



**Theory**

<b>NOS</b>	<b>Question</b>	<b>Choice 1</b>	<b>Choice 2</b>	<b>Choice 3</b>	<b>Choice 4</b>	<b>Correct Answer</b>
1. THC/N0301: Provide efficient food and beverages service to guests	What is the ideal average room temperature for a dining space?	68 degrees F	60 degrees F	62 degrees F	75 degrees F	Choice 1
	State whether true or false: While laying silverware on table, knives should be placed to the right of the base plate and spoons to the right of the knives.	TRUE	FALSE			Choice 1
	What can be done to maintain the cleanliness of dining area?  1. Sweep and mop the floor 2. Clear the garbage on weekly basis 3. Dusting all the furniture daily 4. Wipe the side stations and host stations	1 and 2 only	2 and 3 only	1, 3 and 4 only	4 only	Choice 3
	Few guests have suggested to improve the ambience of your restaurant dining area. What elements will you consider for the same?  1. Accent lighting 2. Theme décor 3. Loud music 4. Placing outdoor plants in the hall	1 & 4 only	2 and 3 only	3 only	1 and 2 only	Choice 4
	While interacting with guests, language should be maintained as_____.	formal	casual	personal	friendly	Choice 1
	Which of the following is correct for organizing restaurant seats?	Leaving adequate space between tables	Not using room dividers	Using sturdy furniture	Following cluttered arrangement	Choice 1
	Which of the following is correct regarding serving drinks to guests?	Serving children first	Handling glassware near the lip of the glass	Serving guests from the right side	Setting drinks without coaster or napkin	Choice 3
	If a guest made a special request for floral arrangements for a table, who should be handling the request?	Server	Front office	Manager	Bell boy	Choice 3

State whether True or false:  Orders are written on checks and a copy is given to the kitchen.	TRUE	FALSE			Choice 2
What sequence should be followed for listing categories in a menu card?  1. Salads 2. Appetizers or drinks 3. Soups 4. Entrees 5. Desserts	1>2>5>4>3	4>2>5>1>3	2>4>1>3>5	2>3>1>4>5	Choice 1
Which of the following is/are correct upselling techniques for restaurants?  1. Suggest Complementary Items 2. Tell Customers About dish of the day 3. Persuade customers to change order 4. Offer samples	1, 2 and 4 only	2 and 3 only	1 and 2 only	2, 3 & 4 only	Choice 1
Beverages should be served from the _____ side of the guest.	right	any side	left	top	Choice 1
What does this spoon fork placement mean?  	Excellent	Didn't like	Finished eating	Ready for next plate	Choice 4
For eating which of the following food items, is the cutlery shown in the image used?  	Salad	Dessert	Soup	Gravy	Choice 1

	<p>With respect to the removal of used plates from plates, answer the following:</p> <ol style="list-style-type: none"> <li>1. From which sides, should plates be removed?</li> <li>2. Which direction should be followed while removing the plates?</li> </ol>	Left, clockwise	Right, clockwise	Left, anti-clockwise	Right, anti-clockwise	Choice 2
2. THC/N0303: Perform post-dining activities	Which of the following will <b>NOT</b> be mentioned on the bill of any guests?	Dishes ordered	Water bottles used	Beverages ordered	Cutlery used	Choice 4
	A guest complained about overcooked food. Who should be the responsible person to address the complaint?	Front desk	Server	Manager	Chef	Choice 4
	<p>Arrange the following post-dining steps in chronological sequence.</p> <ol style="list-style-type: none"> <li>1. Ask for coffee or tea order</li> <li>2. Clear up the flatware</li> <li>3. Provide finger bowl</li> <li>4. De-crumb the table</li> <li>5. Provide mouth fresheners</li> </ol>	4>2>1>3>5	5>3>1>2>4	1>5>3>2>4	2>3>1>4>5	Choice 1
	Which of the following is NOT supposed to be replenished on the table before the arrival of next guest?	Napkins	Menu cards	Welcome drinks	Condiments	Choice 3
	<p>State whether True or false:</p> <p>Menus should be properly sanitized while preparing the table for next guest.</p>	TRUE	FALSE			Choice 1
	<p>Which of the following should be followed to maintain the cleanliness of the dining table?</p> <ol style="list-style-type: none"> <li>1. Remove food bits</li> <li>2. Wipe the surface</li> <li>3. Sanitize the surface</li> <li>4. Put table cloth on wet table</li> </ol>	1, 2 and 3 only	2 and 3 only	1 and 2 only	2, 3 & 4 only	Choice 1

	<p>Identify the correct operations to be performed at the end of the dining experience.</p> <ol style="list-style-type: none"> <li>1. If some of the food is left on the plates, offer to pack it in takeout containers.</li> <li>2. Leftover or fallen food should be crumbed towards the guest using a crumbing brush and pan.</li> <li>3. Offer finger bowls, towels, etc. as per service design</li> <li>4. Offer mouth fresheners, etc. when the guest stands for leaving.</li> </ol>	1, 3 & 4 only	2 & 4 only	2, 3 & 4 only	1 & 3 only	Choice 3
3. THC/N9901: Communicate effectively and maintain service standards	<p>Guests should be greeted good evening if the time is _____.</p>	3:00 PM	5:00 PM	12:30 PM	1:00 PM	Choice 2
	<p>Who should be reported to if a guest denies to pay the bill?</p>	Manager	Front office	Chefs	Servers	Choice 1
	<p>Which of the following is NOT an appropriate way to address guest's complaint for chipped crockery?</p>	Apologizing for the issue	Blaming the servers	Providing solution	Replacing the faulty item	Choice 2
	<p>You have been noticing a stock and inventory theft for a past few days. Which of the following would be an appropriate solution for the same?</p> <ol style="list-style-type: none"> <li>1. Giving inventory control access to every employee</li> <li>2. Using a verified security system</li> <li>3. Communicating the issue to superiors immediately</li> <li>4. Using CCTV surveillance in the area</li> </ol>	1, 3 & 4 only	2, 3 & 4 only	1 and 3 only	2 & 4 only	Choice 2
	<p>The individual on the job must report _____ and in _____.</p>	before time, formal clothes	before time, proper uniform	on time, casual clothes	on time, proper uniform	Choice 4
	<p>The individual must refrain from which of the following, in order to maintain personal hygiene while serving food?</p>	Sanitizing hands frequently	Applying nail polish on nails	Wearing gloves while handling food	Wearing hairnets	Choice 2
	<p>What can be done for disabled people to make the restaurant accessible?</p>	Hurrying while checkout	Talking loudly to them	Treating them different from other guests	Building accessible bathrooms	Choice 4

	Restaurants can offer _____ to ease family dining experience.	babysitting service	free desserts	complimentary dishes	expensive decor	Choice 1
4. THC/N9903: Maintain organizational confidentiality and respect guests' privacy	Which of the following is/are example(s) of restaurant intellectual property?  1. Exclusive recipes 2. Marketing plans 3. Emergency signs used by the outlet 4. Logo and tagline of the outlet	2 & 3 only	2, 3 & 4 only	1 & 4 only	1, 2 & 4 only	Choice 4
	Identify the method of securing guest's information that is shown in the given image.  	MSP monitoring	training employees	Encryption	Password protection	Choice 4
5. THC/N9906: Follow Health, Hygiene and Safety practices	"A thermal insulated glove or mitten usually worn in the kitchen to easily protect the wearer's hand." Identify the personal protective equipment described in the above statement.	Anti-slip shoes	Cut-resistant gloves	Oven mitts	Disposable gloves	Choice 3
	A co-worker is complaining about having trouble breathing. When should this be reported to the supervisor?	Immediately	After treatment	The next day	After he takes a leave	Choice 1
	Identify the safety procedure that is followed for protecting one from electrical fires.	Installing emergency lights	Using K class fire extinguishers	Keeping electrical appliances in wet areas	Using C class fire extinguishers	Choice 4
	Identify the category of the waste shown in the given image.  	Hazardous waste	Organic waste	Infectious waste	Non-recyclable waste	Choice 2

**Viva**

S.No.	NOS	Question	Suggested Answers
1	1. THC/N0301: Provide efficient food and beverages service to guests	Name various descriptive words and expressions used in restaurant menus.	<p>The candidate mentioned:</p> <ol style="list-style-type: none"> <li>1. Available with- Guests can have this food served with other items</li> <li>2. Bottomless, free refills- Guests can have more without paying</li> <li>3. Finished with- final step of the food preparation</li> <li>4. Medley- variety, mixture</li> </ol>
2	2. THC/N0303: Perform post-dining activities	Mention various payment methods accepted in restaurants.	<p>The candidate mentioned:</p> <ol style="list-style-type: none"> <li>1. Cash</li> <li>2. Credit/debit cards</li> <li>3. Online payment apps</li> <li>4. Restaurant app payment</li> </ol>
3	3. THC/N9901: Communicate effectively and maintain service standards	Mention ways to ensure personal hygiene during serving food in a restaurant.	<p>The candidate mentioned:</p> <ol style="list-style-type: none"> <li>1. Washing hands frequently</li> <li>2. Tying long hair back</li> <li>3. Avoiding use of nail polish</li> <li>4. Avoiding wearing disturbing accessories</li> <li>5. Wearing clean protective clothing</li> </ol>

**Practical**

NOS	Question	Rubrics	Elements Required
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<p>1. THC/N0301: Provide efficient food and beverages service to guests</p>	<p>Demonstrate the procedure to welcome and seat guests on arrival.</p>	<p>The candidate:</p> <ol style="list-style-type: none"> <li>1. Approached the guest with a smile</li> <li>2. Greeted the guest as per the time</li> <li>3. Enquired about reservations and any special requirements</li> <li>4. Led the guest to their table/ Led the guests to a comfortable seating, if they had no reservation</li> <li>5. Provided them with menu cards (to a female first, if she is in the group)</li> <li>6. Asked them for their preference of welcome drinks</li> <li>7. Served the drinks and took their order</li> </ol>	<p>Menu cards, pen, notepad, serving table, glasses, drinks</p>
<p>2. THC/N0303: Perform post-dining activities</p>	<p>Demonstrate the procedure to clear the table after guests finish eating.</p>	<p>The candidate:</p> <ol style="list-style-type: none"> <li>1. Waited until all guests at the table have finished eating</li> <li>2. Cleared serving dishes first</li> <li>3. Cleared plates and cutlery in clockwise order starting from right side of the guests</li> <li>4. Cleared individual plates from the left side of each guest</li> <li>5. Cleared glasses from the right side of each guest</li> </ol>	<p>Dining table setup with used crockery, serving station</p>