




















NOS	Question	Choice 1	Choice 2	Choice 3	Choice 4	Correct Answer
THC/N 0501: Fulfil guest requirement s	Which among the following details would be obtained first, while doing the registration of any person?	Name of guests	Booking time and date	Contact number	Address	Choice 1
	Which of the following information would be required to calculate the amount and prepare the bill?	Name of guests	Contact number	Duration of stay	Booking time and date	Choice 3
	If a guest has a complaint regarding the housekeeping department. To which of the following will it be related to?	Food	Electric appliances	Room allotment	Cleanliness of bedroom	Choice 4
	What should be involved in the diet of a vegan person ?					Choice 1
	For the preparation of Chinese cuisine, the main ingredients should involve:  I) Soy sauce, noodles, spring onions II) Pasta, oregano, cheese III) Jowar, ginger, garlic IV) Yogurt, cardamom powder, sugar	I only	II & III only	III only	I & IV only	Choice 1
	Which of the following should <b>NOT</b> be kept on the dining table while serving soup?					Choice 2

	Which of the following should be removed/cleaned only by the end of the day?	Table cloth	Used crockery	Used bottles	Used tissue papers	Choice 1
	Which of the following payment modes would be used if a person wants to use his card?	Cash	Net banking	Card swipe machine	UPI	Choice 3
THC/N 0502: Ensure cleanliness and maintenance of the guest house	What type of cleaning agent does use to wear off the dirt from hard surfaces(especially bathroom surfaces)?	Abrasives	Degreasers	Detergents	Acid cleaning agents	Choice 1
	Which of the following would you replenish in the bathroom of any guest room?	Shampoo	Sugar sachet	Water bottle	Ketchup	Choice 2
	You are given a fresh mattress pad in a room. Arrange the following steps of making the bed as per SOP in the correct sequence.  1. Lay the fresh pad on the bed 2. Unfold the pad right-side up and spread it evenly over the center of the bed 3. Smooth out any wrinkles. 4. Take 3 fresh sheets and 4 pillow covers as per the bed size	1->2->3->4	4->3->1->2	4->3->2->1	1->3->2->4	Choice 1
	Glassware should be kept, after cleaning.	inclined to wall	flat	upside up	upside down	Choice 4
	How often should the hard floor area of the common lobby, be dusted and mopped?	weekly	monthly	daily	bi-weekly	Choice 3
	Which of the following would be replaced in a dining area?  1. Ketch up the bottle 2. Salt container 3. Dirty table cloth 4. Used napkins 5. Used water bottles	1 & 2 only	3, 4 & 5 only	2, 4 & 5 only	3 & 4 only	Choice 2

<p>Which of the following, preferably, should <b>NOT</b> be washed in a dishwasher?</p>					<p>Choice 3</p>
<p>Even a tiny bulb fuse or negligence to the orders of a customer can lead to a significant impact on the reputation of the guest house. Small negligence over the years becomes a big one and can lead to the downfall of the guest house. What conclusion can be derived from the given paragraph?</p> <ol style="list-style-type: none"> <li>1. Guest house should be maintained in a luxurious condition providing all the luxurious amenities.</li> <li>2. Guest house should be well maintained; even small faults in the equipment should be noticed.</li> <li>3. Orders of customers should be followed only if required.</li> <li>4. Any malfunctioning equipment and light points should be repaired at the earliest.</li> </ol>	<p>2 &amp; 3 only</p>	<p>1 &amp; 3 only</p>	<p>2 &amp; 4 only</p>	<p>1 &amp; 4 only</p>	<p>Choice 3</p>
<p>THC/N 9901: Communicate effectively and maintain</p> <p>Which of the following should be used to greet a guest who arrives at your guest house in the evening?</p>	<p>Good evening, Sir!</p>	<p>Good afternoon, sir!</p>	<p>Good noon, sir!</p>	<p>Good morning, Sir!</p>	<p>Choice 1</p>
<p>Which of the following gestures would you use to greet a guest professionally?</p>					<p>Choice 2</p>

service standards	Which of the following information would you provide the guest on prior basis?  1. Fire alarm is not working. 2. Hot water is not available right now. 3. Pets are not allowed inside the rooms. 4. Meal timings are fixed. 5. Reception's fan is not in working condition.	1, 2 & 5 only	1 & 3 only	4 & 5 only	2, 3 & 4 only	Choice 4
	Which of the following information would you pass on to colleagues on an immediate basis?	You need a leave next week	Requirement of deep cleaning the waiting hall	Sign of gas leakage	Inventory stock left in house	Choice 3
	Which of the following would you do to maintain integrity and ethics in your performance?  1. Interrupt conversations of guests and ask them to complete the registration process. 2. Use colleague's personal accessories without permission 3. Reach workplace on time and commence day's work honestly 4. Support co-workers in their work and help, if required	1 & 2 only	3 & 4 only	1, 2 & 3 only	2, 3 & 4 only	Choice 2
	How can you maintain the privacy of others at the workplace?	By using others' personal accessories without asking	Infringing talks of others	Using CCTV at each and every corner of the place	Not looking into anyone's personal documents	Choice 4
	To which of the following persons, will you have to provide assistance shown in the given image?  	A person with visual impairment	A person with locomotor disability	A person with hearing impairment	A person with speech impairment	Choice 1

	<p>When it comes to gender and age-sensitive services at the workplace, what basics should be known to every person?</p> <ol style="list-style-type: none"> <li>1. Causes and impact, initiatives to prevent harassment, typical victims</li> <li>2. Meaning of harassment, gender equality, type of harassment and their punishments</li> <li>3. District administration and names of all the administrative officers</li> <li>4. Ways of discriminating between genders</li> </ol>	3 & 4 only	1 & 2 only	1, 3 & 4 only	2, 3 & 4 only	Choice 2
<p>THC/N 9903: Maintain organizational confidentiality and respect guests' privacy</p>	<p>Which of the following would be considered an intellectual property rights violation?</p>	Discriminating on the basis of genders	Charging more than the allowable tax	Harassing any guest	Copying any company's logo	Choice 2
	<p>Under which category, would you classify the password shown in the given image?</p> 	Weak	Average	Strong	Accessible	Choice 3
	<p>Which of the following information of any guest can you share with another guest?</p> <ol style="list-style-type: none"> <li>1. Name</li> <li>2. Purpose of stay</li> <li>3. Mobile number</li> <li>4. Personal address</li> <li>5. Duration of stay</li> <li>6. Eating preferences</li> <li>7. All of these</li> <li>8. None of these</li> </ol>	1 only	7 only	1, 2, 5 & 6 only	8 only	Choice 1

THC/N 9906: Follow Health, Hygiene, and Safety practices	Which of the following should be followed while cleaning and sanitizing any area or object? 1. Always check the label of any item 2. Disinfect windows on a daily basis 3. Report any allergy caused due to chemicals immediately 4. Chemicals must be kept open on the floor.	2 & 4 only	1 & 2 only	3 & 4 only	1 & 3 only	Choice 4
	_____ should be cleaned using bleach, in any circumstances.	Glass bowl	Porcelain plate	Steel tray	Steel spoons	Choice 2
	Which of the following habits would help you regulate your body temperature?	Brushing teeth twice a day	Wearing clean clothes	Drinking sufficient water	Taking 8 hours of sleep every night	Choice 3
	Arrange the following steps of cleaning trashcans in the correct order:  1. Add detergent and rub with a sponge 2. Rinse it with warm water 3. Remove any extra stains using scrubber 4. Empty the trash can 5. Rinse it again 6. Dry it and add a bin liner	2>3>5>1>6>4	1>5>2>3>4>6	4>2>1>5>3>6	2>5>6>3>4>1	Choice 3
	Identify the personal protective items shown in the given image. 	Gloves	Mop	Towels	Scrubber	Choice 1
	You are standing in the lift and the lift stops with a sudden stroke, a man standing in the lift got hit and fell unconscious. What will you do in this situation as a first-aid measure?	Throw water on his face	Perform Heimlich manoeuvre	Perform Cardiopulmonary resuscitation(CPR)	Rub ice-pack on his head	Choice 1

<p>Identify the steps that are performed in case of Cardiopulmonary resuscitation(CPR).</p> <ol style="list-style-type: none"> <li>1. Grasp the fist with the other hand.</li> <li>2. Stand behind the person. Place one foot slightly in front of the other for balance.</li> <li>3. Give chest compressions</li> <li>4. Give rescue breathe</li> <li>5. Check the person's airway for breathing</li> </ol>	2 & 3 only	1, 4 & 5 only	1 & 2 only	3, 4 & 5 only	Choice 4
<p>Identify the correct statement/s with respect to the disposal of different types of waste.</p> <ol style="list-style-type: none"> <li>1. Organic waste should be disposed of in a yellow dustbin.</li> <li>2. Papers and glass bottles should be disposed of in red bins.</li> <li>3. Used cotton bandages and sterile gauze should be disposed of in the red dustbin.</li> <li>4. Plastic bottles should be disposed of in the blue bin.</li> <li>5. All the given statements are incorrect.</li> </ol>	1 & 3 only	2 & 4 only	5 only	3 only	Choice 4

Practical			
NOS	Question	Rubrics	Elements Required

1. THC/N0501: Fulfil guest requirements	Demonstrate the procedure to be followed at the time of guests' checkout.	<p>The candidate:</p> <ol style="list-style-type: none"> <li>1. Greeted the guest and asked for their feedback regarding the stay</li> <li>2. Printed a copy of the guest folio and gave it to the guest for verification</li> <li>3. If there were any discrepancies, assured the guest about their solving and resolved them immediately.</li> <li>4. Apologized to the guest for the inconvenience; Got the room checked for any missing or damaged item</li> <li>5. Enquired the guest's preference of payment method and settled the guest account accordingly</li> <li>6. Printed the receipt and gave it to the guest</li> <li>7. Asked the guest if they need any assistance with luggage</li> <li>8. Asked the guest if the transport facility to the airport is required</li> </ol>	Laptop/desktop, register, pen, paper, printer, card swipe machine, QR code, receipt
2. THC/N0502: Ensure cleanliness and maintenance of the guesthouse	Demonstrate the procedure to clean guest room upholstery.	<p>The candidate:</p> <ol style="list-style-type: none"> <li>1. Removed cushions covers and placed them on the furniture</li> <li>2. Checked the tag on the same and followed the given guidelines such as no bleach, use warm water only, etc.</li> <li>3. Removed any stain as per the stain removal procedure.</li> <li>4. Dusted all the furniture</li> <li>5. Wiped spills from vinyl or leather furniture with a damp cloth.</li> <li>6. Brushed the upholstery with an upholstery brush in one direction</li> <li>7. Placed the cushions back with the cushion covers</li> </ol>	Upholstery brush, stain removing equipment as per furniture, damp cloth

Viva			
Sl. No	NOS	Question	Suggested answers



1	THC/N0501: Fulfil guest requirements	Mention the factors that would be cross-verified to ensure that the room is allocated to the guest, and matches the room type reserved.	<p>The candidate mentioned:</p> <ol style="list-style-type: none"> <li>1. Room rate</li> <li>2. Number of occupants</li> <li>3. Gender of the guest</li> <li>4. Source of reservation</li> <li>5. Room view</li> <li>6. Guest History</li> <li>7. VIP Status</li> </ol>
2	THC/N0502: Ensure cleanliness and maintenance of the guesthouse	Mention ways to minimize waste products in the guesthouse.	<p>The candidate mentioned:</p> <ol style="list-style-type: none"> <li>1. Using refillable dispensers for soaps, shampoos, and conditioners</li> <li>2. Using washable cloth products and dishware instead of disposable ones</li> <li>3. Using water filters instead of plastic bottles</li> <li>4. Reducing and reusing supplies and packaging materials</li> <li>5. Reducing the number of paper products</li> </ol>

3	. THC/N9901: Communicate effectively and maintain service standards	Mention ways to make the guesthouse senior citizen friendly.	<p>The candidate mentioned:</p> <ol style="list-style-type: none"><li>1. Offer plenty of options on your menus that consist of healthy food or food for dietary needs coupled.</li><li>2. Arrange accessible entrances and offered wheelchair facilities.</li><li>3. Provide senior citizens with personalized room services according to their requirements.</li><li>4. Provide rooms with high-quality mattresses and bedding and ensure minimal furniture to make the room spacious to move around.</li><li>5. Offer room in a peaceful alley, away from the noises of the restaurant or children's playground.</li><li>6. Make sure to ease out the check-in and check-out process and let the older guests know whom they should contact in case they encounter any problems.</li><li>7. Make sure the hotel is well equipped with medical provisions in case of any emergencies.</li></ol>
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