

NOS	Question text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
THC/N4414: Administer the staff and operations	You need to design a foreign tour package. How would you select the country for the same?	By analyzing the seasonal trends of tourists visiting the country	By analyzing the cost of travel and lodgings in the country	By understanding the VISA & other document requirements of the country	All of the given options	Choice 4
	While checking the invoices received from your partner resort you notice a minor discrepancy in the tax amount. What should you do in this situation?	Verify the matter with accounts department and inform the resort of the same	Ask the resort manager to resend the correct invoice	Ignore the minor discrepancy and approve the bill	Correct the invoice yourself and then approve the bill	Choice 1
	How should you assign targets to your team members?	Based on their past performance	Based on their general knowledge	Based on their family background	Based on their ability to speak multiple languages	Choice 1
THC/N4415: Manage tour operations	While checking the itinerary prepared by a travel consultant you notice that an alternate travel route can also be used to avoid traffic jams. What should you do?	Make the required changes in the itinerary yourself without telling anyone	Suggest the alternate route to the consultant and ask him/her to make the changes after verifying	Overlook the matter and approve the itinerary received from the consultant	Ask the consultant to rework the whole itinerary and submit it again	Choice 2
	For which of the following reasons should you organize weekly meetings with the office staff in your company? A. To take feedback from the office staff B. To inform staff about policy changes in the company C. To know about the work progress of the employees D. To discuss about the budget for petty cash	Only A	A and B	A, B and D	A, B and C	Choice 4
	You need to hire a candidate as a travel consultant. Which of the following should you consider while doing the same?	Educational background of the candidate	Communication (written and spoken) skills of the candidate	Etiquettes and personal grooming of the candidate	All of the given options	Choice 4

	You noticed that an employee is deliberately not working efficiently because he/she is not happy with the appraisal received. What should you do?	Put more work pressure on the employee to make him/her work efficiently	Give the employee paid holiday for one week	Ask the employee about his/her grievance and try to motivate him/her to perform duties properly	Ask the employee to maintain “work first” attitude in the office	Choice 3
THC/N4416: Manage tour execution	What should you do to ensure that the customers receive quality accommodation in the hotels/resorts included in their tour packages?	Ask the hotel/resort manager to send CCTV footage of the premises regularly	Visit the hotels/resorts periodically in order to verify the quality of accommodation	Ask the resort/hotel manager to periodically send pictures of the premises	Travel along with the customers to ensure the same	Choice 2
	Which of the following methods should you use to expand your industry network? A. Attend workshops/seminars organized by tourism associations B. Read travel related magazines and blogs C. Obtain reference for new resorts from existing partners (hotels, resorts)	Only B	B and C	A and C	A, B and C	Choice 3
	Which of the following sources can you use to update yourself about latest and famous tourist destinations? A. Internet travel blogs B. Travel magazines C. Social media travel channels	Only A	Only B	A and B	A, B and C	Choice 4
	You are planning to launch a special promotion tour package for the loyal customers. In which of the following ways should you update them about the same?	Send the soft copy of the tour brochure via email	Send the hard copy of the tour brochure through courier	Call them and provide details of the tour	All of the given options	Choice 4
	Why should you analyze the tour packages offered by your competitors?	To copy their strategies and ideas	To understand and analyze the latest market trends	To share their strategies with others	To share their shortcomings with others	Choice 2

THC/N9902: Ensure effective communication and service standards at workplace	You notice that a new employee is making mistakes while documenting the details of the tours. How should you approach this situation?	Scold the employee in front of all the office staff	Ask the employee to resign	Tell the employee about the mistakes and ways to resolve them	Ignore the mistakes and continue with your work	Choice 3
	Which of the following information should you provide to the customer about his /her tour package? A. Terms and conditions of the company B. Travel itinerary of the tour C. Documents required for travel D. Amount of money required for shopping purposes	A and D	A and C	B, C and D	A, B and C	Choice 4
	You notice that water dispenser in your office needs to be repaired. Which of the following departments should you inform about the matter?	Administration department	Maintenance department	Housekeeping department	Human Resource department	Choice 2
	Which of the following should you ask the customer while designing a customized tour package for them?	The budget for the tour	The type of activities customers want to do like trekking, river rafting etc.	The type of places customers like to visit like mountains, sea or desert	All of the given options	Choice 4
	After reading a customer's negative feedback you decide to call him/her. Which of the following should you ask the customer to understand the grievances better? A. Ways to improve your service B. Quality of food served during the trip C. Quality of souvenirs bought from the market D. Comfort during the	Only A	A and B	B, C and D	B and D	Choice 4

	journeys between destinations					
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	When should you conduct pest control activities at your workplace?	At regular and planned intervals	Whenever you feel like	When you see rats in your office	When someone complains about the pests	Choice 1
	Which of the following should you do to keep your workplace clean?	Ensure that the dustbins are cleared everyday	Ensure that the desks are wiped every morning	Ensure that there is no litter on the floor	All of the given options	Choice 4
	You have noticed that the floor of your office is wet. What should you do?	Cover the wet area with newspaper	Report the matter to housekeeping staff	Clean the area yourself	Place rubber mats on the wet areas	Choice 2
	You notice presence of rashes on your arms. What should you do?	Wear full sleeve shirt to hide it and go to work	Cover the rash with a towel and go to work	Inform your senior and visit doctor	Take a day off without informing anyone	Choice 3
	While inspecting a resort you should check if it has a food safety management system in place. Which of the following certifications should you check for the same?	ISO 22000 (International Organization for Standardization)	ISO 9001 (International Organization for Standardization)	ISO 37001 (International Organization for Standardization)	ISO 27001 (International Organization for Standardization)	Choice 1

Viva		
NOS	Question	Suggested solutions
THC/N4414: Administer the staff and operations	Mention any two things/factors you should keep in mind while preparing the annual budget for the financial year.	The candidate mentioned: 1. The number of holiday packages you are planning to sell 2. Seasonal changes in market trends 3. Expected income and expenditure from the tour packages 4. Operational costs of the company
THC/N4416: Manage tour execution	Mention any two reasons why should you regularly visit your partner hotels/resorts.	The candidate mentioned: 1. To check if the quality of accommodation is as per your company SOP 2. To check if the security features are present to ensure safety of tourists 3. To maintain cordial relationships with the clients

Practical		
NOS	Question	Rubrics
THC/N4414: Administer the staff and operations	You need to call and take feedback from a customer about his/her tour. Demonstrate the procedure you should follow to do the same. Assessor: Customer	The candidate: 1. Called the customer 2. Greeted the customer warmly 3. Asked the customer about the feedback regarding the lodgings, food and events in the tour package 4. Listened to the customer feedback actively 5. Provided solutions for any complaints 6. Used polite language while interacting with the customer 7. Avoided interrupting the customer and using rude language 8. Thanked the customer for his/her feedback 9. Used the opportunity to promote relevant tour packages to the customer