

NOS	Question	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1. THC/N3013: Carry out the duties related to food serving	Which type of disinfectant should be used for cleaning tables?	Ammonium containing	Nitrate containing	EPA approved	FDA approved	Choice 3
	You have to arrange the napkins properly on tables for customers. Which of the following is the correct placement for the same?	Keeping the napkins at the center of the table	Keeping only one napkin per table	Keeping the napkins below the plates	Keeping one set of napkins between two tables	Choice 1
	What can be a suitable alternative for a guest who wanted a lemon soda, in incase you run out of soda?	Lemon juice	Aerated drinks	Smoothies	Water	Choice 1
	How often should you refill the guest's glass with water?	After their meal is over	As soon as they run out of water	When the guest asks you for it	Before the guest arrives	Choice 2
	You have to take orders from a table. Which of the following things will you note down in a detailed and clear order?  1. Type of dressing in salads 2. Special ingredient requirements 3. Address of the customer 4. Maximum time they can wait for the dishes 5. Spice amount	3, 4 & 5 only	1, 2 & 4 only	2, 3 & 5 only	1, 2 & 5 only	Choice 4
	When should you provide the guest with the check?	When the guest orders the food	Before the guest begins eating	After the last course meal	After the guest calls you personally	Choice 3
2. THC/N9901: Communicate effectively and maintain service standards	Which option helps in creating a good first impression of your establishment?	Not maintaining eye contact	Having spots in the uniform	Keeping all work areas tidy	Wearing casual clothes	Choice 3
	Which department should be confronted if a guest complains regarding a hand dryer not working in one of the washrooms?	Management	Accounts	Administrative	Cooking	Choice 1
	Which of the following should be asked to clarify if the guest wants more spices in dishes?	Quantity of food	Type of taste desired	If they like the décor	Consistency of gravy desired	Choice 2

	Which of the following needs to be informed to the customer?	Change of chairs	Spill on flooring	Change of chef	Change of staff	Choice 2
	To whom should any negative feedback regarding a staff member be escalated?	Manager	Owner	Receptionist	Accountant	Choice 1
	Which of the following should be reported to the superior immediately?	Fight between colleagues	Positive feedback from guest	Replacement of toiletries	Replacement of used cutlery	Choice 1
3. THC/N9903: Maintain organisational confidentiality and respect guests' privacy	Intellectual Property Rights (IPRs) protect the use of information and ideas that are of commercial value. In which of the following cases will you file a report? 1. Someone using your logo for commercial purpose 2. Someone using your invented dishes without permission 3. Someone selling similar common dishes 4. Someone using similar type of interior as yours	1 & 4 only	1 & 2 only	1, 2 & 3 only	2 & 4 only	Choice 2
	Your owner opened an eatery by using the years old dishes being made in his family. He got some of them registered on the name of his family. You recently witnessed other eateries using his dishes without permission. Under which category, would you file a report?	Copyright infringement	Trademark infringement	Patent infringement	Trade secret infringement	Choice 3
	Restaurants have started collecting basic information like contact numbers, entry times, and exit times of guests.  Which of the following pieces of information should necessarily be kept confidential and be revealed only if required by officials?  1. Complete names 2. Contact information 3. Credit/debit card information 4. The bank's name 5. Aadhar card number	1, 2 & 3 only	2, 3, 4 & 5 only	1, 2, 3 & 4 only	2, 3 & 4 only	Choice 1

	<p>Your eatery has a specific logo that was designed by your owner. It is a registered trademark. Which of the following informations would you include while reporting against an eatery copying the same?</p> <ol style="list-style-type: none"> <li>1. Name of another eatery</li> <li>2. Your name</li> <li>3. Relevant certifications</li> <li>4. Number of customers served till date</li> <li>5. Trademark registration date</li> <li>6. Image of logo</li> </ol>	1, 2, 3 & 5 only	2, 3, 4, 5 & 6 only	1, 2, 3, 5 & 6 only	1, 3, 4, 5 & 6 only	Choice 3
	<p>Your eatery uses a basic computer system to note down the details of customers arriving and their orders. Whom would you to report first, if you observe an attack of ransomware?</p>	Police	Cyber cell	Owner of eatery	Co-workers	Choice 3
4. THC/N9906: Follow Health, Hygiene and Safety practices	<p>Which of the following steps represents the method of using a product that was intended to be discarded by changing its form?</p>	Reconfigure	Recycle	Reuse	Reduce	Choice 3
	<p>Which of the following is the correct way of handling waste?</p>	Using a single dustbin for all waste	Segregating it in dustbins	Dumping it on the nearest empty land	Sending the complete waste to the municipality	Choice 2
	<p>Which waste can be disposed in red bin?</p>	Glass bottles	Food peels	Left over food	Cotton bandage	Choice 4
	<p>To which category of waste does PPE belong?</p>	Biodegradable	Organic	Hazardous	Non-hazardous	Choice 3
	<p>Which color dustbin is used for throwing biodegradable waste?</p>	Green	Red	Blue	Black	Choice 1

<b>Practical</b>		
<b>NOS</b>	<b>Question</b>	<b>Rubrics</b>
1. THC/N3013: Carry out the duties related to food serving	Demonstrate the steps to be followed for taking orders from customers.	The candidate should: 1. Smile and make eye contact 2. Welcome the guest 3. Note down the number of guests and items ordered in a sequential order 4. Repeat the order back to the guest 5. When guest has acknowledged the order, thank the guest politely 6. Collect all menu
3. THC/N9903: Maintain organizational confidentiality and respect guests' privacy	Demonstrate action required following a leak of confidential information.	The candidate should: 1. Report the leak 2. Temporarily refrain from sharing important information 3. Identify the cause of the information leak 4. Patch security vulnerabilities 5. Take the preventative measures

<b>Viva</b>		
<b>NOS</b>	<b>Question</b>	<b>Suggested Answer</b>
2. THC/N9901: Communicate effectively and maintain service standards	Mention the appropriate attire for servers in the food industry.	The candidate should answer: 1. Clean shirts 2. Pants or skirts 3. Hats 4. Hair restraints 5. Appropriate shoes
3. THC/N9903: Maintain organizational confidentiality and respect guests' privacy	Mention ways to dispose of confidential paper records.	The candidate should answer: 1. Burning 2. Shredding 3. Pulping 4. Pulverizing