

**Sample QB- Front Office Executive (Theory)**

S.no	Question	Option 1	Option 2	Option 3	Option 4	Answer
1	A list which is prepared daily of the room that is to be vacated is called_____.	Room cleaning list	Departure list	Guest history list	Room status list	2
2	How will you assist the guest on any requirement? Select from the given options?	ask for any requirement form guest during check in	Arrange for materials / consumables as required	Ensure the guest are attended anytime on their request	All the mentioned	1
3	Why one should not leave the guest unattended? 1. To make the customer feel comfortable 2. To help the customer, whenever required 3. To gossip with the customers	Only 1	Only 2	Only 3	1 & 2	4
4	Which of the following method of payment cannot be accepted from an individual new guest?	Credit card	Debit card	Cash	Post-dated cheque	4
5	While preparing invoice of a guest with room tariff 10000 per day what should be the percentage of GST applicable?	6%	18%	28%	22%	3

6	The hotel could receive mail or parcel for which of the following: 1. Expected Arrival 2. Departure Guests 3. In-House Guests	1, 2	1, 3	Only 3	1, 2, 3	4
7	Which of the followings are the types of rooms which you are required to inform the guests.	Triple occupancy	Quad occupancy	Single occupancy	All the mentioned	4
8	If you overhear a customer complaining about something, the best action to take is to:	Walk away and wait for the customer to call you over and complain	Walk towards the table and ask the customer if they are enjoying their time in the Hotel	Take a break in order to ensure that the customer complains to someone else so that you don't have to deal with them	Ignore the customer complaint and continue with your work	2
9	Once you have handled a complaint, you must	Analyze the situation to ensure that no other customer will need to complain about the same thing again	Analyze the situation to ensure that no one can blame you for the customer being unhappy	Analyze the situation so that the staff members involved can be severely reprimanded for causing the problem in the first place	All the mentioned	1
10	Which of the following can mean that you are putting team over individual goals?	Helping your colleagues wherever possible	Constant criticism of team members	Making personal comments on colleagues	Avoiding interaction with colleagues	1

**Sample QB: Front Office Executive (Viva)**

<b>S.no</b>	<b>Viva Question</b>	<b>Answer</b>
1	In case of cold weather, what amenity should be arranged for guest?	Heater
2	Mention any three detail is to be mentioned in the invoice?	Agreed tariff, discount and taxes
3	How will you arrange for guest requirement?	<ol style="list-style-type: none"><li>1. Block the preferred room for regular / VIP guests.</li><li>2, Inform for special arrangement such as security during VIP guests stay.</li><li>3. Arrange for any special request from guests such as city tour, appointments, etc.</li><li>4. Coordinate with travel and airport service team for guest pick up.</li></ol>
4	Mention common guest queries.	<ol style="list-style-type: none"><li>1. Queries regarding discount on bill.</li><li>2. Popular places of the area</li><li>3. Queries regarding transportation facility.</li></ol>

**Sample QB- Front Office Executive (Practical)**

S.no	Practical Scenario	Rubrics
1	Demonstrate the steps of assisting the guest on any requirement	Ask for any requirement form guest during check in.
		Arrange for materials / consumables as required.
		Coordinate with different department such as housekeeping, food & beverage, to fulfil guest requirement.
		Inform travel desk on guest requirement such as cab booking, sight-seeing, travel ticket booking, etc.
		Ensure the guest are attended at every instance of their request and not ignored.