

NSDC Test Paper (Hospitality Part 2)

1. which of the following things should make guest comfortable
 - Asking personal questions
 - staring at guest
 - Laughing at Guest
 - Talking with smile
2. What should be considered while checking for availability of rooms
 - Your personal relations with guest
 - behavior of guest
 - Guest request
 - none of the above
3. Which of the following things are required for completing the registration details
 - Tariff Details
 - Room type
 - Meal plan or Payment Method
 - All of the above
4. Late Night registrations must be handled according to _____
 - Company policy
 - your mood
 - anyway you want
 - Customer mood
5. Before allotting a room, which of the following things you must do?
 - Cross check the details with guest
 - Build personal relationship
 - Take tip from the guest
 - Both A&C
6. If Preferred room is not available then, what are you suppose to do?
 - Ask the guest to leave
 - Tell them about better hotels
 - Allot alternative room
 - none of the above
7. How much discount should be given to the customer?
 - Any amount that you want
 - more than what they have asked for
 - According to wish
 - minimal amount

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RJ Alexander



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Table of Contents Star Exam Sample Paper By NsdC

1. Understanding the eBook Star Exam Sample Paper By NsdC
 - The Rise of Digital Reading Star Exam Sample Paper By NsdC
 - Advantages of eBooks Over Traditional Books
2. Identifying Star Exam Sample Paper By NsdC
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Star Exam Sample Paper By NsdC
 - User-Friendly Interface
4. Exploring eBook Recommendations from Star Exam Sample Paper By NsdC
 - Personalized Recommendations
 - Star Exam Sample Paper By NsdC User Reviews and Ratings
 - Star Exam Sample Paper By NsdC and Bestseller Lists
5. Accessing Star Exam Sample Paper By NsdC Free and Paid eBooks
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 - ePub, PDF, MOBI, and More
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 - Star Exam Sample Paper By Nsdc Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Star Exam Sample Paper By Nsdc
 - Highlighting and Note-Taking Star Exam Sample Paper By Nsdc
 - Interactive Elements Star Exam Sample Paper By Nsdc
- 8. Staying Engaged with Star Exam Sample Paper By Nsdc
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Star Exam Sample Paper By Nsdc
- 9. Balancing eBooks and Physical Books Star Exam Sample Paper By Nsdc
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Star Exam Sample Paper By Nsdc
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Star Exam Sample Paper By Nsdc
 - Setting Reading Goals Star Exam Sample Paper By Nsdc
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Star Exam Sample Paper By Nsdc
 - Fact-Checking eBook Content of Star Exam Sample Paper By Nsdc
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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