	using outdated procedures	regular audits and updates	D
15	Look at the image and identify the OTA site to book tickets for trains, flights hotels, and car rentals. 	Booking.com	Make my trip	Expedia	Agoda	B