

## Aptitude For Service Sector

91. Which of the following do you consider as the most important quality of social worker?

- (a) Helping attitude
- (b) Hard working nature
- (c) Adequate motivation
- (d) All of the above

**Sol.** (a) A social worker must be of helping nature.

92. When you are going on your motorcycle, you happen to meet with a minor accident involving a scooter. You will

- (a) try to avoid the scene and get away.
- (b) park your motorcycle and shout at the scooterist blaming him.
- (c) park your motorcycle and hit the scooterist at the earliest.
- (d) help the scooterist to get up and tender an apology for the inadvertent accident.

**Sol.** (d) I will help the scooterist to get up and tender an apology for the inadvertent accident.

93. A small park in front of your house usually remains dirty and you have been observing this situation for a long time now. You will

- (a) expect others to do something about it.
- (b) try and ignore it, as it does not directly concern you.
- (c) ask you neighbours to do something about it.
- (d) take initiative to clean the park and request others to helpout as well.

**Sol.** (d) Before blaming, we must take initiative to clean the park and request others to helpout as well.

94. When some representative of a well known old age home approaches you for some monetary help, you will

- (a) ask him to got away and not waste your time.
- (b) feel that homes like this are quite dishonest and deserve no help.
- (c) try and ignore him by looking busy in something else.
- (d) spare whatever money you can and donate.

**Sol.** (d) For a senior citizen, living in old age home we must spare whatever money we can and donate it.

95. While working as a member of a team, due to a mistake by a team member, your task is not completed and your boss gets quite angry. You will

- (a) go to the boss and tell him what has happened
- (b) blame your team member for the lapse and embarrass him.
- (c) take the blame on the entire team and say sorry.
- (d) fight and abuse the team member in front of others.

**Sol.** (c) One should take the blame on the entire team including oneself and say sorry.

96. While you are talking to your friend on the road, one man asks you an address in your colony. You will

- (a) bluntly tell him that you are not there to guide people.
- (b) tell him the general direction where he could find the address.
- (c) guide him adequately so that he understands.
- (d) ask him to take somebody else's help.

**Sol.** (c) Basic courtesy requires that one should guide the person adequately so that he understands the directions.

97. While travelling in a crowded metro, you are busy talking on your mobile when your co-passengers object as they are getting disturbed. You will

- (a) quickly finish your call and say sorry.
- (b) continue with your call as if nothing has happened.
- (c) raise your voice and pickup a fight.
- (d) tell them that you have nothing to do with them and they should mind their own business.

**Sol.** (a) At a public place, we should think about others also. I will quickly finish the call and say sorry to the co-passenger.





98. One of your colleagues in the office is facing some financial problem and seeks your help. You will
- (a) tell him bluntly that he needs to manage his finance in a much better fashion.
  - (b) spare some money and try to help him.
  - (c) politely tell him that you do not believe in such financial transactions.
  - (d) ask some other colleague to help him if he can.

**Sol.** (c) Politely tell him that you do not believe in such financial transactions.

99. While travelling in Shatabdi Express, you see the passenger in front of your seat has forgotten to take off the charger he was using. You will
- (a) quietly remove the charger and keep in your bag.
  - (b) ignore the charger and mind your own business.
  - (c) tell the passenger who is the owner of the charger to keep it with him.
  - (d) pick up an argument to claim it is your charger.

**Sol.** (c) Others options are not relevant here you must tell or point out to the passenger to take care of his charger and keep it with him.

100. Being the leader of a team to complete a project to take important decisions, you would
- (a) let others decide without seeking your opinion.
  - (b) decide first and then let others know of it subsequently.
  - (c) seek others opinion and then take a decision.
  - (d) ask some other members of the team to decide on your behalf.

**Sol.** (c) As a team leader, you should seek other's opinion and then take a decision.

101. While you are out of your house, you realise that there has been a theft in your house and a number of costly items have been stolen. You will
- (a) talk to your neighbours and try to hold them responsible, since they were at home when the theft occurred.
  - (b) feel extremely bad and curse your luck.
  - (c) start searching for a new house to shift there.
  - (d) try to forget the incident and be more careful in the future.

**Sol.** (d) Try to forget the incident and be more careful in the future.

102. While working in an office which has public dealings on a day when a number of employees are absent, you will

- (a) also take leave and go home.
- (b) tell your superior to arrange more manpower.
- (c) just perform your share of work and refuse other work.
- (d) try to do extra work and help deal with other matters to help public.

**Sol.** (d) Try to do extra work and help deal with other matters to help public.

103. While working in a corporate, suddenly you receive transfer orders to work in another office on a different location, you will
- (a) take long leave and avoid going there.
  - (b) try and adjust with new environment of work as usual.
  - (c) lose interest in your work and just carry on.
  - (d) avoid working at the new place and try changing your transfer orders.

**Sol.** (b) Try and adjust with new environment of work as usual.

104. While dealing with an angry customer in a hotel, you will
- (a) ask to meet your senior and refuse to talk to him.
  - (b) consult your senior and try to resolve the issue at the earliest.
  - (c) shout back at him and tell him he has no business to show his temper.
  - (d) ignore him totally and mind your business.

**Sol.** (b) Consult your senior and try to resolve the issue at the earliest.

105. While functioning in your office if you commit a mistake, you will
- (a) try and blame others for the same.
  - (b) try to cover up the issue somehow.
  - (c) accept your fault and say sorry.
  - (d) just try to rectify your mistake by putting extra work.

**Sol.** (c) If you commit a mistake, one should accept ones fault and say sorry.

106. While driving your scooter you inadvertently hit a woman and she gets injured. You will
- (a) outrightly blame her for the accident.
  - (b) try to runaway from the accident scene.
  - (c) accept your mistake and take her to the nearest hospital.
  - (d) ask others on the road to help her.

**Sol.** (c) One should accept one's mistake and take her to the nearest hospital.





**107.** In your office an employee working under you comes late for work often. You will

- (a) take steps to remove him from his job.
- (b) call him and severally warn him to become punctual.
- (c) speak to him personally and try to find reasons for such behaviour and counsel him.
- (d) ignore him and let him come late.

**Sol.** (c) Speak to him personally and try to find reasons for his coming late very often and try to counsel him to manage his time in a better way.

**108.** In your office, your boss finds fault with your work often and does not appreciate the good work done by you, you will

- (a) ignore him and mind your own business.
- (b) pick up a fight with him and argue on small issues.
- (c) ask your colleagues to speak to your boss on your behalf.
- (d) talk to your boss and try to find out the real issue and subsequently initiate corrective action.

**Sol.** (d) One should talk to boss and try to find out the real issue of boss's behaviour. Moreover one should subsequently initiate corrective action.

**109.** Your immediate neighbour often parks his car in the slot meant for you in front of your office. You will

- (a) tell your friends in your neighbourhood about the stupidity of your neighbour.
- (b) pick up a fight with him on the issue.
- (c) politely tell him to park his car in his slot and not yours.
- (d) park your car in such a fashion that he cannot take out his car.

**Sol.** (c) One should politely tell him to park his car in his slot and not yours.

**110.** A family in your neighbourhood often plays music loudly causing tremendous disturbance to all in the area. You will

- (a) try and forget about it.
- (b) go and request your neighbour not to disturb you.
- (c) tell your other neighbours about this repeated disturbance.
- (d) pick up a fight with the neighbour, who plays loud music.

**Sol.** (b) One should consult other neighbours also and go and talk to the concerned neighbour about this activity, which disturbs the whole neighbourhood.

**111.** While you leave your office in the evening, you will

- (a) personally see that all lights and fans are switched off.

(b) feel that this is certainly not your job.

(c) expect your lower staff to do it.

(d) ask your subordinates to ensure this.

**Sol.** (a) Before leaving the office we must see that all lights and fans are switched off.

**112.** While travelling in a train, you purchase and drink a bottle of mineral water. After that, you will

- (a) leave the empty bottle in the train.
- (b) throw the bottle out of the running train.
- (c) keep the bottle with you and after twisting it throw it in a dustbin.
- (d) expect your co-passenger to throw the bottle in a dustbin.

**Sol.** (c) Keep the bottle with you, twist it fully and then throw it in a dustbin.

**113.** While you ordered a shirt for yourself online, you realise that the shirt received does not fit the size you had ordered. You will

- (a) shout at the delivery boy and tell him that he did not know his job.
- (b) refuse to take the delivery of the shirt.
- (c) take the delivery and contact the company online to exchange the shirt.
- (d) never order any item online.

**Sol.** (c) Take the delivery and contact the company online to exchange the shirt.

**114.** In the night you hear shouts of panic in your neighbourhood, perhaps there could be a theft. You will

- (a) ignore the incident and think others should help.
- (b) wake up your other neighbours and ask them to help.
- (c) feel it is none of your job to interfere.
- (d) go to the house concerned and offer help as required.

**Sol.** (d) If there is some problem in one of the neighbour's house, go to his house and offer help as required.

**115.** While travelling by air, you see the passenger sitting next to you is not feeling too well and needs help. You will

- (a) change your seat immediately and shift to a vacant seat near you.
- (b) ignore him completely and mind your own business.
- (c) call the air hostess and ask her to help the person.
- (d) help him physically and at the same time call the air hostess also.

**Sol.** (d) Help him physically and at the same time call the air hostess also.





- 116.** A member of your team often behaves awkwardly and also does not complete the share of work assigned to him. You will
- take steps to remove him from the team.
  - tell other members to speak to him to mend his ways.
  - pickup a fight with him and threaten him that he would be dropped from the team.
  - talk to him patiently and understand his problems and then motivate him to take part in the team effort more enthusiastically.
- Sol.** (d) As a team leader, talk to this team member patiently and understand his problems and then motivate him to take part in the team effort more enthusiastically.
- 117.** If you have just been denied promotion and your junior has been selected, what should you do?
- Leave the organization.
  - Abuse the junior for manipulation and protest against the management.
  - Move to the court.
  - Talk to your boss, bring out your contribution and ask for reconsideration.
- Sol.** (d) In such a situation, one should talk to one's boss, bring out one's contribution and ask for reconsideration.
- 118.** While selecting a candidate for a service industry job, you will go for a candidate who is
- highly academic.
  - social and helpful.
  - quiet and an introvert.
  - responsible.
- Sol.** (b) For a service industry job, a candidate who is social and helpful will be considered.
- 119.** While working in a group, you tend to be
- a bit assertive.
  - cooperating with others.
  - adjusting with other members, but as it suits you.
  - not getting much involved with group activities.
- Sol.** (b) In a group, everyone should cooperate with others.
- 120.** When you meet a very angry customer, you
- must tell him not to show his temper.
  - tell him to cool down and try to resolve his problem.
  - tell him you would refer the issue to your seniors.
  - tell him that there is not much you could do about the problem.
- Sol.** (b) Angry customers need to be told to calm down and then try to resolve his problem.
- 121.** On coming across a very demanding and dominating customer, one should
- tell him that he has no business to behave like that.
  - shout back at him and tell him that he is unreasonable.
  - politely tell him that he is unreasonable.
  - try and resolve his problem or inform your seniors.
- Sol.** (c) Very dominating customers should be told politely that he is being unreasonable.
- 122.** If you mistakenly occupy a wrong berth in the train, on arrival of the rightful passenger, you would
- quietly vacate the berth.
  - apologise and then vacate the berth.
  - tell the passenger that you would vacate after you get a berth.
  - vacate but tell the passenger that nothing much has happened and he should not make a fuss.
- Sol.** (b) Apologise and then vacate the berth.
- 123.** If you had a fight with one of your close friends due to a communication gap, what would you do?
- Break up with the person for ever.
  - Make efforts to become friends again.
  - Purposely avoid meeting the person.
  - Make efforts to have a working relationship.
- Sol.** (b) Make efforts to become friends again as close friends should not be neglected.
- 124.** Your colleague on his own gives you negative feed back about your work, you will
- tell him it is none of his business.
  - tell him that no one is perfect.
  - tell your boss about all this.
  - take it sportingly and thank him for the feedback.
- Sol.** (d) You will take the feedback sportingly and thank him for the feedback.
- 125.** In service industry, handling difficult people and tense situations with diplomacy and tact is considered a
- very important ability.
  - fairly significant quality.
  - not very important ability.
  - quality which can be ignored.
- Sol.** (a) It is an important ability on the part of the person who is in service industry to handle difficult people and tense situations.



6. You don't like a few habits of one of your close friends, you would

- (a) tell him so and ask him to change his habits.
- (b) start ignoring him since you cannot change him.
- (c) accept him as he is.
- (d) tell him bluntly that you did not like those habits.

**ol.** (a) You can always talk to your close friend and tell him to change his habits.

7. If you are a manager and one of your employees is not working properly, as a manager you would

- (a) try to develop his abilities and interest in another job.
- (b) give him two weeks to improve.
- (c) fire him.
- (d) talk to him and try to find out his problem.

**Sol.** (d) As a manager, one should talk to that particular employee and find out his problem.

28. You are a leader of a group and the group members have a problem with your style of working. How would you manage the situation?

- (a) Continue with your style of working.
- (b) Talk to your team members and come to a solution.
- (c) Change your style of working.
- (d) Leave the team.

**Sol.** (b) Best option is to talk to your team members and come to a solution.

29. The front office in the organization has a very uncomfortable physical set-up to work in, you would

- (a) launch a campaign to set things right.
- (b) complain to seniors regarding it.
- (c) manage somehow with reluctance.
- (d) ignore everything and concentrate on your job.

**Sol.** (d) Ignore everything and concentrate on your job.

130. You find that some people in your office do not have much work, so you will endeavour

- (a) to get rid of them somehow.
- (b) to train them and make them fit for promotion to higher grade.
- (c) to shift them to other sections where there is shortage of people.
- (d) not to think much about it as the responsibility lies with others.

**Sol.** (c) You will try to shift them to other sections where there is shortage of people.

131. If you notice some of your colleagues cheating the organization, and making money by huge embezzlements, you would

- (a) never tell the owners because your relations with those colleagues will be strained.
- (b) tell the owners on the condition that your name should be kept secret.
- (c) blackmail the culprits by threatening to tell the owners.
- (d) ask for your share in the money they are making.

**Sol.** (b) You should tell the owners on the condition that your name should be kept secret.

132. Your colleague in the office is a heart patient and often does not feel well. He at times finds it difficult to finish his task and seeks help from others. You will

- (a) think that he must finish his assigned job, if he can.
- (b) try to avoid him.
- (c) ask other colleagues to help him.
- (d) go over to him and offer help.

**Sol.** (d) You should go over to him and offer help.

133. While going to your office, you see an accident taking place on the road. You will

- (a) observe whether others are helping or not.
- (b) help if others are helping.
- (c) volunteer help alongwith others.
- (d) ignore the accident and proceed further.

**Sol.** (c) As a human being you will volunteer help alongwith others.

134. Your immediate neighbour seeks your help for going to hospital as some one in their family has suffered a heart attack. You will

- (a) tell them that you are terribly busy and could not help.
- (b) drive them to the hospital and offer necessary assistance.
- (c) ask them to call an ambulance themselves.
- (d) ask other neighbour to help.

**Sol.** (b) You will drive them to the hospital and offer necessary assistance.

135. Which of the following human qualities you value most in your mind?

- (a) Being extremely rich and selfish.
- (b) Having tall and good looking personality.
- (c) Being kind hearted and helpful.
- (d) Being self centered and having egos.

**Sol.** (c) Being kind hearted and helpful.





- 136.** While you are getting ready to go to market with your family, your close friend drops in to spend sometime with you. You will
- (a) feel extremely angry by this development but feel you have no option.
  - (b) feel happy to receive him and go to market some other time.
  - (c) receive him but think to send him away at the earliest.
  - (d) inform him that you would see him some other time as you were going out.

**Sol.** (b) Feel happy to receive him and go to market some other time if it is not urgent.

- 137.** Welfare society of your colony is organizing a camp to plant trees in your neighbourhood. You will
- (a) feel angry as you have no spare time for such activities.
  - (b) like participating, but could not go due to some sudden family commitment.
  - (c) show your face by going there but come back at the earliest opportunity.
  - (d) enthusiastically participate and plant as many trees as you could.

**Sol.** (d) I will enthusiastically participate and plant as many trees as you could.

- 138.** To work efficiently in service sector, you must be
- (a) highly confident
  - (b) compassionate
  - (c) caring
  - (d) hard working

**Sol.** (a) Highly confident is one of the quality required in service industry to work efficiently.

- 139.** While boarding a bus, you notice that the person ahead of you has dropped his purse on the road. You will

- (a) keep the purse, since you have found it.
- (b) over look it.
- (c) collect the purse and hand over the owner.
- (d) expect somebody else to collect the purse and give it to the owner.

**Sol.** (c) As a honest citizen you must collect the purse and hand over to the owner.

- 140.** Your close friend requests you to join him in organising blood donation camp to collect a large quantity of blood to give to a major hospital of your city. You will

- (a) feel that this is certainly not your job.
- (b) tell him that you have no spare time.
- (c) request your other friends to take part, since you have no spare time.
- (d) rearrange your schedule and go and help your friend.

**Sol.** (d) Rearrange one's schedule and go and help his/her friend.

