

NOS	Question	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
THC/N0116: Monitor front office operations	Which of the following will you require on priority for a wedding reservation?	Cutlery	Flowers	Costumes	Grass	Choice 1
	What should you do if you see extra work demand in guest accounting?	Increase the staff	Recruit new team	Distribute work to other departments	Increase wages	Choice 1
	What can you do if an inexperienced but potential member wants to join the team?	Provide courses	Provide training	Instruct them to get experience	Instruct them to join another team	Choice 2
	Which of the following should a front office executive's duty roster include?	Daily reception schedules	Daily call schedules	Handling bank updates	Daily order schedules	Choice 3
THC/N0117: Assist the management to manage financial and administrative aspects of business	With which do we directly compare projected expenditures in the annual departmental budget?	Projected licenses	Projected investments	Projected growth	Projected revenues	Choice 4
	What does identification of process improvement help us achieve?	Financial and service goals	Tours and packages goals	Advertisements and tours goals	Service and campaign goals	Choice 1
	What will happen to the budget if expenditures exceed revenues?	It profits	It surplus	It deficits	It succeeds	Choice 3
	Which of the following factors should you consider to measure Hotel Performance?	Key performance indicators(KPIs)	Main performing indicators(MPIs)	Trial adjustments indicators(TDAs)	National pre-indicators (NPIs)	Choice 1
	What will you do to assess whether risk management is happening properly?	Internal Auditing	Tax proofing	Budgeting	Layout planning	Choice 1
THC/N9902: Ensure effective communication and service standards at the workplace	Which of the following type of harassment includes assault and damage to personal property?	Sexual	Verbal	Physical	Digital	Choice 3
	Arrange the steps in order to be followed for reporting harassment in the workplace.  1. Report the harassment to the concerned party 2. Ask co-workers to also write down and report the incidents 3. Write down dates, places, times, and possible witnesses 4. Keep copies of any records of	5->1->3->2->4	2->1->4->3->5	1->4->5->2->3	3->5->4->1->2	Choice 1

	work performance 5. Check the company's employee handbook					
	Which of the following feedback entails corrective comments about past behavior?	Positive feed-forward feedbacks	Negative feed-forward feedbacks	Negative feedbacks	Positive feedbacks	Choice 3
	Which of the following states the correct etiquette to be followed when communicating with customers?	Avoiding maintaining eye contact	Cultivate an artificial accent	Maintaining a pleasant expression	Utilizing jargons wherever possible	Choice 3
THC/N9910: Ensure to maintain organizational confidentiality and guest's privacy	You recognized that your domain having personal information of guests has been hacked. Which of the following would be the first step to be taken in this case?	Inform affected customers	Test security fix	Identify the source	Address the breach	Choice 3
	Consider a situation where you are required to dispose off confidential information. Which of the following should be done when throwing this paper waste?	Black out confidential information	Shred confidential information	Skim through confidential information	Recycle paper containing confidential information	Choice 2
	You are required to properly dispose of client information. Which of the following ways should you use to dispose paper records?	Shredding	Incineration	Recycling	Burying	Choice 1
	Your hotel set up a few new organizational policies, revenue management policies and marketing strategies. Which of the following actions would you take for prevention of the leak of hard and soft files of the same?  1. Keep the files on front desk and available to all the members of front office 2. Encrypt any files that are present online 3. Protect all the PDFs with passwords 4. Make the cloud storage open for all	1 & 2 only	2 & 4 only	2 & 3 only	1 & 4 only	Choice 3

	You are required to store physical documents that contain confidential information of company. Which of the following would be classified under the company's personal information?	Location	Business card	Performance metrics	Usernames	Choice 3
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	Which equipment is used to clean the corners and back of cushioned sofas?	Vacuum Cleaner	Tong	Skewer	Needle	Choice 1
	After cleaning, what must be sprayed on the carpet to get rid of the foul smell?	Deodorizers	Oil	Wax	Water	Choice 1
	Which of the given task should be performed on the carpet before treating it with chemicals?	Mopping	Dry dusting	Brooming	Air conditioning	Choice 2
	What to do to loosen the dirt from carpets properly?	Sanitize the carpet	Put it in sunlight	Aerate the carpet	Brush and scrub the carpet	Choice 4

Practical		
NOS	Question	Rubrics
THC/N0116: Monitor front office operations	Demonstrate the steps to make the duty roster in excel.	<p>The candidate should:</p> <ol style="list-style-type: none"> <li>1. Open a blank Excel spreadsheet. Click on cell "A1" and type in the name for the roster.</li> <li>2. Click on cell "A2" and type in "Name," "Player Name," "Roster Name," or whatever other name category fits best for the roster. The rest of column "A" will be filled by the names that you want to keep track of.</li> <li>3. Select cell "B2" and enter in another category name. This category can be "position" or "hire date."</li> <li>4. Continue down the second row, adding in as many category names as you want to the roster.</li> <li>5. Click and hold the mouse button on cell "A2," then drag the mouse to the last category name and release the button. Click the "Home" tab at the top of the screen, then click the small arrow next to the "Fill color" button in the</li> </ol>

		Font area of the ribbon. Click on any color to create a fill, giving your roster a color separation between the categories and the entries.
THC/N0117: Assist the management to manage financial and administrative aspects of business	Demonstrate the procedure to prepare monthly revenue report.	The candidate should: <ol style="list-style-type: none"> <li>1. Pick a reporting period</li> <li>2. Generate a trial balance report</li> <li>3. Calculate the revenue</li> <li>4. Determine cost of goods sold</li> <li>5. Calculate the gross margin</li> <li>6. Include operating expenses</li> <li>7. Calculate the income</li> <li>8. Finalize the Income Statement</li> </ol>

Viva		
NOS	Question	Rubrics
THC/N0116: Monitor front office operations	Mention five methods to gain customer feedback.	The candidate should answer: <ol style="list-style-type: none"> <li>1. Emails</li> <li>2. Surveys</li> <li>3. Focus groups</li> <li>4. Digital channels</li> </ol>

<p>THC/N0117: Assist the management to manage financial and administrative aspects of business</p>	<p>Mentions some key performance indicators.</p>	<p>The candidate should answer:</p> <ol style="list-style-type: none"><li>1. Revenue growth.</li><li>2. Revenue per client</li><li>3. Profit margin</li><li>4. Client retention rate.</li><li>5. Customer satisfaction</li></ol>
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