

## SERVICE APTITUDE

1. Your dress code for facing an interview should be
  - a. Bright and gaudy
  - b. Very simple
  - c. Simple but elegant
  - d. Bright but elegant
2. In public dealing jobs, one must be
  - a. Punctual
  - b. Quick at taking decisions
  - c. Polite and humble
  - d. A good listener
3. The most important requirement of a service is
  - a. Regularity
  - b. Punctuality
  - c. Politeness
  - d. Carefulness
4. To bring changes in the behaviour of your subordinates, the most effective method is
  - a. Advice
  - b. Proper discussion
  - c. Punishment or non – compliance with the rules of the organization
  - d. Expulsion from the organization
5. Front Office Manager in a hotel is the head of
  - a. Lobby manager
  - b. Receptionist
  - c. Guest relationship
  - d. All of these
6. An efficient guest relations executive must have
  - a. A pleasant personality and skills of courteous behaviour

- b. Good controlling ability
- c. Good planning skills
- d. None of the above

7. The responsibility of hospitality of the guest or looking after their smooth and enjoyable stay in a hotel lies on the shoulders of

- a. General Manager
- b. Guest relations executive
- c. Floor supervisor
- d. None of the above

8. Training is inevitable to become a service provider because

- a. It elaborates basic principles for service
- b. It creates service aptitude among the trainers
- c. It enhances the efficiency of the services
- d. All of the above

9. If you are transferred to a place you do not like, you would

- a. Forget about your choice and work whole – heartedly
- b. Try your best to get transferred at your favourite place
- c. Not take interest in work
- d. Take long leave

10. A person who help others

- a. Is honoured in the society
- b. Becomes a good citizen
- c. Facilitates his success indirectly
- d. Becomes popular among all

11. If I had a choice, I would take up a task that has

- a. Very high chance of social mobility
- b. Low chance of social mobility
- c. High chance of social mobility
- d. Very low chance of social mobility

12. In an interview you are asked to describe yourself. You

- a. Immediately say 'yes'
- b. Immediately say 'no'
- c. Ask for time to think
- d. Say 'I don't know'

13. Which of the following qualities should be emphasized by a person who wants to become a successful manager?

- a. Motivation
- b. Grievance management
- c. Job content
- d. Satisfaction of the employees

14. To be a good worker one must be

- a. Hard working
- b. Sincere
- c. Honest
- d. All of these

15. You have some valuable ideas in your mind which can make the performance of your organization better you would

- a. Discuss these ideas with the seniors to get these implemented
- b. Hesitate to share with others
- c. Express these ideas before your colleagues only
- d. Implement themselves without informing your seniors

16. What is your opinion regarding that the workers are always against the management in an organization?

- a. No, they are not against the management
- b. No, they are against the system which neglect their interests
- c. Yes, management always exploits the workers
- d. Yes, both of them are having separate interests

17. For the betterment of your services provided by your organization you would

- a. Exploit your workforce as much as possible

- b. Leave no stone unturned to provide efficient services to your customers
- c. Motivate your colleagues to make services the best possible by your own hard work
- d. Both a and c

18. If a manager is well versed in the art of management

- a. The whole workforce remains enthusiastic and motivated to do its best
- b. Is able to get the work done smoothly
- c. The difficulties are solved easily
- d. Co operations of all is easy to achieve and targets are achieved easily

19. To make the environment of your work place more and more congenial and worth working you would

- a. Establish cordial relations among the workers
- b. Use positive motivations
- c. Take care of the convenience and need of the working staff
- d. All of the above

20. You are in the middle of an important dinner party when the waiter spills hot soup all over your bosses lap, how would you cope

- a. You pour the entire contents of a jug of water over his lap explaining that your prompt actions will prevent burns and then lay out a change of clothes in the guest bedroom and return to the party while the boss changes.
- b. You dab frantically at the ruined outfit with a napkin while screaming at a waiter
- c. Arrange for the first aid and make arrangements to rush him or her off to the hospital
- d. You panic and start shouting at the waiter

21. If you have some problem with your employee you would

- a. Complain against him to your colleague
- b. Get annoyed the employer
- c. Talk to him directly
- d. Do nothing

22. All awkward situations which may occur in a hotel are to be handled by

- a. General Manager
- b. Lobby Manager
- c. Front Office Manager
- d. Guest Relation Manager

23. If some problem is presented before you by one of your customer when you are the only person present in the organization to handle the situation you would be

- a. More active
- b. Totally exhausted
- c. Fed up with your work
- d. Enthusiastic and happy to work more and more

24. Which of the following statements reflects your attitude towards your subordinates?

- a. Let them do the assigned work only\
- b. They should be given sufficient opportunity to take initiative
- c. The assignment of your their work should be according to their capability
- d. Both B and C

25. In cultural programme of your college you would

- a. Take active part
- b. Try to learn the language
- c. Apply for transfer
- d. Be nervous

26. Which of the following opinions are correct according to you

- a. There is only one method of solving any problem
- b. There may be equally good methods of solving any problem
- c. Your methods of solving the problem is always the best
- d. None of the above

27. Status in the society can be maintained by

- a. Behaviour as desired by the society
- b. Being a member of political party
- c. Avoiding political parties
- d. Becoming the officer of any social organization

28. To launch a new product you would

- a. Select a new market
- b. Launch it in your establish market
- c. Launch it from anywhere
- d. None of the above

29. To take a leave you would

- a. Tell the employer the genuine reason
- b. Never tell him the genuine reason
- c. Tell such a person that seems to be justified
- d. Tell him such a reason which leave him with no choice

30. To be team leader I must possess

- a. Trust
- b. Supervision
- c. Support
- d. Decision making ability

31. A good manager is one who is good

- a. Planner
- b. Organizer
- c. Controller
- d. Co coordinator

32. What is your first priority?

- a. Reformation of yourself
- b. Reformation of Society
- c. Reformation of Students
- d. Reformation of Students

33. If someone rightly and logically criticizes you, You will behave with him

- a. As a friend
- b. As a critic
- c. As a enemy
- d. As a fool

34. What kind of quality you possess

- a. Ability to work hard
- b. Self confidence
- c. Good character
- d. All of these above

35. For a quick decision taker one must

- a. Be cool and patient
- b. Be just and impartial
- c. Be strict and discipline
- d. None of the above

36. To get work done in a proper way where group efforts are involved which one of the following is required

- a. Planning
- b. Organizing
- c. Directing and controlling
- d. All of these

37. Complicated problems

- a. Motivate you to do more work
- b. Persuade to generate more self confidence
- c. Motivate you to do lesser volume of work
- d. Persuade you to be disappointed

38. The most important factor for achieving success according to you is

- a. Wisdom
- b. Luck
- c. Efforts
- d. Perseverance

39. Your late coming is noticed by the seniors even then don't say anything to you would

- a. Continue late coming
- b. Regulate yourself and start coming in time
- c. Express your helplessness for coming late before the senior
- d. Neglect it and do nothing

40. If one of your women colleague is been harassed by your boss you would

- a. Remain silent
- b. Tell others about it
- c. Try to handle the situation wisely
- d. Neglect it and do nothing



