




THC/Q2909 - Counter Sales Associate-Tourism and Hospitality

Review Date - 01/06/2025

**Theory:**

S No.	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	What should you do to ensure safety and organization at the sales counter?	Keep personal belongings on the counter	Stack heavy items on the floor for easy access	Keep the counter area well-lit and ventilated	Ignore spills on the counter	Choice 3
2	How can you ensure safety when placing tools and equipment at your workstation?	Regularly inspect and replace damaged equipment	Share tools and equipment with colleagues to save time	Use damaged equipment and tools for cost-saving measures	Mix food and beverages with tools and equipment to save space	Choice 1
3	Which of the following is a recommended practice for ensuring cleanliness at the display area?	Storing personal belongings on the counter	Using dirty cleaning cloths	Leaving spilled liquids uncleaned	Regularly sanitizing the display area	Choice 4
4	<p>In the given image, the food item has been displayed at the counter.</p> <p>How does displaying food and beverage items at the counter contribute to enhancing sales?</p> 	It reduces waiting time for customers.	It creates an immediate visual impact.	It increases the availability of vegetarian options.	It offers complimentary wine tastings	Choice 2
5	A Counter Sales Associate should respond to guest queries at the counter with a _____ attitude.	apathetic	indifferent	rude	friendly	Choice 4

6	When should you enter a guest's order into the computerized system?	During peak business hours	After taking a break	Immediately upon receiving the order	At the beginning of the shift	Choice 3
7	How often should you typically refill vending machines?	Once a week	Once a day	Once a month	Once a year	Choice 2
8	Which type of container is suitable for heating pre-cooked food items in a microwave?	Glass container	Metal container	Paper container	Plastic container	Choice 1
9	<p>The given image is of an Insulated food delivery bag.</p> <p>How do insulated food delivery bags contribute to reducing the risk of foodborne illnesses?</p> 	By adding decorative patterns to the food packaging	By reducing delivery time	By maintaining the desired temperature of the food	By adding a pleasant fragrance to the food	Choice 3
10	It is important to _____ the guest's order before proceeding with the transaction.	decline	confirm	postpone	ignore	Choice 2
11	What is the primary purpose of regularly replenishing food and beverage items at the counter?	To maximize wastage and maintain freshness.	To increase customer complaints.	To ensure inaccurate inventory tracking.	To create an inviting and well-stocked display.	Choice 4
12	How should you handle POS materials containing confidential or sensitive information?	Dispose of them in regular trash bins.	Keep them locked securely.	Display them openly.	Share the information with customers.	Choice 2
13	Which of the following strategies can you employ to attract more customers and achieve sales targets?	Decrease quality.	Avoid engaging on social media.	Collaborate with local businesses.	Limit payment options.	Choice 3

14	Which type of payment mode is being shown in the below image? 	Cheque	Cash	Card Payment	Wire transfer	Choice 3
15	You can enhance guest footfall and sales by offering _____.	discounts and promotional deals	personalized customer service	complimentary services or amenities	loyalty programs and rewards	Choice 1

**Practical and Viva:**

S No.	Question Type	Question Text	Suggestion Solution	Equipment Required
1	Practical	Demonstrate the steps that can be taken to prepare the front counter at a bakery for receiving customers.	<ol style="list-style-type: none"> <li>1. Organise all the daily use equipment properly at the workstation.</li> <li>2. Clean the front desk properly to ensure hygiene.</li> <li>3. Clear out adequate space to display food items.</li> <li>4. Check the labeling of all food items for correct tagging and spelling.</li> <li>5. Arrange the food items properly and safely on the counter.</li> <li>6. Inspect all food items for freshness and cover them with glass bowls.</li> <li>7. Keep a check of the available food items and note down the products which are required more.</li> </ol>	Pens, paper, glass bowls, Pastry sheets
2	Viva	Mention some cleaning equipment that is required at the workstation.	<p>The candidate should mention:</p> <ol style="list-style-type: none"> <li>1. Surface and glass spray cleaners</li> <li>2. Sanitizer solution (bleach)</li> <li>3. Clean clothes</li> <li>4. Broom</li> <li>5. Mop and bucket of hot soapy water</li> </ol>	