








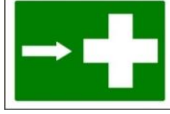













Theory Questions

Sr. No.	NOS	Question	Option A	Option B	Option C	Option D	Answer
1	THC/N2911: Set up & maintain sales counter and assist guests	While using a product for display if you look at the expiry date on the packaging, which shows - Manufacturing date - 08 2020 Best before 6 months from packaging. On which of the following dates you should not display it as it is expired?	23rd Jan'2021	18 Dec'2021	12th Feb'2021	20th Nov'2020	C
2	THC/N2911: Set up & maintain sales counter and assist guests	For which of the following parameters you should inspect the food products displayed at the sales counter? 1. Freshness 2. Cleanliness 3. Visual appeal	1 & 2	2 & 3	1 & 3	1, 2 & 3	D
3	THC/N9901: Communicate effectively and maintain service standards	Good maintenance of personal hygiene includes -	Clean teeth	Long nails	Unwashed hair	Body odour	A
4	THC/N9906: Follow Health, Hygiene and Safety practices	Which of the following should be considered for healthy and safe practices as per the organization's Health and Safety policies? 1. Proper placement of safety signs 2. Using appropriate PPE (Personal Protective Equipment) whenever required 3. Knowledge of emergency procedures	Only 1 and 2	Only 2 and 3	Only 1 and 3	All 1, 2, and 3	D
5	THC/N2911: Set up & maintain sales counter and assist guests	Which of the following factors should be considered while organizing all the tools and equipment at sales counter? 1. Safety 2. Hygiene 3. Efficiency	1 & 2	2 & 3	1 & 3	1, 2 & 3	D

6	THC/N2911: Set up & maintain sales counter and assist guests	If a guest asks for a drink that does not have effervescence or lactose then which of the following you should suggest to him?	Butter milk	Cold drink	Juice	Soda	C
7	THC/N2908: Process guest's order and serve the guest	Which of the following is the first step to manage the delivery orders from various online food delivery portals?	Accepting the order	Packing the dishes	Calling the delivery person	Generating an invoice	A
8	THC/N2908: Process guest's order and serve the guest	If a wrong dish has been already ordered and has to be returned from the table to the kitchen for replacement, then which of the following type of KOT is raised?	Complementary	Accidental KOT	House slip	EN PLACE KOT	D
9	THC/N2908: Process guest's order and serve the guest	Sambhar is generally provided as an accompaniment with which of the following?	Pizza	Dosa	Noodles	Dal makhani	B
10	THC/N2908: Process guest's order and serve the guest	Which of the following things should be refilled in the vending machine for coffee?	Milk powder	Sugar	Coffee powder	All of the mentioned options	D
11	THC/N9901: Communicate effectively and maintain service standards	Which of the following statements are true for a counter sales executive?	Should maintain a good hygiene	Should be proficient in communication skills	Should know how to understand the customer needs	All of the mentioned options	D
12	THC/N9903: Maintain organisational confidentiality and respect guests' privacy	What does the term intellectual rights covers?	Copyrights	Trademarks	Patents	All of the above	D
13	THC/N9906: Follow Health, Hygiene and Safety practices	Which of the following are the parameters of segregating waste? 1. Recyclable and non-recyclable waste 2. Dry and wet waste 3. Organic and inorganic waste	1 & 2	2 & 3	1, 2 & 3	 1 & 3	C
14	THC/N9906: Follow Health, Hygiene and Safety practices	If one of your colleague gets electrocuted then which of the following is the first step that you should take?	Separating the person from electric source	Checking airway and breathing	Performing CPR	Call for emergency medical services	A
15	THC/N9906: Follow Health, Hygiene and Safety practices	As per the organisation safety policy, which of the following can be assessed as hazard?	Use of PPE	Arranged desks	Presence of harmful chemicals	Presence of peripherals	C

16	THC/N9906: Follow Health, Hygiene and Safety practices	Which of the following are the symptoms of COVID-19? 1. Fever 2. Cough 3. Loss of taste or smell	1 & 2	2 & 3	1 & 3	1, 2 & 3	D
17	THC/N2911: Set up & maintain sales counter and assist guests	While preparing the counter display areas which of the following need to be considered? 1. Size of the display area 2. Position of the display 3. Visibility	1 and 2	2 and 3	1 and 3	1, 2 and 3	D
18	THC/N2911: Set up & maintain sales counter and assist guests	While understanding/interpreting design briefs for retail displays, which of the following need to be considered?	Harmony	Lighting	Colour	All of the mentioned options	D
19	THC/N9901: Communicate effectively and maintain service standards	In case there is a delay in resolving the issue and the customer is waiting, then how should the situation be dealt with?	Customer should be ignored	should be informed about the	Customer should be told to leave	should be lied about the status	B
20	THC/N9901: Communicate effectively and maintain service standards	If you have to narrow down the product options for a customer in order to help him to select the right product then which of the following action you should take?	By asking the product features and benefits that interest him	By showing only few options	By asking the final choice of product	By showing him the most expensive products	A
21	THC/N9901: Communicate effectively and maintain service standards	Which of the following you should convey to the guests as the woman's helpline number?	100	101	102	1091	D
22	THC/N9903: Maintain organisational confidentiality and respect guests' privacy	For avoiding any IPR infringement you should - 1. Be aware of the IPR 2. Not share any confidential information 3. Not meet any competitor's employee	1 & 2	2 & 3	1 & 3	1, 2 & 3	A

23	THC/N9906: Follow Health, Hygiene and Safety practices	Which of the following type of dustbin should be used near the counter with food preparation surface?					B
24	THC/N9906: Follow Health, Hygiene and Safety practices	As per the COVID guidelines, if soap and water are not readily available, use an alcohol-based hand sanitizer with at least _____ alcohol.	50%	60%	99%	30%	B
25	THC/N9906: Follow Health, Hygiene and Safety practices	Which of the following fire emergency sign indicates a fire extinguisher?					B
26	THC/N9906: Follow Health, Hygiene and Safety practices	What does the given sign indicates about the type of waste to be disposed?	Recyclable waste	Organic waste	Hazardous waste	Solid waste	A
27	THC/N9906: Follow Health, Hygiene and Safety practices	Which of the following sign is used to mark availability of first aid?					A
28	THC/N2909: Manage administrative work	Find the average order size if the total footfall is 200, total sales is 10,000 and number of orders is 50.	INR 100	INR 200	INR 500	INR 250	B
29	THC/N2909: Manage administrative work	Which of the following type of account is used to record expenses, gains and losses?	Personal account	Real accounts	General ledger	Nominal account	D
30	THC/N2909: Manage administrative work	Payment received from the customer should be kept as- I. Credit II. Debit	Only I	Only II	Both I and II	Neither I nor II	A
31	THC/N9901: Communicate effectively and maintain service standards	Which of the following shows a positive facial expression?	Frowning while concentrating	Maintaining eye contact	Smiling continuously	Rolling up your eyes	B

32	THC/N9901: Communicate effectively and maintain service standards	Straight body posture shows what?	Pride	Professionalism	Confidence	Humility	C
33	THC/N9906: Follow Health, Hygiene and Safety practices	Which of the following colour of safety sign indicates prohibition of an activity?	Yellow	Green	Red	Blue	C
34	THC/N9906: Follow Health, Hygiene and Safety practices	In case of fire emergency, which of the following sign indicates the location of fire hoze?					A
35	THC/N9906: Follow Health, Hygiene and Safety practices	If there is a water spill all over the floor then, which of the following sign you should place in order to warn the colleagues about the slipping hazard?					B
36	THC/N9906: Follow Health, Hygiene and Safety practices	Which of the following colour dustbins are used for biodegradable waste?	Green	Blue	Yellow	White	A
37	THC/N9906: Follow Health, Hygiene and Safety practices	Which of the following colour dustbins are used for non-biodegradable waste?	Green	Blue	Yellow	White	B
38	THC/N9906: Follow Health, Hygiene and Safety practices	Which of the following colour dustbins are used for papers and glass bottles waste?	Green	Blue	Yellow	White	C

Viva Questions

Sr. No.	NOS	Question	Answer
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1	THC/N2908: Process guest's order and serve the guest	Mention any three ways in which foods may become time-temperature abused.	<ol style="list-style-type: none"> 1. Foods are not held or stored at food safe temperatures 2. Food is not cooked or reheated to the temperature required to eliminate possible pathogens 3. Hot food is not cooled properly before being placed in cold storage
2	THC/N9901.Communicate effectively and maintain service standards	Mention any three static non-verbal communication components.	<ol style="list-style-type: none"> 1. Ethnicity 2. Hair colour 3. Clothes
3		What are the ways to talk to a female customer effectively?	<ol style="list-style-type: none"> 1. Keep some distance while talking 2. Always show respect 3. Don't touch the female while talking to her

4		<p>What do you understand by danger zone in food storage?</p>	<p>Danger zone is the temperature range between 40 °F and 140 °F, where the bacteria in food grows most rapidly, doubling in number in as little as 20 minutes.</p>
5	<p>THC/N2911: Set up & maintain sales counter and assist guests</p>	<p>Mention the participants of Triplicate KOT system.</p>	<p>The order from the guest is taken on a KOT pad which is in triplicate copies. The distribution is as follows</p> <ul style="list-style-type: none"> - top copy/ original copy : Kitchen - middle copy/1st copy : Cashier - last copy/ 2nd copy/ : Steward Book copy/ reference cop

6	THC/N2908: Process guest's order and serve the guest	Explain the Accident KOT.	In situations where there is an accident and the dish gets spoilt or partially damaged this KOT is raised for the same dish (freshly prepared) for the kitchen. This KOT also is made on the same KOT slip/ KOT pad however on top of the KOT one needs to mention the word "ACCIDENT KOT". It has to be counter signed by the manager in-charge and the reason has to be mentioned
7	THC/N2909: Manage administrative work	Explain average order size.	The average amount of money a customer spends in one transaction on your food store.

8	THC/N9906.Follow Health, Hygiene and Safety practices	What are the symptoms of COVID?	<ol style="list-style-type: none"> 1. Fever 2. Cough 3. Tiredness 4. Loss of taste or smell
9		Mention any three benefits of maintaining personal hygiene.	<ol style="list-style-type: none"> 1. It protects you from infections or diseases that could weaken your immune system. 2. It prevents you from spreading the infection to your loved ones and people you interact with daily. 3. It helps maintain your skin's pH levels, making it healthy and glowing over time. 4. It helps you avoid getting into unpleasant situations wherein people are disgusted by

Practical Question

Sr. No.	NOS	Scenario	Rubrics
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1	THC/N2911: Set up & maintain sales counter and assist guests	<p>Role play: Candidate will act as a counter sales executive of a QSR and assessor will act as a customer. Demonstrate the standard operating procedures if a customer is ordering the food and counter sales executive is taking the order and delivering the food. NOTE: Assessor can provide inputs as per his choice.</p>	<p>should:</p> <ol style="list-style-type: none"> 1. Greet and receive the guest 2. Provide the menu to the guest 3. Take the customer's food and beverage requirements 4. Resolve the customer's queries at the counter 5. Suggest food products and beverages to the guests as per their requirement 6. Offer suitable alternatives to the guests for the unavailable items 7. Take the
2	THC/N2908: Process guest's order and serve the guest	<p>Demonstrate the knowledge of steps that you should perform in order to process an order of cheese grilled sandwich.</p>	<p>The assessor should assess the candidate on the basis of -</p> <ol style="list-style-type: none"> 1. Final result 2. Garnishing 3. Turn Around Time 4. Safety and hygiene

3	THC/N9906.Follow Health, Hygiene and Safety practices	Demonstrate the knowledge of points that should be considered in case of an emergency evacuation.	<ol style="list-style-type: none"> 1. Activate the fire alarm. 2. Assist injured personnel or notify emergency responders of the medical emergency. 3. Exit the building following emergency maps. 4. Assist physically impaired individuals to a secure area and notify emergency responders. 5. Ensure all personnel are out of the building. 6. Do not use the elevators.
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