




**Theory**

NOS	QUESTION	Choice 1	Choice 2	Choice 3	Choice 4	Correct Answer
1. THC/N 0233: Perform cleaning activities	What should be the ideal time to deem an item to be low-turn stock?	2-3 months	9-12 months	1-2 weeks	2-3 weeks	Choice 2
	Molds in the storeroom can be cleaned using _____ part bleach and _____ parts water.	one, three	three, one	two, eight	five, ten	Choice 1
	How would you clean the high gloss porcelain surface shown in the image below? 	By diluting the solution to half the strength	By using the regular floor cleaning solution	By using bleach with warm water	By using cold water with oil	Choice 1
	You have just finished disposing of all the waste in the waste disposal area and are cleaning the trashcans now. Which of the following practice should be adopted right after the cleaning of bins?	A report of the cleaning procedure should be made	Bin liners should be placed in trashcans	The trolley should be returned to the housekeeping storage area	Waste should be dumped in a landfill	Choice 2
	How will you clean the oil spillage shown in the image given below? 	By using a wet mop	By sprinkling salt	By sprinkling sawdust	By using water and bleach	Choice 3
	How often should you check the functioning of equipment in rooms?	Before every check-in	Once a month	After check-out	Once a year	Choice 1
	You often use a vacuum cleaner to clean a floor. Periodic maintenance to your vacuum is what keeps it running at peak performance. Which of the following are the correct methods of maintaining it?  1. Stretch your vacuum cleaner belt 2. Clean the roller brush of your vacuum. 3. Replace the vacuum bag when full. 4. Ensure that the vacuum is producing smoke. 5. Adjust nozzle height.	1, 2 & 3 only	2, 3 & 5 only	2, 3 & 4 only	3, 4 & 5 only	Choice 2

	How many extra beds can be provided in a room on demand?	2	1	None	3	Choice 3
	For which of the following will you <b>NOT</b> contact the food & beverage department?	Ordering mock tails for guests	Ordering food supplies for guests	Providing fresh linens	Handling any food-related complaint	Choice 3
	Which of the following should be available while making the bed?  1. Flowers 2. Chocolates 3. Pillowcases 4. Fresh linen 5. Bedside mat	2, 3 & 4 only	1, 2 & 3 only	3, 4 & 5 only	1, 2 & 4 only	Choice 3
2. THC/N 9901: Communicate effectively and maintain service standards	Which of the following is the correct way to greet guests?	Greet along with a warm smile	Greet in a serious manner	Greet along with an elbow bump	Greet along with hugs	Choice 1
	State whether true/false:  Guest requirements should be clarified only once and in case of doubts, you should avoid asking the guests questions.	TRUE	FALSE			Choice 2
	A guest recently complained about some foul smell coming from their washroom and after repetitive calls to housekeeping, they did not receive a solution. Which of the following is the correct way to deal with this?	Offer another hotel to the guest	Ask the guest to wait for a response	Offer to change room after another complaint	Apologize to the guest and charge them extra	Choice 3
	Which of the following is a good practice to be followed at work?	Having lunch before lunch hours	Reporting on time at work	Avoiding colleagues and conversations	Skipping team bonding sessions	Choice 2
	You have to talk to a superior about a task. Which of the following is/are correct tips to be followed for the same?  1. Give advice where you feel you are correct 2. Do not acknowledge differences of opinions 3. Keep your views and opinions to yourself 4. Avoid being condescending 5. Speak clearly	1, 3 & 5 only	2, 4 & 5 only	2 & 3 only	4 & 5 only	Choice 4

	<p>You have a guest with a hearing disability on your team. Clarification has to be obtained from them regarding a task. Which of the following can be done by the housekeeping staff to ensure that?</p> <ol style="list-style-type: none"> <li>1. Speak slowly in clear or use sign language</li> <li>2. Appoint an instructor for the guest</li> <li>3. Ask the guest to write down their requirements or points</li> <li>4. Avoid having a conversation and work according to the SOP</li> </ol>	1 & 3 only	2 & 4 only	2 & 3 only	1 & 4 only	Choice 1
	<p>In which of the following states, does the minimum age of obtaining the service shown in the given image 18 years?</p>	Haryana	Rajasthan	Punjab	Maharashtra	Choice 2
<p>3. THC/N 9903: Maintain organizational confidentiality and</p>	<p>What should be done first, in case someone observes an unattended confidential file?</p>	Report to authorities immediately	Report to police officers immediately	Keep the file with yourself	Destroy the piece of information immediately	Choice 1
	<p>Confidential information should be shared with _____ who are trustworthy, for appropriate usage.</p>	all employees	all customers	selective customers	selective employees	Choice 4

respect guests' privacy	<p>The equipment shown in the given image is a mechanical device that is used to cut paper into either strips or fine particles. Government organizations, businesses, and private individuals use these to destroy private, confidential, or otherwise sensitive documents.</p> <p>Identify the equipment.</p> 	Fax machine	Paper destroyer	Printer	Shredder	Choice 4
4. THC/N 9906: Follow Health, Hygiene, and Safety practices	How can you keep the trashcans smelling fresh for a long period?	Overload bags	Use baking soda	Load the liner while the trash can is wet	Use a trash can for anything along with trash	Choice 2
	Which of the following practices must be avoided in order to maintain personal hygiene at the workplace?	Use disposable, single-use tissues to cover the nose and mouth when sneezing.	Keep work clothes clean and in good condition	Leave the toilet without washing your hands	Clean dirt and debris off work boots and keep them outside	Choice 3
	Which of the following states the main reason for attending regular health check-ups organized by the management?	Detect potentially life-threatening health conditions	Decreases chances for treatment and cure	Increase the risk of complications	Increase risk of getting sick	Choice 1
	Which of the following steps must <b>NOT</b> be performed while giving first aid to a person with burns?	Run cool water over the afflicted area	Keep the burned person out of the sunlight	Break any blisters	Apply moisturizer over the area	Choice 3
	_____ colored dustbins are meant for wet and biodegradable wastes. For e.g.: kitchen waste including vegetables and fruit skins.	Green	Red	Blue	Yellow	Choice 1
	Which of the following is applicable while handling dry waste?	Make sure that it gets disposed of in the red bin	Always compost the dry waste	Must be wrapped in a plastic bag and labeled	Should be sterilized before disposal	Choice 2

**Practical**

NOS	Question	Steps	Elements required
<p>1. THC/N0233: Perform cleaning activities</p>	<p>Demonstrate the procedure to carry out dry dusting in the guests' room.</p>	<p>The candidate:</p> <ol style="list-style-type: none"> <li>1. Started dusting articles at the door &amp; work clockwise around the room.</li> <li>2. Began dusting from the highest surfaces so that dust does not fall on items already cleaned.</li> <li>3. In case a dusting solution is used, sprayed a small amount onto the cloth.</li> <li>4. Unfolded the duster only outside the room after dusting</li> <li>6. Carried the duster away carefully to such a place where it can be washed &amp; dried.</li> </ol>	<p>Cloth duster, Micro Fiber Cloths, Feather duster &amp; dusting solution</p>
<p>2. THC/N9901: Communicate effectively and maintain service standards</p>	<p>Demonstrate the procedure to handle guests who are complaining about the temporary suspension of the on-site parking facility of the hotel due to deep cleaning and maintenance works.</p>	<p>The candidate:</p> <ol style="list-style-type: none"> <li>1. Expressed sincere regrets for the inconvenience to the guests</li> <li>2. Provided the guest with any necessary context or information about the closing</li> <li>3. Asked the guest to communicate with the management/front desk about the scenario</li> <li>4. Escorted the guest to the front desk and briefed the scenario on the front desk team</li> <li>5. After complete discussion, asked the front desk team to ensure that all the guests are informed of the same</li> <li>6. Went back to the site and installed proper signage and notice, if not done earlier</li> </ol>	<p>Warning signs and notice</p>

**Viva**

<b>Sl. No</b>	<b>NOS</b>	<b>Question</b>	<b>Suggested Answer</b>
1	1. THC/N0233: Perform cleaning activities	Mention a few ways for proper monitoring, handling, and segregation of cleaning products.	The candidate mentioned:  <ol style="list-style-type: none"><li>1. Labelling of each chemical</li><li>2. Using solid-based chemicals that are free from phosphate</li><li>3. Using chemicals as per the intended surface to be cleaned</li><li>4. Apt measurement of chemicals before usage</li><li>5. Using color-coded microfiber duster to avoid cross-contamination</li><li>6. Maintaining a record of the equipment being used on a daily basis</li><li>7. Maintaining a record of the people to whom the equipment is assigned</li><li>8. Maintaining a record of faulty or damaged equipment</li><li>9. Preparing and managing the inventory prepared for purchasing required equipment and materials</li><li>10. Using proper personal protective equipment while using the chemicals</li></ol>
2	2. THC/N9901: Communicate effectively and maintain service standards	Mention the basic things hotels should master in providing, to keep guests happy and satisfied.	The candidate mentioned:  <ol style="list-style-type: none"><li>1. Hotel hygiene</li><li>2. Hotel security</li><li>3. Internet access</li><li>4. Comfortable bedding</li><li>5. Attentive phone services</li><li>6. Adequate lighting</li><li>7. Pleasant ambiance</li><li>8. Great dining experience</li></ol>

3	3. THC/N9903: Maintain organizational confidentiality and respect guests' privacy	Mention ways to prevent hotel data security breaches.	The candidate mentioned: <ol style="list-style-type: none"><li>1. Setting up anti-virus software</li><li>2. Not sharing email accounts between employees</li><li>3. Not using an email address listed on the site as an online system login or username</li><li>4. Turning on the 2-Step Verification (or multi-factor verification) setting for email accounts, Google, Microsoft</li><li>5. Not reusing passwords on different business-related accounts</li></ol>
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