

Job Role: Walk Tour Facilitator Job Role Code: THC/Q4408 Job Role Version: V1.0			Valid Till (Qualification): 5th January 2026			
S.No.	Option A	Option B	Option C	Option D	Option E	Correct Answer
1	What is the appropriate way for a walk tour facilitator to brief guests clearly?	Use informal language and tone	Shake hands and ask personal questions	Use formal language and tone	Ignore the guests until they approach the supervisor	C
2	What is the best way to resolve a guest's dissatisfaction or complaint?	Offer a refund without investigation	Offer a complimentary meal without investigation	Investigate the situation and offer a solution	Ignore the complaint and hope it goes away	C
3	Which of the following is an example of a medical emergency that is related to breathing difficulties?	Acidity	Asthma attack	Headache	Knee pain	B
4	Which of the following is a device that measures wind speed and direction?	Barometer	Anemometer	Thermometer	Rain gauge	B
5	Fill in the blanks form the given options: The _____ is considered as the starting point of the walking tours.	refreshment stop	arrival point	departure point	pit stop	C
6	A guest wants to communicate with you regarding nearby visiting places. What would you do in such a situation?	Speak more than you listen	Let your emotions go out of control	Prioritize two-way communication	Make fun of the guest	C
7	What is the purpose of following a dress code in the workplace?	To showcase individuality	To maintain a professional appearance	To show off fashion sense	To be comfortable in workplace	B
8	Which of the following is the correct personal hygiene practice for the vendors?	Avoid covering their hair	Handle money while serving food	Handle food with the bare hands	Use aprons	D
9	Which of the following is the first step in performing a basic risk assessment of the activity area before starting the walking tour?	Evaluate the risks and take precautions	Determine who might be harmed and how	Identify the risks	Record your findings	C
10	Why is it important to keep the phone numbers of guests and their hotels or places of stay?	To contact them in case of any issues	To avoid building long-term relationships	To limit fostering loyalty	To ignore targeted marketing campaigns	A
11	Why is it important to report any workplace issue to the superior immediately?	To avoid taking responsibility for the issue	To ensure that the issue is addressed and resolved promptly	To protect coworkers for the consequences of the issue	To undermine the authority of the superior	B
12	What type of questions should a walk tour facilitator ask to identify guest's expectations?	Open-ended questions	Closed-ended questions	Personal questions	Any type of question	A
13	What should you do if you feel the dress code in the workplace is discriminatory?	Ignore and do the work	Complain to your colleagues	File a complaint to HR	Quit your job	C
14	Which of the following is the first step in issue management?	Develop resolution steps	Identify	Analyze	Prioritize	B
15	Which of the following is the first step in preparing an emergency checklist of important numbers like police, fire, etc.?	Regularly review and update the emergency contact list	Organize the contact information in a clear and easily accessible format	Ensure the contact information is accurate and up-to-date	Gather relevant contact information for emergency services	D