

DO NOT OPEN THIS TEST BOOKLET UNTIL YOU ARE ASKED TO DO SO

23-0005-AB

TEST BOOKLET
PAPER-II

Time Allowed: 1 hr

FRONT OFFICE ASSISTANT

Maximum Marks: 50

INSTRUCTIONS TO CANDIDATES

Read the instructions carefully before answering the questions: -

1. This Test Booklet consists of 08 (eight) pages and has 50 (fifty) questions.
2. IMMEDIATELY AFTER THE COMMENCEMENT OF THE EXAMINATION, YOU SHOULD CHECK THAT THIS BOOKLET *DOES NOT* HAVE ANY UNPRINTED OR TORN OR MISSING PAGES OR ITEMS ETC. IF SO, GET IT REPLACED BY A COMPLETE TEST BOOKLET.
3. Please note that it is the candidate's responsibility to fill in the Roll Number and other required details carefully and without any omission or discrepancy at the appropriate places in the OMR Answer Sheet. Any omission/discrepancy will render the OMR Answer Sheet liable for rejection.
4. Do not write anything else on the OMR Answer Sheet except the required information. Before you proceed to mark in the OMR Answer Sheet, please ensure that you have filled in the required particulars as per given instructions.
5. Use only Black Ball Point Pen to fill the OMR Answer Sheet.
6. Each question comprises of 04 (four) responses (answers). You are required to select the response which you want to mark on the OMR Answer Sheet. In case you feel that there is more than one correct response, mark the response which you consider the best. In any case, choose *ONLY ONE* response for each item.
7. After you have completed filling in all your responses on the OMR Answer Sheet and the examination has concluded, you should hand over to the Invigilator *only the OMR Answer Sheet*. You are permitted to take the Test Booklet with you.
8. Penalty for wrong answers in case of Multiple Choice based Questions:
THERE WIL BE PENALTY FOR WRONG ANSWERS MARKED BY A CANDIDATE.
 - (i) There are four alternatives for the answer to every question. For each question for which a wrong answer has been given by the candidate, one-third of the marks assigned to the question will be deducted as penalty.
 - (ii) If a candidate gives more than one answer, it will be treated as a wrong answer even if one of the given answers happens to be correct and there will be same penalty as above to the question.
 - (iii) If a question is left blank. i.e., no answer is given by the candidate; there will be no penalty for that question.

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FRONT OFFICE ASSISTANT

Choose the correct answers for the following questions:

(1x50=50)

1. What is grooming in the context of hospitality industry?
 - (a) Keeping the hotel clean and tidy
 - (b) Maintaining the landscape of the hotel
 - (c) Personal appearance and hygiene of hotel staff
 - (d) None of the above

2. Which of the following is the first step to be taken in case of a fire in a hotel?
 - (a) Call the fire department
 - (b) Evacuate guests immediately
 - (c) Use the fire extinguisher
 - (d) Try to put out the fire with water

3. What is the correct method of treating a burn injury in a hotel?
 - (a) Apply ice directly to the burn
 - (b) Cover the burn with oil or butter
 - (c) Hold the affected area under cool running water.
 - (d) Wrap the burn with a tight bandage

4. The highest position in the organizational hierarchy of the Front Office Department is -
 - (a) Assistant Manager
 - (b) Front Office Manager
 - (c) Front Office Supervisor
 - (d) Receptionist

5. Which among the following is the first step in the process of welcoming the guest?
 - (a) Greeting the Guest
 - (b) Checking their Identification
 - (c) Offering them a welcome drink
 - (d) Asking for their room preference

6. What is the main responsibility of front office service personnel during the checkout process?
 - (a) Handling guest complaints
 - (b) Ensuring guests have a pleasant stay
 - (c) Collecting payment from guests
 - (d) Providing room service to guests

7. What is the purpose of key control at the front office?
 - (a) To prevent unauthorized access to guest rooms
 - (b) To manage room rates and tariffs
 - (c) To handle reservation requests
 - (d) To provide room service to guests

8. What do you understand by the term 'Suite'?
 - (a) A room with a king-sized bed
 - (b) A room with a separate living area and bedroom
 - (c) A room with two double beds
 - (d) A room with a private balcony

9. What is a meal plan in a hotel?
- (a) A plan for how to prepare meals in the hotel restaurant
 - (b) A plan for guests to purchase meals at a discounted rate
 - (c) A plan for guests to receive complimentary meals
 - (d) A plan for guests to order room service
10. Which among the following is the correct definition of 'Rack Rate' in a hotel?
- (a) The rate at which the hotel sells its rooms to travel agents and tour operators
 - (b) The highest published rate for a room
 - (c) The rate for a room during peak season
 - (d) The rate for a room during off-season
11. Which operating system is known for its graphical user interface and is widely used in desktop and laptop computers?
- (a) UNIX
 - (b) WINDOWS
 - (c) MS DOS
 - (d) NETWARE
12. Which operating system is known for its command-line interface and was widely used in the 1980s and 1990s?
- (a) UNIX
 - (b) WINDOWS
 - (c) NETWARE
 - (d) MS DOS
13. Which of the following is not an example of a file name extension?
- (a) .txt
 - (b) .jpg
 - (c) .exe
 - (d) .com
14. Which type of reboot involves restarting the computer without turning off the power?
- (a) Warm reboot
 - (b) Cold reboot
 - (c) Hot reboot
 - (d) Soft reboot
15. Which file is responsible for processing commands entered by the user in an operating system?
- (a) Autoexec.bat file
 - (b) Boot.ini file
 - (c) Config.sys file
 - (d) Command Processor file
16. What is the default file format used for saving documents in Microsoft Word?
- (a) .pdf
 - (b) .docx
 - (c) .txt
 - (d) .pptx
17. Which option in Microsoft Word allows you to find and replace specific text in a document?
- (a) Review
 - (b) References
 - (c) File
 - (d) Home

18. Which feature in Microsoft Word automatically corrects common spelling mistakes as you type?
- (a) Auto Format
 - (b) Auto Text
 - (c) Auto Correct
 - (d) Grammar Check
19. How can you apply bold formatting to selected text in Microsoft Word?
- (a) Ctrl + B
 - (b) Ctrl + I
 - (c) Ctrl + U
 - (d) Ctrl + S
20. What is the shortcut key to open a new document in Microsoft Word?
- (a) Ctrl + N
 - (b) Ctrl + O
 - (c) Ctrl + S
 - (d) Ctrl + P
21. Which type of printer uses a combination of heat and pressure to transfer toner onto paper and produce high-quality prints?
- (a) Color Laser Printer
 - (b) Dot Matrix Printer
 - (c) Inkjet Printer
 - (d) Laser Printer
22. Which feature in MS-Excel allows users to sort data based on criteria such as alphabetical order, numerical order, or custom sorting?
- (a) Chart Wizard
 - (b) Sort and Filter
 - (c) Data Validation
 - (d) Pivot Table
23. What is MS-Access?
- (a) A spreadsheet software
 - (b) A database management system
 - (c) A word processing software
 - (d) A presentation software
24. Which of the following is NOT a valid naming convention for a database table in MS Access?
- (a) Customer Orders
 - (b) Orders
 - (c) Tbl orders
 - (d) 12345_orders
25. Which type of internet connection uses a telephone line to connect to the internet?
- (a) Broadband connection
 - (b) Dial-up modem
 - (c) World Wide Web
 - (d) Internet Explorer
26. What is the purpose of a search engine like Google?
- (a) To create email IDs
 - (b) To send emails
 - (c) To search for information on the World Wide Web
 - (d) To attach files to emails

27. Which of the following is NOT a feature of Internet Explorer?
- (a) Web browsing
 - (b) Search engine
 - (c) File attachment
 - (d) User authentication
28. What is the process of creating an email ID?
- (a) Email account registration
 - (b) User authentication
 - (c) Dial-up connection
 - (d) File attachment
29. Which document is used to record the details of departing guests in a hotel?
- (a) Departure list
 - (b) Room availability chart
 - (c) Guest folio with Performa
 - (d) Arrival list
30. What is the last step in the workflow of handling guest arrivals in a hotel?
- (a) Allocating rooms to arriving guests
 - (b) Verifying the payment details of arriving guests
 - (c) Checking the identification documents of arriving guests
 - (d) Recording the details of arriving guests in the Guest Folio with Performa
31. What is the purpose of a Room Availability Chart in a hotel?
- (a) To record the room rates for different room types
 - (b) To track the number of available rooms for each room type
 - (c) To list the names of guests who have checked in
 - (d) To document the details of guests who have checked out
32. How are guest rooms usually assigned in a property management system?
- (a) Randomly
 - (b) Based on guest preferences
 - (c) Based on availability and rate category
 - (d) In alphabetical order
33. What is the purpose of a 'C' form in hotel operations?
- (a) To request a complimentary room upgrade
 - (b) To record guest complaints
 - (c) To record guest feedback
 - (d) To record guest details for submission to the government authorities
34. What is the purpose of team building?
- (a) To manage time effectively
 - (b) To handle complaints and situations
 - (c) To motivate employees
 - (d) To exchange currency
35. Which of the following skills involves the ability to prioritize tasks, set goals, and make effective use of time?
- (a) Team building
 - (b) Time management
 - (c) Interpersonal skills
 - (d) Conflict management

36. What is the typical procedure for handling a guest's request for a room change in a hotel?
- (a) Deny the request and inform the guest that room changes are not allowed.
 - (b) Immediately assign the guest a new room without any further verification.
 - (c) Verify the guest's request, check room availability, and inform the guest of the outcome.
 - (d) Charge the guest an additional fee for changing rooms.
37. What is the primary responsibility of a concierge at a hotel?
- (a) Providing information and assistance to guests
 - (b) Handling guest check-ins and check-outs
 - (c) Managing hotel marketing and promotions
 - (d) Handling guest complaints and resolving issues
38. What should be the first step in handling incoming mails and parcels in a hotel?
- (a) Opening all mail and packages for inspection
 - (b) Delivering them directly to the guests' rooms
 - (c) Returning all mails and packages to the sender
 - (d) Recording and logging all incoming mail and packages
39. What is the role of a bell service in a hotel?
- (a) Handling guest check-ins and check-outs
 - (b) Assisting with guest luggage and transportation
 - (c) Managing hotel reservations and bookings
 - (d) Handling guest complaints and requests
40. Which of the following is an example of up-selling in a hotel?
- (a) Offering a discount on room rates
 - (b) Providing free Wi-Fi for all guests
 - (c) Suggesting an upgrade to a higher room category
 - (d) Allowing guests to check out late without any charges
41. What is the purpose of marketing in the hospitality industry?
- (a) To attract more employees to the hotel
 - (b) To promote the hotel's social responsibility initiatives
 - (c) To create awareness about the hotel's brand
 - (d) To increase the price of hotel rooms
42. In a difficult guest situation, what is a better way to handle the situation?
- (a) Arguing with the guest
 - (b) Listening attentively to the guest
 - (c) Ignoring the guest
 - (d) Blaming the guest
43. Which of the following is NOT a part of the cashiering procedures at the front office?
- (a) Posting charges to guest folios
 - (b) Handling cash transactions
 - (c) Preparing daily reports
 - (d) Making reservations for guests
44. What is the first step in handling an emergency situation at the front office?
- (a) Call the emergency services
 - (b) Evacuate the guests and staff
 - (c) Assess the situation
 - (d) Notify the hotel manager

45. What is the purpose of the Night Auditor's Report?
- (a) To track room rate changes
 - (b) To reconcile financial transactions
 - (c) To update guest information
 - (d) To manage housekeeping tasks
46. When should a room rate change be processed in the front office system?
- (a) Both during check-in and check-out
 - (b) Only during check-in
 - (c) Only during check-out
 - (d) Anytime during a guest's stay
47. What should be done if a guest's room status does not match the actual status of the room?
- (a) Notify the housekeeping department
 - (b) Ignore the discrepancy
 - (c) Update the room status in the system
 - (d) Move the guest to a different room
48. What is the purpose of the rooming list in the guest cycle?
- (a) To allocate room rates
 - (b) To assign rooms to guests
 - (c) To track guest preferences
 - (d) To schedule housekeeping task
49. What should be the attitude of hotel staff when handling guest feedback or complaints?
- (a) Defensive and argumentative
 - (b) Dismissive and uninterested
 - (c) Rude and impolite
 - (d) Empathetic and understanding
50. Which of the following is a common method of paging in a hotel?
- (a) Sending a message through social media
 - (b) Sending an email to the guest's room
 - (c) Using an intercom system
 - (d) Sending a carrier pigeon to the guest's room
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Space for rough work