

SERVICE SECTOR APTITUDE

**FOR
HOTEL MANAGEMENT
ENTRANCE EXAM.**

QUESTION BANK WITH DETAILED SOLUTIONS

Aptitude for Service Sector

यह पेज खाली रहेगा।

Aptitude For Service Sector

PART-1

1. According to your view-point the most appropriate attitude towards society is—
 - (A) Not to have any special relation with people.
 - (B) To have relationf with some people only.
 - (C) To have relation with all in general.
 - (D) To have relation only with one's own reliable people
2. While going on the road you see two men quarrelling with each other then you—
 - (A) Will inform the police at once.
 - (B) Stopping the wayfarers and gathering them will say to them to stop the quarrel.
 - (C) Will go forward in your way silently bowing your head.
 - (D) Will try to pacify the quarrelling men by your persuasions.
2. Most of the people of the world appear to you to be—
 - (A) Entirely selfish who even talk when they have their own interest.
 - (B) Cooperative who are ready to help without their selfish end.
 - (C) Quite indifferent who have no concern with the good or bad of the people.
 - (D) Multifacial about whose nature nothing can be said.
4. According to your opinion—
 - (A) None is trustworthy.
 - (B) Nothing can be said about the people.
 - (C) Most of the people can be trusted.
 - (D) Only one's known persons can be trusted.
5. If your neighbour suddenly falls ill at night, you will—
 - (A) Try to find out the cause of his ailment.
 - (B) Will inform other neighbours at once.
 - (C) Will take the patient to the nearest available doctor or hospital.
 - (D) Will wait for morning and will contact the doctor in the morning.
6. You like your that friend the most who—
 - (A) Always recreates you.
 - (B) Is interested in his own as well as others' study.
 - (C) Passes his most of the time in religious activities.
 - (D) Always follows the path of non-violence.
7. If your friend has become angry with you without any specific reason, you.
 - (A) Will try to please him.
 - (B) Will not talk to him at all.
 - (C) Will remove misunderstanding by talking to him.
 - (D) Will criticise him among your other friends.
8. In order to have a very sweet relationship with your friends the most necessary thing according to you is—
 - (A) To praise always the friends.
 - (B) To have trust in them honestly.
 - (C) To call them at your house and go to their houses.
 - (D) To ignore the mistakes of the friends.
9. You want your friend to be belonging to the family—
 - (A) In which great political leaders have been born.

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- (B) In which great industrialists have been born.
(C) In which literary giants and great artists have been born.
(D) In which great social reformers have been born.
10. You receive a letter from your friend who has expressed some expectation from you, then you—
(A) Will immediately begin to do his work and will inform the result of your efforts at right time.
(B) Will throw aside his letter and will not reply even.
(C) Will write a letter expressing your inability.
(D) Will lecture to the effect as to why he should expect at all such type of work from him.
11. You go to meetings and societies because you—
(A) Think it to be a social custom.
(B) See other people going there.
(C) Think it to be useful for developing social contact.
(D) Think it helpful in mental development and sociality.
12. You treat dishonesty and forgery as—
(A) Bad and do not want at all to indulge in it.
(B) Bad but when opportunity is at hand you don't hesitate.
(C) Bad and while indulging in it you are afraid.
(D) Necessary for comfortable life and material progress.
13. Flattery according to me is—
(A) Entirely to be rejected.
(B) An art. It can not be practised by everyone.
(C) Most essential for progress. Flattery alone is paying.
(D) Not known to me otherwise I would follow it.
14. You are seeing an interesting programme in your T.V. at night and you don't like any interference at this time but some of your relatives come to meet you. Then you—
(A) Will switch off the T.V.
(B) Will slow the sound, talk to the relatives and request them also to see the programme.
(C) Will not pay attention towards the relatives and continue seeing the programme and instruct your wife to seat them in the verandah and tell them to wait.
(D) Will meet them half-heartedly and try to tell them that they did not come at proper time.
15. Knowing that your friend has begun to use intoxicating drugs, you—
(A) Will boycott him and pay no attention.
(B) Will warn him about the bad consequences of intoxicating things in your plain words.
(C) Will inform his family-members.
(D) Will get him treated by a proper physician.
16. In front of your school-office a chatwala persistently comes daily with his mobile thela to sell fruits-chat and other things lying in cut-pieces exposed to air and sun-shine, you will—
(A) Eat the chat prepared properly being prevailed upon by desire.
(B) Not like to eat the same even on strong desire in you.
(C) Will write to the concerned authorities of Nagar Palika about this so that action may be taken against him.
(D) Will remain neutral and go to some restaurant and arrange break fast there.
17. In hot season generally the electric current is off. There is an office for electrical complaints nearby your house. When the electric current is absent you.
(A) Will wait for the current inside the house.
(B) Will go out to find out the cause of the absence of light.
(C) Will wait believing that some one must have made the written complaint.
(D) Will yourself get the complaint written and try your best to remove disorder in the current.
18. Your telephone is out of order. You—
(A) Will get it in order by giving some money to the lineman as is the usual practice with some people.
(B) Will get the complaint written.
(C) Will make complaint of the lineman in the office.
(D) Will make effort to get the phone in order by going to the telephone office.

19. In the present changing cultural environment besides pleading for girls-education and its expansion you will also expect.
- (A) That after being well educated they be self-dependent and economically stable.
 - (B) That if need arises, they may support their parents.
 - (C) That they should take part in politics actively and struggle against prevalent social ills.
 - (D) That they be so educated and trained according to their ability so that while protecting themselves they may be capable of facing the challenges of life.
20. While going to attend to your duties you see a crowd as a result of some accident. Being a doctor yourself, you—
- (A) Well stop, enquire of who and how of the accident and getting the particulars, you will go ahead.
 - (B) Will go forward without even stopping.
 - (C) Will examine the wounded person, trace out the wound and its depth and try to send him to the nearby hospital.
 - (D) Will, understanding the situation, decide to slip away silently.
21. In your office the smoke is coming from one side. Knowing that there is fire, you will first of all—
- (A) Inform all by making noise.
 - (B) Phone the Fire Brigade office to send the Brigade.
 - (C) Come out of the office and try to protect yourself.
 - (D) Use the cease-fire and/or work out the means to extinguish the fire.
22. Between husband and wife there are several occasions of differences, quarrels, dirty dialogues, anger and allegations and counter allegations. You as parents—
- (A) Will continue your controversy before your children and because of your authority will not care for them.
 - (B) Because of excitement and impulsion, will reject taking your meals and remain angry.
 - (C) Will have control over yourself and will try to avoid such incidents.
 - (D) Will think over the controversial matter with open mind and will not express your quarrelsome mood before your sons and daughters as far as possible.
23. While talking about your colleagues or friends you—
- (A) Will keep in view that you are not criticising them before boys.
 - (B) Will criticise but the form of criticism should be evaluation and the discussion should also be held about his good points.
 - (C) Will not express your personal allegation before the boys.
 - (D) Will also make the boys participate in your discussion.
24. Your friend is heart-patient. You visit him and you—
- (A) Will have information about the minute points of the disease from him.
 - (B) Will tell him about the dangerous nature of the disease and advise him to take complete rest with no worry at all.
 - (C) Will talk to him such things as may make him cheerful and he may not be anxious about the seriousness of his disease.
 - (D) Will express the reactions of his colleagues in the office or the college in the form of their feelings of sympathy or aversion towards him.
25. Being a teacher you want to write a book on the subject you teach. You will—
- (A) Select relevant material from the library in your vacation and incorporate the same in your original thought.
 - (B) Study the related books available in the market and try to understand their short comings.
 - (C) Arrange and serialise the material in accordance with the levels of students and seek suggestions and advice from your experienced colleagues.
 - (D) Follow all the above three steps.

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26. After marriage you will expect from your wife—
- (A) That she should live in the house, serve your parents and control the domestic affairs.
 - (B) That she should choose the profession according to her education and also maintain the house.
 - (C) That she herself should decide and of course you will help her take decision if necessary.
 - (D) That she should free you from all works whether of inside the house or outside the house and also co-operate with you in your work.
27. As husband and wife you both have some job. Towards the responsibilities of the house and society you as husband.
- (A) Will limit your responsibility upto the same job you both do.
 - (B) Will co-operate with your wife in her household work and share some of her works.
 - (C) Will think over the programmes of the next day at night and with mutual consent will evolve the method of working.
 - (D) Will maintain your traditional attitude towards the household work and safeguard your ego of being a dominating husband.
28. You as husband and wife work in the same office or in the same college, either of you—
- (A) Will give freedom to each other that he or she may work freely with any female or male worker.
 - (B) Will watch and control the activities of each other.
 - (C) Will try to utilize your influence, as being husband, before wife's as well as your own colleagues.
 - (D) Will discuss your mutual and personal grievances, differences and jealousies with your colleagues.
29. A husband and his wife both work in two separate institutions. In both the places men and women work together. The husband—
- (A) On the coming of the wife's male friend should not welcome him in the same way as he does in the case of his own friends.
 - (B) Should not allow his wife gladly to go and participate in some function at the house of her male friend.
 - (C) Will nurse jealousy after seeing his wife with her male-friend in a scooter or the car.
 - (D) Will try to understand the co-participation of man and woman and removing misunderstandings through mutual talks will develop a healthy attitude.
30. You as husband and your wife work in the same college and your wife gets promotion sooner than you and she is praised for her efficiency in the work, you as husband—
- (A) Will feel jealous of her and express your aversion in the form of anger indirectly on your coming to the house.
 - (B) Will impose restrictions on your wife because of your tension and subsequent restlessness and continue giving orders for different works.
 - (C) Will say nothing openly but being gripped by inferiority complex you will increase your tension.
 - (D) Will make effort that on your wife's progress you are quite normal and as a true friend and helper you will encourage her by praising her genius.
31. You have desire for a son but after the birth of three daughters successively your attitude is changed and you—
- (A) Will resort to family-planning.
 - (B) Will make your family-members and even your husband who are opposed to it, agree to your decision.
 - (C) Will not be able to keep your determination steady before the pressure of the family.
 - (D) Will make all agree to your thought after taking your husband into your confidence.
32. To prevent the population growth of the country your view is—
- (A) To start a campaign for the forced operation of the people under family-planning.

- (B) To consider for promotion of the workers in Government service if they accept family-planning practically.
- (C) To display attractive programmes through public communication media to make people conscious of small family and its advantages.
- (D) To make available sufficient facilities in hospitals.
33. The idea of social development through social reforms is generally talked about. You also talk about equality and love for the development of Harijans. You have been invited at a dinner party in the Harijan colony. You—
- (A) Will remain in suspense whether to go or not.
- (B) Will accompany the party of other leaders and at the time of the dinner will slip away stealthily.
- (C) Will avoid going on some pretext or excuse.
- (D) Will go there and enjoy the dinner.
34. You are a leader of the teacher's association. A Harijan leader comes to meet you. You—
- (A) Will welcome him gladly like your welcome to other people.
- (B) Will let him sit in the verandah and tell him to wait.
- (C) Will use the utensils separately kept for such persons for tea and water.
- (D) Will behave with much affection outwardly but will be disturbed by his arrival.
35. Your friend is confined to bed. He has cancer. You—
- (A) Will tell your friend his actual disease and will extend your co-operation for his right treatment.
- (B) Will not tell the friend his disease.
- (C) Will tell his family members about the disease and advise them to have patience.
- (D) Will remain indifferent.
36. Schools have the invaluable contribution towards the building of the future of the coming generation because—
- (A) From the very boyhood students regard the teacher's instruction as the supreme.
- (B) The teacher gets sufficient opportunity to know and understand students in schools.
- (C) The boy has infinite genius and capability, for the development of which the teacher's contribution is the main.
- (D) All the above.
37. The scheduled-caste boys study in your school. You—
- (A) Will adopt the specific attitude and the feeling of kindness toward them for their progress.
- (B) Will tell their parents that their children should go to your house and help you in the domestic work.
- (C) Will help the boys so that they may get the scholarship sanctioned by the government to the school for them.
- (D) Will be concerned with your work only and show no interest.
38. In order to raise the standard of living of your domestic servants you—
- (A) Will advise them to accept the family-planning.
- (B) Will give them all possible help in their operation and this help includes leave for them which will disturb your domestic work.
- (C) Will inspire them to see some special programmes of the T.V.
- (D) Will take interest of any kind only when they themselves seek your advice.
39. You feel that some of your colleagues of the institution have begun to show less interest towards their responsibilities and the administrator too is indifferent thinking that he has to complete some of his service-period. You—
- (A) Will inspire the colleagues to do their work with dedication.

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- (B) Will also be sluggish in your work.
(C) Will continue fulfilling your responsibility.
(D) Will criticise the falling standard of your institution.
40. You are sitting among your friends and one of them is absent. He is being criticised, you—
(A) Will continue listening to the criticism indifferently
(B) Will yourself participate in it.
(C) Will refute the criticism by your knowledge and logic and provide them with correct information.
(D) Will make your friend aware of the facts related to the criticism on meeting him keeping in view his due interest.
41. In the anti-reservation movement against the Mandal Commission some people gave up their lives. As a conscious citizen of India—
(A) You are sad at their death and the oppression by the police.
(B) You condemn the government which did not melt even at their tragic death.
(C) You are agonised at the untimely passing away of these innocent souls but also think that to commit suicide is cowardice and it is in the interest of none.
(D) You think that by the sacrifice of the lives of students in this movement there will be progress and meaningful results will come up.
42. It is highly necessary to understand language for national integration and therefore—
(A) There should be freedom to use mother tongue at the primary level for imparting education.
(B) The teaching of south Indian languages should be made compulsory in Northern India.
(C) Hindi as a National language should be made easier and acceptable.
(D) All the above.
43. Seeing the performance of our country's players in international games and sports you.
(A) Are ashamed of them greatly and put blame on the players.
(B) Criticise the interference of politics with games and the policy of favourism in the selection of the players.
(C) Express concern over the non-availability of the nutritive diet and sufficient encouragement to the players.
(D) Think that after the fair selection of the player sufficient facilities be provided to the player and the coach so that exercise may be done with devotion and dedication towards the sport as in China and Russia.
44. India as the developing country has invested the huge amount of money in manufacturing and conducting the satellite; hence telecommunication service—
(A) Should prepare attractive programmes to encourage the adult education.
(B) Should rationally prepare family planning programmes to develop the mentality about the family planning.
(C) Should fulfil the aim at war level for establishing the T.V. Transmission Centres in villages and remote places.
(D) All the above.
45. In order to bring the sense of responsibility and purity in politics according to you—
(A) There should be a code of conduct for M.P. and M.L.A. on the disobedience of which there membership be ceased.
(B) Formal Education should be made compulsory for M.P. and M.L.A. so that they may not treat their responsibility as mere play thing.
(C) The payment should be made to them to the extent that after leaving their past profession they may spare time for their constituency without any worry.
(D) All the above.

46. It appears that on account of fulfilling their petty interests, all—the leader, the religious heads and different organisations—have gone astray. In order to awaken rationality among the people, The T.V. should display every night at 9 p.m. in the weak serials so that—
- (A) We may remember that freedom which we have got through great sacrifices can be lost very easily by our petty interests and selfishness.
- (B) We may be reminded of our glorious history and by our actions in the present we may contribute to the glory of the same.
- (C) In the context of social customs, dress and address and also professions of different provinces continuous serials should be shown so that diversity may be known for the unity of the nation.
- (D) All the above.
47. From the human massacre at Ayodhya and the blockade together with the preparations by the government before the event, it appears—
- (A) That due to misfortune of the country the government has been making its records in creating new problems.
- (B) That all political parties are devising plans for their votes.
- (C) That there seems to be no bigger problems than protecting their chairs for the national leaders.
- (D) That it is the destiny of the helpless masses to sacrifice their life, property, honour and future in the chess game of the leaders.
48. To educate women and reorient them toward, family welfare, the scheme of 'Angan Vadi' started by the department of Harijan and social welfare is the welcome-step because—
- (A) By getting training in a limited time and with limited facilities women can be helpful in social welfare.
- (B) There has been development of the consciousness about children's health, inoculation programme and nutritive diet for pregnant women.
- (C) The trained women get opportunity of employment and service in their houses without extra expenditure and management.
- (D) All the above.
49. If a thief has been caught red handed in your house at night you—
- (A) Will inform the police and hand over him to them.
- (B) Will allow the gathering to beat him so mercilessly that he may bleed and then let him go.
- (C) Will yourself beat him to the point of his bleeding and hand him over to the police.
- (D) Will, impelled by your anger, kill him and then hide his dead body.
50. In the assembly election you will vote for the candidate—
- (A) Who belongs to your caste though he may be corrupt.
- (B) Who happens to be the rich and notorious person of the city and be a member of the political party of repute.
- (C) Who is well educated and also a man of character.
- (D) Who has already been M.L.A. but has done nothing for his constituency.
51. You are a married person and living with your parents. On coming home your mother, whom you respect much, makes complaint of your wife with an angry mood. You—
- (A) Will immediately begin to chide your wife.
- (B) Will enquire of your wife the actual fact and then, decide.
- (C) Will listen to your mother's complaint and pay no heed.
- (D) Will be angered and give up taking meals for the day.
52. During examination the students staged complete walk out because of the question paper being out of course you as senior superintendent will—
- (A) Call for the police to force the students to appear in the examination.
- (B) Will warn the students that they will be declared as failed.



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