

S.	Questions	Option 1	Option 2	Option 3	Option 4	Answer
1	What information should be obtained from customers to arrange transportation?	Travel plan, dates, destination	Vehicle preference and special request	Special requests only	Driver details	1
2	A customer requests a vehicle for a business trip. What information do you need to ask the customer?	Number of passengers, vehicle preference	Vehicle preference and special request	Duration of trip	Preferred route	2
3	What is the first step when reviewing transport schedules to accommodate a customer's travel plan?	Check availability of vehicles	Confirm vehicle type	Match schedule with travel dates	Coordinate with the driver	3
4	What should be included in the briefing to the customer regarding fares?	Fare and applicable charges	Vehicle schedule and route	Driver information	Booking details	1
5	When briefing the driver about a booking, include details such as	Pick-up location and time	Special requests from the customer	Vehicle inspection details	Driver's shift schedule	1
6	What should be checked to ensure the vehicle is safe for travel?	Vehicle papers, safety gear	Vehicle condition, safety standards	Driver license, inspection logs	Service records, maintenance checks	2
7	What is the key factor in ensuring a vehicle leaves the garage on time?	Vehicle readiness, driver punctuality	Vehicle maintenance checks	Traffic conditions	Customer preferences	1
8	After the journey, what document should be given to the customer?	Customer feedback	Service report	Vehicle maintenance record	Payment receipt	4
9	What action ensures the vehicle is maintained in a timely manner?	Update vehicle documents	Schedule regular maintenance	Coordinate with service providers	Check insurance papers	2
10	It is important to check that all vehicles meet	Security and operational standards	Driver schedules	Customer feedback	Maintenance logs	1
11	What is required for vehicle papers and documents to comply with legal standards?	Check legal documents and licenses	Ensure insurance validity	Vehicle registration details	All of the above	4
12	What should defects be reported to the Transport Manager with?	Detailed information	Vehicle registration number	Repair receipts	Driver complaints	1
13	What should be reviewed to ensure transportation paperwork is complete?	Customer complaints	Vehicle condition records	Driver performance logs	Driver logs, trip reports, invoices	4
14	What should be tracked in a vehicle logbook?	Vehicle numbers	Trip details	Maintenance records	All of the above	4
15	Which documents should be maintained for drivers?	Driving license, Aadhar card	Vehicle inspection reports	Customer feedback	Vehicle registration	1