

THC/Q0123 - Front Office Assistant

Review Date - 01/06/2025

Theory:

S No.	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	Which of the following documents should not be taken as address proof?	Permanent Account Number (PAN) Card	Aadhaar Card	Voter Card	Driving License	Choice 1
2	What are the immediate actions to take when a guest enters the hotel?	Ask him/her the room preference	Ask him/her the check-out time	Greet him/her	Ask him/her for the identity proof	Choice 3
3	What should you do if, the room selected by the guest at the time of advance booking is not available at the time of check-in?	Ask him/her to leave the hotel	Upgrade him/her to the superior room	Suggest him/her another hotel nearby	Ask the existing guest in the room to check-out	Choice 2
4	How can you convince a walk-in customer to have a stay in your hotel?	By telling the guest about the services and facilities offered by the hotel	By talking rudely to the guest	By ignoring the guest	By forcing the guest	Choice 1
5	If you leave a guest, who is checking in the hotel, unattended for a long time, then what message does it convey to the guests?	That the hotel is too busy and very good	That the hotel has shortage of staff and the guests need to be patient	That the hotel does not value the him/her as a guest	That the hotel has a policy for making the guests wait for a long time	Choice 3
6	What should be your tone of conversation while greeting a customer?	Strict	Aggressive	Formal	Threatening	Choice3
7	It is the company policy to not have guests visiting in-house guests after 11 p.m. unless informed in advance. A couple has come to meet their friends staying at your hotel at 11:45 p.m. and you have no prior information about them arriving. What will you do in this situation?	1. Disregard policy, allow unscheduled visit 2. Request additional fee for after-hours access 3. Ignore policy,	1. Inform the guests about the hotel policy 2. Ask them to contact their friends first and inform the hotel	1. Call the manager and take his/her advice 2. Ask them to wait for some time 3. Tell them to go	1. Inform them about the hotel policy 2. Call the room number and tell them to refuse	Choice 2

		permit late-night meeting	3. Request the guests to come tomorrow morning	back or to the room as per the Manager's decision	the guests the right to visit	
8	When should the documents taken as the address proof be returned?	At the time of check-out	After few hours of check-in	Do not return them	At the time of check-in after scanning	Choice 4
9	Which of the following information should you ask a guest during the check-in procedure? Choose the most appropriate options.	Information related to the payment options	Information related to meal preference	Information related to personal details	Information related to previous hotel experience	Choice 3
10	When should you obtain details for registration process for walk-in guest?	During pre-arrival	During arrival	During occupancy	During departure	Choice 2
11	Which type of guest is usually provided the room of his/her choice during full high occupancy season? Choose the most appropriate option.	Guest with prior reservation	Guest who pays more	A female guest	Guests only you like and approve of	Choice 1
12	Who should you consult for doubts related to service?	Guest	Manager	Owner	Janitor	Choice 2
13	Which of the following is NOT a correct outfit choice for front office associate?	Saree	Pants	Shirt	Crop tops	Choice 4
14	Which of the following front desk staff is NOT associated with guest's service?	Guest staff	Bell Staff	Concierge	Reservation Staff	Choice 4
15	A VIP guest is scheduled to arrive at your hotel for a stay. What should be reviewed before he/she arrives? A. Room allotted B. Cleanliness of the room C. Nearby arrivals and departures D. Special movements or events E. Payment of other guests	A, B & C only	A, C & D only	B, C, D & E only	A, B, C & D only	Choice 4

Practical and Viva:

S No.	Question Type	Question Text	Suggestion Solution	Equipment Required
1	Practical	Demonstrate the steps that have to be taken to complete the registration process of guests with pre-booking.	The candidate: <ol style="list-style-type: none">1. Cross-checked the details of the room with the guest2. Confirmed the type of room and the meal plan of the guest3. Asked the guest about the number of people in the room and if they would require adjacent rooms or extra beds4. Confirmed the guest's preferences and upgraded the room accordingly with the required tariff5. Applied HOC discounts as applicable on the final bill6. Re-confirmed all the details before allotting the room7. Confirmed the mode of payment and handed over the keys to the room8. Asked the bell boy to assist the guest to their rooms9. Updated check-in status in the system	Pen, paper, computer/laptop
2	Viva	Mention the different front office functions handled by the operational structure.	The candidate mentioned: <ol style="list-style-type: none">1. Selling guest rooms2. Providing information on hotel services3. Coordinating guest services4. Reporting chart room status5. Maintaining guest accounts6. Settling of guest accounts7. Managing guest records	