

Theory

NOS	Question	Choice 1	Choice 2	Choice 3	Choice 4	Correct Answer
THC/N0142: Manage front office staff and operations	Which among the following options is/are a part of daily roster of a front office executive? 1. Forecasting future bookings 2. Room cleaning 3. Preparing revenue reports 4. Processing of reservation	3	1, 3 & 4	2 & 3	4	Choice 2
	Whose job is it to provide the details and availability of various rooms and respective facilities to the guest?	Security official	Receptionist	Housekeeper	Front office staff	Choice 4
	Which of the following details must be a part of a guest registration card for a guest who is arriving from abroad? 1. Proposed duration of stay in India 2. Whether employed in India? 3. Date of issue 4. First name & last name 5. Time of arrival 6. Number of members in family 7. Purpose of visit	3, 4, 5 & 7	1, 2, 3, 4, 5 & 7	2, 3, 4, 5, 6 & 7	2, 4, 5 & 7	Choice 2
	Arrange the following statements in the chronological order (ascending) of reservation process : a) Personal details from guests are obtained to process the reservation b) Availability of rooms is checked as per the requirements c) The requirements of the guest regarding the accommodation and the expected facilities are identified appropriately d) Registration card is printed, checked and duly signed along with ID verification	c->a->b->d	b->c->a->d	c->b->a->d	d->a->b->c	Choice 3
	Which of the following details would help you suggest extra activities or services to any guest?	Number of people	Number of rooms required	Purpose of visit	Original ID number	Choice 3

	Which of the following details must be a part of a guest registration card for a guest who is arriving from abroad? 1. Proposed duration of stay in India 2. Whether employed in India? 3. Date of issue 4. First name & last name 5. Time of arrival 6. Number of members in family 7. Purpose of visit	3, 4, 5 & 7	1, 2, 3, 4, 5 & 7	2, 3, 4, 5, 6 & 7	2, 4, 5 & 7	Choice 2
	What is a statement of all transactions (i.e. debits & credits) affecting the balance of a single account.	High balance report	Voucher	Folio	Guest ledger	Choice 3
	What is the most useful part of the marketing data from the guest history?	Registration no.	Name	Postal code	Adhaar no.	Choice 3
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	A trainee of yours is found leaking confidential information to the guests mistakenly. Which of the following actions should be taken in this scenario? 1. Report to the authority and ensure of penalising him for the same 2. Interrupt in between and fix whatever has been done 3. Have a private conversation with him and make him realise his mistake 4. Report to the manager and ensure of taking corrective actions 5. Host a session for trainee and employees explaining them Intellectual property rights	2, 3 & 5 only	2, 3, 4 & 5 only	1, 3, 4 & 5 only	1, 4 & 5 only	Choice 2
	State whether TRUE/FALSE: Under some circumstances, the company may sell the guest's personal information to recover their assets.	TRUE	FALSE			Choice 2

THC/N9912:
Create and maintain a safe and healthy workplace

The given image shows a bottle of white and black Phenyl. For which of the following purposes will you suggest using white phenyl?



Cleaning work desk

Disinfecting drains

Disinfecting crockeries

Sanitising tools and equipments

Choice 2

You have been given the task of getting a few rooms and washrooms deep cleaned using acids. Which of the following guidelines should be followed while doing the same?

1. Baking soda should be used as a soaking element in case of spillage.
2. Rubber gloves should be used as a protection.
3. One large area should be cleared at once using acidic solution.
4. Areas should be closely packed to assure effective working of acids.
5. Face masks and goggles should be used along with proper footwear.

1, 2 & 3

3, 4 & 5

1, 3 & 5

1, 2 & 5

Choice 4

In order to minimize hazards and prevent injuries, which of the following should be ensured?

- A. Keeping appliances away from wet areas
- B. Keeping walkways and fire exits clear
- C. Hosting training sessions of the employees once in a year or two
- D. Organise repairing works of damaged floors only at a fixed time of a year

A and B

A, B and C

B and D

B, C & D

Choice 1

_____ is an example of non-recyclable waste, whereas _____ is an example of recyclable waste.

Bulb, paper

Paper, glass bottle

Ceramics, food waste

Cardboard, glass bottles

Choice 1

S.No.	NOS	Question	Suggested answers
1	THC/N0142: Manage front office staff and operations	Mention a few activities that should be carried out during any guest's checkout.	The candidate mentioned: <ol style="list-style-type: none"> 1. Obtaining feedback from the guest 2. Updating room status on PMS 3. Maintaining guest's history record 4. Asking if the guest needs any assistance from the bell service or arrangement of transport 5. Verification and settlement of guest folio 6. Informing all points of sale regarding the check-out
2	THC/N9910: Ensure to maintain organizational confidentiality and guest's privacy	Mention ways of protecting sensitive employee information.	The candidate mentioned: <ol style="list-style-type: none"> 1. Developing strong formal policies and procedures 2. Educating all the employees regarding the results of exploitation of the rules and steps taken for safeguarding the same 3. Complying with recordkeeping laws 4. Restricting access to the system and encrypting any online data 5. Using devices like CCTV to monitor the movements of people 6. Investigating incidents of unauthorized access 8. Disposing of records properly by shredding them into pieces 9. Keeping the hard files locked in drawers having minimal access

Practical			
NOS	Question	Rubrics	Elements Required

<p>THC/N0142: Manage front office staff and operations</p>	<p>Demonstrate the procedure of performing registration activities for a guest who has come on a short vacation to your hotel.</p>	<p>The candidate:</p> <ol style="list-style-type: none"> 1. Greeted the guest and asked for any prior reservations 2. Enquired details like the number of days, number of people, type of room, etc. 3. Asked the guests to wait and checked for relevant packages and room availability 4. Offered him some packages having leisure activities 5. Finalized a package and provided a guest registration card to the guest for filling all the details 6. Verified his identity through original ID cards 7. Enquired for extra services required 8. Accounted for total chargeable cost and obtained an advance amount after getting confirmation from the guest 9. Provided an advance receipt to the guest 10. Provided keys to a bellboy and asked him to escort the guest to the allotted room 11. Updated the status of room on PMS 	<p>Computer system/laptop with PMS, pen, guest registration cards, invoice printer, keys</p>
<p>THC/N9910: Ensure to maintain organizational confidentiality and guest's privacy</p>	<p>Demonstrate the procedure to be followed while reporting a cyber theft to the superior authority.</p>	<p>The candidate:</p> <ol style="list-style-type: none"> 1. Wrote down a chronology of events along with specific dates and time 2. Secured all the files at a safer place and mentioned the same in the report 3. Saved the web page of the perpetrator, if identified and mentioned its source code 4. Took screenshots of the online evidence that cannot be saved and attached the same to the report 5. Collected receipts, envelopes, and other related evidence, if any 	<p>Papers, laptop/computer system with internet connection and MS-word, printer, file, pen</p>

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| | <ol style="list-style-type: none">6. Mentioned the legal actions taken/being taken such as contacting local law enforcement agencies and filing a report in the cyber cell7. Mentioned his own details and summed up the report8. Encrypted the report and took a hard copy of it as well9. Mailed the report to the authority keeping relevant seniors in cc. | |
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