





NOS	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
THC/N2904: Prepare for home delivery	Which of the following will you check in the vehicle to ensure uninterrupted service?	Check the fuel level of the vehicle	Check the headlight of the vehicle	Check the brakes of the vehicle	All of the given options	Choice 4
	How would you check if the battery of a bike is fully charged? A. If the bike starts properly B. If the brakes are working properly C. If the headlights are lit properly D. If the horn is blown properly	A, B, and C	A, C, and D	B, ,C and D	A, B,, C and D	Choice 2
	In case your vehicle requires refueling then who is to be contacted?	College	Customer	Supervisor	Friend	Choice 3
	Which of the following details should you ask the customer while taking orders for home delivery?	Ask for passport-size photo of the customer	Ask for the address of the customer's residence	Ask for age proof of the customer	Ask for the marital status of the customer	Choice 2
	You have received an order to deliver cream at a customer's place. Which of the following type insulated bag should you use to ensure that the ice cream is not melted?	PVC insulated bag	Nylon insulated bag	Cold insulated bag	Vinyl insulated bag	Choice 3
	What should you do if a new employee cannot load the food packages properly inside the food-insulated bag?	Take no action	Load the packages on his/her behalf	Give right instructions and help him/her in loading the packages	Gossip with other colleagues about his/her inefficiency	Choice 3
THC/N2905: Deliver orders to customers	You noticed a biker meeting with an accident. What should you ideally in this situation?	Lecture the rider for rash driving	Take the person to a nearby hospital and stay along with him till he recovers	Ignore the injured person and continue with your delivery	Inform the safety services to assist the injured biker	Choice 4
	Which of the following things should you keep in mind while delivering food to the customer? A. Reach the customer's premises on time B. Hastily unload the customer's order C. Ensure that the food is at the right temperature D. Do not provide the bill to the customer E. Greet the customer with a smile	A, B and C	A, C, D and E	A, C and E	A, B, C, D and E	Choice 3

	How should you react if there is no response to doorbell at the customer's premises while delivering the order?	Demand extra charges for the delay of the customer	Leave the place without delivering the order	Yell at the customer and deliver the order	Inform your supervisor and ask for further instructions	Choice 4
	What should you do if the tire of your vehicle is punctured while you are out for a delivery?	Ask your colleague to deliver the order on your behalf	Go to a workshop to get the bike repaired and deliver the order post that	Call your customer to tell him/her about the delay and inform your senior about the same	Cancel the order and call a colleague for help	Choice 3
	Which of the following should you record in the vehicle logbook?	Odometer reading	Destination address	Items delivered to the destination	Name of the customer where food is delivered	Choice 1
	Which of these should be used while changing lanes on a road.	Backlight 	Headlight 	Indicator 	Horn 	Choice 3
THC/N9901: Communicate effectively and maintain service standards	Which of the following things should you do to build good rapport with the customer?	Communicate with the customer in a pleasant tone	Greet the customer politely	Listen to the customer with keen attention	All of the given options	Choice 4
	When should you ask the customer to provide feedback for the services?	Before taking the order from the customer	Before delivering the order to the customer	After the delivery of the order to the customer	Before receiving the payment from the customer	Choice 3
	In which of the following way(s) should you deal/interact with customers belonging to different cultural backgrounds? A. Speak slowly and clearly B. Speak politely and show respect C. Avoid having any biases or stereotypes D. Use different words to express the same idea for better clarity	A, B and C	A, B and D	B, C and D	A, B, C and D	Choice 4
	What should you do if a customer demands a refund for the order as it was not warm at the time of delivery?	Give the customer the desired refund	Inform your senior and follow the instructions	Give the customer complementary food packages	Give the customer a discount for the	Choice 2

					inconvenience caused	
	What should you do if you notice a colleague doing his/her personal work on the way to make an order delivery?	Let your colleague carry on with his/her work	Ask your colleague what he/she is doing	Advice your colleague not to do personal work while on duty	Accompany your colleague to complete his/her personal work quickly	Choice 3
	In which of the following ways should you address your seniors?	Hey!	Hey! What's up?	Good morning/evening sir/ma'am!	Hey dear!	Choice 3
THC/N9903: Maintain organizational confidentiality and respect guests' privacy	How can keep your salary slip confidential?	By storing it in your personal folders	By handing it over to your colleges	By sharing it with customers	By putting out a public copy on your social media account	Choice 1
	A colleague of yours is asking for a customer personal mobile number. What should you do in such a situation?	Deny him saying that you are not supposed to share personal details of a customer	Verbally share the details with your colleague	Ask the colleague to visit the customer and get the contact number himself	Write down the contact number of a notepad and share it	Choice 1

Practical		
NOS	Question Text	Rubrics
THC/N2904: Prepare for home delivery	You have received a call from the restaurant that you have to deliver an order to the customer. You have to collect the order from the restaurant.	The candidate: 1. Collected details of the orders to be delivered such as customer's name, address, food ordered, etc. 2. Collected the order package from the kitchen or counter 3. Collected the bill from the billing counter 4. Checked the tires, fuel, lights, stand etc. of the vehicle to be used for delivering the order 5. Stored the food in insulated food bags and started for delivery of order (Checked if appropriate insulated bag is taken for particular type of food).
THC/N2905: Deliver orders to customers	You have to deliver the order to a customer and report your senior about the completion of task.	The candidate: 1. Rang the door bell of the customer. 2. Greeted the customer appropriately and talked politely. 3. Checked whether the order has been paid for or it is Cash on Delivery (COD). Collected the cash if it is a COD order. 4. Provided the bill to the customer. 5. Thanked the customer before leaving. 6. Documented the completed work in the record book. 7. Reported to the superior about the completed task.

Viva		
NOS	Question Text	Rubrics
3. THC/N9901: Communicate effectively and maintain service standards	Mention few things that can be done to achieve good personal hygiene and etiquettes.	The candidate mentioned: 1. Brushing teeth twice a day and taking bath regularly 2. Washing and ironing clothes that have to be worn for work 3. Following the dress code of the organization and reporting to work on time 4. Cutting nails timely and taking care of skin
5. THC/N9906: Follow Health, Hygiene and Safety practices	You observed some waste pileup at the back of the kitchen in some restaurant. Mention some of the cleaning methods that should be followed by the workers in those kitchen.	The candidate mentioned: 1. Using sanitizers and disinfectant on the tools and equipment that have touch points 2. Using a proper PPE kit including headwear, footwear etc. while taking the trash out 3. Disposing off the waste as per prescribed standards of the hotel 4. Ensuring that the trashcans are cleared regularly following the cleanliness and maintenance schedule