

Theory

NOS	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Answer
1. THC/N9901: Communicate effectively and maintain service standards	Which of the following would you do first, after entering any room?	Ask for emptying the room	Ask for any damages in the room	Inquire the guest regarding services	Greet the guest	Choice 4
	A guest complained regarding improper working of AC of the room. Which of the following steps would you take in this scenario? 1. Inspect the AC once 2. Apologise for the inconvenience 3. Try to repair it on your own 4. Escalate the complaint to the floor manager	2 only	3 only	2, 3 & 4 only	1, 2 & 4 only	Choice 4
	Pick the correct statements from below that are used for effective communication with guests. 1. Develop impersonal relationship with guests by clarifying their requirements 2. Report dissatisfaction of guests and their complaints to colleagues and forget about it 3. Always seek feedback from guests for improving their experiences 4. Escalate the negative feedback of guests to higher officials on priority	Only 1, 3 & 4	Only 1, 2 & 3	Only 2, 3 & 4	Only 1, 2 & 4	Choice 1
	While cleaning one of the washrooms, you notice that the geyser is not working. Which of the following action would you perform?	Inform any bell boy	Call a mechanic	Report to the floor manager	Report to the accounts department	Choice 3
	Which of the following practice is considered as a proper etiquette followed at the workplace?	Gossip about boss and other colleagues	Arrive early to work and understand tasks	Discussing personal issues with guests	Give organizational details to a guest	Choice 2
	After which of the following actions, would you immediately need to wash and sanitize your hands?	Replacing towels in rooms	Changing linens in rooms	Cleaning tiles of washroom	Replenishing supplies in washrooms	Choice 4

The given table is showing a few disability problems with concerned solutions, either in form of infrastructure or assistance. Specify the correct match for the given columns.

Problems	Solution
1. Locomotive disabled	a. Visual signages
2. Visually impaired persons	b. Wheelchair
3. Hearing impaired persons	c. Writing mediums
4. Speech & language disability	d. Tactile tiles

1-b, 2-d, 3-c, 4-a

1-b, 2-d, 3-a, 4-c

1-d, 2-b, 3-c, 4-a

1-d, 2-c, 3-b, 4-a

Choice 2

Which of the given facilities would be of great help for the persons with disability?

Option of Shabbat mode in elevators

Televisions with option of using USB

Specially abled washrooms

Air conditioners with humidity control

Choice 3

2. THC/N9903: Maintain organisational confidentiality and respect guests' privacy

Which of the following is/are considered as infringement of IPR?
 1. Unauthorized use of any reports
 2. Duplication of existing products
 3. Tampering of documents
 4. Use of common supplies sold in the city

Only 1 & 3

Only 1, 2 & 3

Only 2 & 4

Only 2, 3 & 4

Choice 2

A guest kept all his personal documents, registration cards, keys and notification notes on a side table. Which of the following would be considered as a personal financial document of the guest?

Master key

Credit card

Visiting card

Aadhar card

Choice 2

3. THC/N9906: Follow Health, Hygiene and Safety practices

Identify the PPE equipment shown in given image that would prevent the eyes from getting contaminated while cleaning.



Goggles


Face shield

Headwear


Footwear



Choice 1



	Which of the following option indicates the correct way to maintain personal hygiene?	Brushing teeth daily	Wearing clean clothes	Both 1 and 2	Washing hands only once a day	Choice 3
	A worker started suffocating after spraying a disinfectant in a room. Which of the following would you do immediately?	Give him some water and report to the senior	Remove him from that area and inform the senior	Remove him from room and take over the task	Let the colleague sit there and inform to the senior	Choice 2
	Pick the appropriate first aid procedure to be performed when one of your colleague at workplace faints and stops breathing.	Give a head massage	Perform chest compressions	Rub sanitizer on his hand	Beat on the back of his head	Choice 2
	Which of the following options is categorised as a non-recyclable waste and should be compulsorily disposed in blue dustbin?	Plastic wrap	Glass	Paper	Cardboard	Choice 1
1. THC/N0240: Clean carpet and upholstery	_____ is used to collect dust and garbage from the floor and put it into dustbin.	Vacuum cleaner	Brush	Dustpan	Mop	Choice 3
	Which of the following option indicates the correct statements about pre-cleaning activities? 1. Carpets should be inspected for any stain marks. 2. Equipments should be sanitized before using them 3. Method of cleaning should be selected before collecting equipments. 4. No chemical solution should be used for any requirement	Only 1, 3, 4	Only 1, 2, 3	Only 2, 3, 4	All 1, 2, 3, 4	Choice 2
	Which of the following options can be used for removing small airborne particles and foul odours post- carpet clean?	Carpet rake	Stain remover	Air scrubber	Defoamer	Choice 3


Suppose you want to power vacuum the carpeted area for removing dry soil. Your vacuum has a rotating brush that is designated to agitate the carpet fibers, to help loosen soil deep in the pile. Identify the brush described above.	Beater bar	Fuzzy bar	Frieze style	Central vacuum	Choice 1
Identify the equipment shown in the image, that you would use for eliminating dirt, pet hair and dust from carpet. 	Vacuum cleaner	Carpet rake	Air scrubber	Defoamer	Choice 2
Arrange the below statements in an order to get the process of using a steam vacuum to clean upholstery. 1. Spray spot upholstery cleaner on stains 2. Precondition the fabric 3. Vacuum the upholstery 4. Use cleaning agents to remove of any lingering stains 5. Let the furniture dry	1>2>3>5>4	3>1>2>5>4	2>1>3>4>5	3>2>1>4>5	Choice 2
Which cleaning agent can be used to remove stains during the process of vacuuming upholstery?	Salt	Hydrogen peroxide	Foalex	Vinegar	Choice 4
Which of the following letters shown on a material description and cleaning tag of furniture would confirm that only vacuuming can be used for cleaning it?	W	S	WS	X	Choice 4



	<p>Suppose you want to seal the surface of your wood furniture. Pick the correct option that answers the below-given questions.</p> <p>1. Which method will create a hard shell over the furniture surface and provide it with durable protection? 2. Which method will seal wood fibers and provide good protection against UV light?</p>	1. Shellac 2. Varnish	1. Shellac 2. Lacquer	1. Lacquer 2. Varnish	1. Varnish 2. Lacquer	Choice 3
	Which natural product will bring out the richness of wood grains and protect wooden furniture?	Waxes	Shellac	Oils	Polyurethane	Choice 2
	_____ can be used to carry out any minor repairs on upholstery, observed after vacuuming.	Brush	Bar	Knife	Needle	Choice 4
1. THC/NO241: Polish the floors and surfaces	<p>Which of the following option is best considered for polishing any granite surface?</p> <p>1. Mix baking soda and warm water 2. Vinegar and salt mix 3. A quality soap film remover 4. Baking soda and lime juice mix</p>	Only 1 & 4	Only 1 & 3	Only 2 & 4	Only 3 & 4	Choice 2
	<p>Granite is considered to be stain resistant. Which of the following statements regarding granite are correct with respect to dullness and stains over it?</p> <p>1. Water can stain granite if it is allowed to stay in a place for a longer time. 2. Granite does not absorb oil and hence remains clean near stoves and cooking stations. 3. Spills of fruit juice and red wine do not penetrate the surface of the granite. 4. Bleach is one of the best options to clean any granite surface.</p>	Only 3	Only 2 & 3	Only 1	Only 3 & 4	Choice 3
	Which of the following should NOT be used while cleaning and polishing vitrified tiles?	Detergent	Vinegar	Bleach	Soda	Choice 3

<p>Which of the following would help you understand that a surface is made up of cultured marble?</p>	<p>Grouts and caulking in joints</p>	<p>Glossy looks like a plastic sheet</p>	<p>Veiny structure of marble</p>	<p>More thickness of the stone</p>	<p>Choice 2</p>
<p>Identify the type of sign shown in the given image, that would be used at the workplace while conducting any cleaning or repair work.</p> 	<p>Warning sign</p>	<p>Caution sign</p>	<p>Danger sign</p>	<p>Emergency sign</p>	<p>Choice 1</p>
<p>Identify the correct statements with respect to the removal of stains from any type of surface.</p> <ol style="list-style-type: none"> 1. Simple stains can be removed by using a mild detergent, hot water, and a soft cloth. 2. No nylon brushes should be used on a cultured marble to remove stains. 3. Bleach is the best medium to clear stains from granite countertops. 4. Hydrogen peroxide should be used on marble surfaces when no other mediums work. 	<p>1 & 4 only</p>	<p>2 & 3 only</p>	<p>1, 2 & 4 only</p>	<p>2, 3 & 4 only</p>	<p>Choice 3</p>
<p>Suppose that while cleaning a ceramic floor, you found a tile broken from the corner. What is the correct process to remove that tile from the floor?</p>	<p>Use a rotary tool to cut the edges of the grout first and then the damaged tile</p>	<p>Use a masonry hammer and cold chisel to tap and remove the pieces</p>	<p>Use a dry or wet vacuum at the edges of the tile and remove it</p>	<p>Use a hammer to break the tile and then remove the pieces of tile</p>	<p>Choice 2</p>

<p>Arrange the below steps for applying concrete sealers in the correct order.</p> <ol style="list-style-type: none"> 1. Open up the concrete with an etching solution 2. Apply a second coat after drying of the first coat 3. Remove dust, oil and strip existing sealer 4. Apply a thin coat of sealer using a roller. 	2>1>4>3	3>4>1>2	3>4>2>1	3>1>4>2	Choice 4
A surface should be wiped in motion for proper cleaning.	circular	vertical	horizontal	diagonal	Choice 1
Suppose you tried to polish the floor surface manually. You applied a thin layer of polish and allowed the surface to dry. What should be the next step of this process?	Rinse the surface with warm water	Use a soft cloth to clean the surface	Both 1 and 2	Spray sealant over the entire surface	Choice 3
<p>The image represents a marble surface of a lobby. Which of the following will be used to remove the liquefied wax from the shown surface?</p> 	Mineral spirits	Clean towel	Warm water	Soap	Choice 1
<p>The image shows a stripper applied on a wooden floor. What will be used to remove stripper, once it begins to blister?</p> 	Nylon brush	Cotton cloth	Mop	Metal scraper	Choice 4
Which type and grade of sandpaper would you use for final wood sanding and polishing thickness?	Micro-grit very fine sandpaper	Micro-grit ultra fine sandpaper	Macro-grit fine sandpaper	Macro-grit coarse sandpaper	Choice 2

	Suppose you want to buff the floor surface. For this, you have to first identify the type of surface. The stone used on floor has veiny appearance and seems to be cooler on touch than the surrounding air. What type of stone is it ?	Cultured marble	Granite	Natural marble	Sandstone	Choice 3
1. THC/N0208: Perform cleaning activities in guest room & public areas	_____ will be used as a common ingredient in degreasers cleaning agent.	Soap	Kerosene	Acids	Linseed oil	Choice 2
	What parameter should be considered for collecting fresh linen from linen room as part of housekeeping?	Number of floors	Number of rooms available	Number of people staying in the hotel	Occupancy status	Choice 4
	When will you use the signage shown in the given image? 	While dusting	While vacuuming	While polishing	While mopping	Choice 4
	Which of the following would you call to collect all used cutlery, as shown in the image, from the room? 	Sweeping staff	Floor manager	Bell boy	Room services	Choice 4

<p>Which of the following statements should be followed while cleaning guest rooms?</p> <ol style="list-style-type: none"> 1. Room freshener should be sprayed whenever required to keep the room fresh 2. The cleaning agents should be handled without spilling in the room 3. Ensure surfaces are wet and free of dirt when work finished 4. All the surfaces including the mirror and table glass should be cleaned with a glass cloth. 	Only 1 & 3	Only 2 & 3	Only 1, 2 & 4	Only 2, 3 & 4	Choice 3
<p>Which of the following options can be used to clean a sticky mirror?</p> <ol style="list-style-type: none"> 1. Acid 2. Alcohol 3. Vinegar 4. Warm water 5. Nail polish remover 	Only 1, 3 & 4	Only 2, 3, 4 & 5	Only 1, 2, 4 & 5	Only 1, 2 & 3	Choice 2
<p>The image, shown below, is of one of the common washrooms that has not been in use and has not been cleaned from a long time. Which of the following would you use at the end if all other natural cleaning methods fail?</p> 	White vinegar	Hydrogen peroxide	Baking soda	Lemon juice	Choice 2

<p>Which cleaning agent will have scouring abilities that help dissolve stains from the sanitary fitting shown in the image?</p> 	Citric acid	Vinegar	Alcohol	Linseed oil	Choice 1
<p>Which of the following options would you use to polish the aluminum frame of the window shown in the given image?</p> 	Diluted acid	Solution of alcohol and water	Solution of vinegar and water	Solution of acid and vinegar	Choice 3

Viva		
NOS	Question	Suggested Answer
<p>THC/N9901 Communicate with customers and colleagues</p>	<p>Mention any two communication etiquettes that you should follow while dealing with customers.</p>	<ol style="list-style-type: none"> 1. Talk in a professional and polite tone 2. Listen carefully to the customer 3. Do not interrupt while the customer is talking 4. Address the problems clearly and politely 5. Demonstrate courtesy 6. Use positive statements 7. Do not use words or phrases that can lead to a defensive reaction.
<p>THC/N9906 Maintain health and hygiene</p>	<p>Mention any two hygienic practices that you should follow at the workplace.</p>	<ol style="list-style-type: none"> 1. Keep yourself clean 2. Wear a clean uniform 3. Sanitize your hands before touching the food 4. Keep the guest rooms clean

Practical		
NOS	Question	Steps

THC/N9901: Communicate effectively and maintain service standards

Demonstrate the steps of escorting a customer to his/her room in the guest house.

The candidate:

1. Greeted the customer with a smile
2. Carried the luggage of the customer to the assigned room
3. Explained to the customer the use of various amenities in the room such as TV, heater, washer, dryer, etc.
4. Explained the do's and do not's of the guest house to the customer
5. Informed him/her about the additional facilities in the guest house
6. Maintained a decent approach while dealing with the customer