



Placement Mock Interview

**CSS for VSHSE
Implementation in Haryana**

2017





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Introduction

National Skills Qualification Framework (NSQF)

The National Skills Qualification Framework (NSQF) organizes qualifications according to the series of levels of knowledge, skills & aptitude. These levels are defined in terms of learning outcomes which the learner must possess regardless whether they were acquired through formal or informal learning. In other word, NSQF is quality assurance of training. The qualification framework is beneficial to schools as it gives opportunity to students to build & enhance their hard skills with their regular studies & it helps them to grow in their career. The main objective of NSQF is to accommodate the diversity of the Indian education & training system.

About NSQF implementation in Haryana

National Skill Development Corporation (NSDC) is the linking pin between the school education and the industry through the Sector Skill Councils in scheme implementation in the states. NSDC supports skill development efforts in school education by identification of relevant trades through Skill Gap Study and integration of industry through Sector Skill Councils for outcome based trainings, Assessment & Certification.

NSDC and its Sector Skill Councils(SSCs) are helping the State Governments in the implementation of scheme including helping in the States in development of Qualification Packs-National Occupational Standards for relevant Trades/ Occupations, accrediting curriculum with PSSCIVE/CBSE, Recommendation for Appointment of Vocational (Industry) Coordinator, Quality Control of Training, Student Assessment and Certification and Industry Interface.

In the year of 2012, as per the revised scheme of CSSVHSE of MHRD, pilot was launched in 40 schools across Haryana State, in 4 sectors: IT-ITeS, Retail, Automobile and Security. Currently, the program is being implemented across 990 schools in the State across 12 sectors. In addition to the aforesaid 4 sectors; Physical Education and Sports, Healthcare, Tourism & Hospitality, Beauty & Wellness, Media & Entertainment, Agriculture, Apparel and BFSI were introduced later. More than 40,000 students are being covered in the above-mentioned scheme.

This document is to cater the placement process for students of pilot 100 schools who have successfully completing their Class 12th in May, 2017, to help them prepare for the upcoming Campus interviews



Key points

What is the goal of an interviewer?

1. About Qualification, Family, Interest
2. Normal conversation to check verbal clarity and confidence.
3. Question about problems – To check problem solving capabilities.
4. Asking candidate to might work for late hours – to check the willingness of the candidates.
5. Adaptability, Flexibility and analytical Skills
6. Personality and Behavioral Approach
7. General Knowledge and awareness of surrounding/Current topic.

Set of frequently asked questions during interview

General Questions

- Tell about yourself / introduce yourself (self-detailing of Interviewee)
- Where you would like to work and how much salary you expect from us?
- How high of expectations do you put on your work?
- What do you want to do in future?
- What do you dislike doing the most?
- Do you take criticism well?
- Are you okay working with other people?
- Tell me 3 strengths and weaknesses
- Tell me what are the main activities of the role that you have been trained in
- Why are you fit for this role?
- What did you learn in your 4 years of vocational training?
- Would you like to study further and in what area would you like to study?
- How did this course help you?



Sector-specific Questions

RETAIL

- How many types of customers have you studied about? Name them.
- Explain about any one of them?
- How will you deal with an arrogant customer?
- What is Retail?
- What is Up Selling?
- What is Cross Selling?
- Why is display important for Retail and Sale?
- What do you understand by the term 'floor plan'?
- What is stock taking/Inventory counting?
- Why is stock taking necessary?
- What is the difference between manufacturing date and expiry date?
- What is Door to Door selling? What are its benefits?
- What preparation would you be required to do before selling any product?
- How will you arrange the clothes in the clothes sections?
- What is the difference between retail and whole selling?
- How will door to door selling benefit the company?
- Can you sell this pen/some other article to me?
- Being a Manger how would you create organizational structure, explain.
- Plan a Role Play to list out 2 basic behavior of consumer that you can face in the retail store.
- You are an Inventory Supervisor what are your 4 role and responsibilities?
- List out the name of items come under LIFO and FIFO present in the lab.
- Being an inventory supervisor what all precautions you can take to prevent the loss of inventory.
- What benefit an Inventory supervisor will get if he maintains the balance inventory in the store.
- What all security precautions we can take in the store for customer/product.
- Being a store manager what all promotional activities you can do for the customer in the store.



- What are your 5 responsibilities as a sales person?
- What do you understand by E-Marketing?
- Suppose, you are event manager and you need to arrange an event for children at your store, what all precaution you need to take?

Sr. No	Few more Questions	Expected Answers
1	What are the skills required for persons working in Goods Inward Department?	<ul style="list-style-type: none"> • Checking codes and delivery sheets • Understanding times and dates • Understanding storage temperatures • Understanding shelf edge labels and box end labels • Counting stock • Pricing goods ready for sale
2	What are the uses of Box labels?	<p>You can use box end labels to:</p> <ul style="list-style-type: none"> ✓ check that the correct products have been delivered ✓ store goods in the correct location in the warehouse ✓ make sure that stock is used in date order ✓ make sure the correct items are displayed in the correct place. <p>Every box end label is different but they all have the same kinds of information</p>
3	Your store is overcrowded being a weekend, and a customer with a crutch, walks into the store. How would you help the customer?	You should greet the customer, empathize and offer to manoeuvre the shopping cart or bag.
4	A customer enquires about vouchers and gift card? You direct the customer to the cash counter for information and purchase. Customer waits half hour and is informed that the gift cards and vouchers are out of stock? Do you think the response was appropriate?	<p>No, the response is not appropriate. The sales person should:</p> <ul style="list-style-type: none"> • Provide information about the vouchers or gift card • Connect with appropriate personnel to check availability and procedure • Inform the customer about the process
5	List the phrases you should avoid when dealing with the customers	<ul style="list-style-type: none"> a. I don't know. b. Calm down. c. We 're closing now. d. Its over there. e. Will that be all? f. That's not my department. g. The item is out of stock. h. If it is not on the shelf, then we do not have it i. You're wrong.



Sr. No	Few more Questions	Expected Answers
6	You see a few of your colleagues discussing loudly in front of the customer about internal official matter. What do you think would be an appropriate response?	Request your colleagues to a secluded area and have the discussion slowly. To have a positive work environment and a better brand image one should not discuss official matters in front of the customer, but have the discussion in an area where there is no entry for the customers.
7	List the phrases that would help you connect with the customer better.	<p>a. Let me find out for you.</p> <p>b. I apologize. Let me sort it for you.</p> <p>c. We restrict entry ____duration before the closing time. Can I quickly help you with anything now?</p> <p>d. Please come with me, I'll show you the section.</p> <p>e. Let us know if we can help you with anything more.</p> <p>f. Let me find the right person to help you.</p> <p>g. Please share your contact detail and we call you when the new stock arrives. Meanwhile, you can look at the alternative options.</p> <p>h. There seems to be a misunderstanding. Let me check.</p>
8	How should you confront an angry customer?	Remember that the customer is angry about the situation and not you. Let customer vent out the feelings. Make them calm down, empathize and apologize. Offer to help and take appropriate action.
9	Why is it important to treat the customer politely?	Goodwill always leaves the customer with a pleasant memory and the customer would want to come back to the store for the same experience again.
10	Which one of these communication types is most important - Verbal, non-verbal (body language) and listening skills?	You miss out on one of these components and you will not have an effective communication channel with your customers.
11	To maintain hygiene and clean standards:	<p>Wash your hands after you:</p> <ul style="list-style-type: none"> • visit the toilet • handle raw food • blow your nose • handle garbage • touch your ears, nose, mouth or other parts of the body • smoke • get back to work from every break • handle animals
12	How will safety information be communicated to you?	<p>a. Through formal training sessions</p> <p>b. Through supervisors and staff meetings</p> <p>c. On health and safety notice boards</p>



Sr. No	Few more Questions	Expected Answers
13	Your store is overcrowded being a weekend, and a customer with a crutch walks into the store. How would you help the customer?	You should greet the customer, empathize and offer to manoeuvre the shopping cart or bag.
14	What is the appropriate way of greeting a customer?	Acknowledge the customer with a smile and appropriate greetings. You could say Namaste (in the appropriate language) or greet Good Morning/Good afternoon/Good Evening. Enquire if the customer is looking for something specific and you could help.
15	Why is it important to be well groomed?	Physical appearance is the first thing that meets our eyes when we first meet a person. If the appearance is not tidy or untidy, the customer may move ahead or ignore you.
16	A customer enquires about vouchers and gift card? You direct the customer to the cash counter for information and purchase. Customer waits half hour and is informed that the gift cards and vouchers are out of stock? Do you think the response was appropriate?	No, the response is not appropriate. The sales person should:
		• Provide information about the vouchers or gift card
		• Connect with appropriate personnel to check availability and procedure
		• Inform the customer about the process
17	A customer comes to the store with the intent of buying a washing machine, but seems lost and unsure of buying? How will you help?	<p>a. Ask specific questions to understand the exact need of the customer (whether the machine would be used daily, is there constant water supply/electricity, kind of water, kind of clothes they intend use the machine for, and more)</p> <p>b. Understand the need and provide relevant information (in terms of the latest techniques/trends, feasible options considering the infrastructure and usage)</p> <p>c. Recommend against buying if based on your analysis the option is not feasible (frequent of water/electricity cut)</p>
18	List the phrases you should avoid when dealing with the customers	<p>a. I don't know.</p> <p>b. Calm down.</p> <p>c. We 're closing now.</p> <p>d. Its over there.</p> <p>e. Will that be all?</p> <p>f. That's not my department.</p> <p>g. The item is out of stock.</p> <p>h. If it is not on the shelf, then we do not have it</p> <p>i. You're wrong.</p>
19	List the phrases that would help you connect with the customer better.	<p>a. Let me find out for you.</p> <p>b. I apologise. Let me sort it for you.</p> <p>c. We restrict entry ____duration before the closing time. Can I quickly help you with anything now?</p>



Sr. No	Few more Questions	Expected Answers
		<p>d. Please come with me, I'll show you the section.</p> <p>e. Let us know if we can help you with anything more.</p> <p>f. Let me find the right person to help you.</p> <p>g. Please share your contact detail and we call you when the new stock arrives. Meanwhile, you can look at the alternative options.</p> <p>h. There seems to be a misunderstanding. Let me check.</p>
20	How to increase add-on sales?	Encourage customers to invest in a complete solution. Provide them with additional options that complement their initial shopping. For instance, if the customer is looking for something specific like a mobile in a particular price range. Show different models along with accessories like Bluetooth handset, scratch guard cover, mobile case, extra memory.
21	Why is it important to plan and organize delivery of reliable service in retail operations?	Planning and organizing the deliveries assures the customers that the products of their requirement will be delivered within no time and that there is no shortage of any product. A planned and organized delivery will also help to meet the requirements of all types of customers.
22	Why is it important to have a reliable service?	Any retail sector has to be customer satisfied. Thus, to retain and attract the customers, apart from the quality, the services has to be reliable to ensure the consistency and trust factor. With the help of customer's feedbacks, there are more chances of improvisation in short interval of time.
23	You see a few of your colleagues discussing loudly in front of the customer about internal official matter. What do you think would be an appropriate response?	Request your colleagues to a secluded area and have the discussion slowly. To have a positive work environment and a better brand image one should not discuss official matters in front of the customer, but have the discussion in an area where there is no entry for the customers.
24	Sometimes even after providing all information and demonstration, the sale does not come through. What should you do?	May be the customer never had intentions of buying. You can record the customers' questions and your responses. Analyse the customer based on your interaction. Make note of the emerging trends and use information to your advantage when dealing with similar kind of customers.
25	What is retail?	Goods sold to consumers in small quantity is retail
26	Why is Customer Service important?	A customer gets the same products from multiple sources. However, he will keep coming back to your store if he gets service that makes his shopping experience enjoyable.



Sr. No	Few more Questions	Expected Answers
27	What is the right way of greeting a customer?	Acknowledge the customer with a smile and greetings. You could say Namaste (in the appropriate language) or greet Good Morning/Good afternoon/Good Evening. Enquire if the customer is looking for something specific and you could help.
28	Why is it important to be well groomed?	Physical appearance is the first thing that meets our eyes when we first meet a person. If the appearance is not proper or it is untidy, the customer may move ahead or ignore you.
29	Why is it important to treat the customer politely?	Goodwill always leaves the customer with a pleasant memory and the customer would want to come back to the store for the same experience again
30	What is visual merchandising?	It is the art of presentation, which put merchandise in focus
31	What is shoplifting?	Customers taking goods without paying for them.
32	Pilferage means?	Theft of goods from store
33	A customer spilled a liquid on the floor accidentally. What should you do?	Warn other customers to avoid the spot while you clean up the spillage immediately
34	SOP stands for	Standard Operating Procedure
35	If you notice safety problems at your store, you:	Inform the supervisor immediately and take relevant action
36	How should you handle an angry customer?	Remember that the customer is angry about the situation and not you. Let customer vent out the feelings. Make them calm down, empathize and apologize. Offer to help and take appropriate action. Concentrate on skills to develop rapport with the customer
37	How can you be the brand ambassador of your store?	<ul style="list-style-type: none"> • Know your store's policies and procedures • Treat customers with patience and empathy • Take ownership of problems and try your best to give solutions • Be the brand ambassador of your store • Display courtesy and respect at all times • Remember that customer is the KING
38	What are gift cards? How is it processed in a retail store?	A Gift card is a restricted monetary equivalent that is issued by retailers or banks to be used as an alternative to a non monetary gift. The recipient of the gift card can use it at his or her discretion within the restrictions set by the issuing agency.



Sr. No	Few more Questions	Expected Answers
		<p>Like a credit card a gift card also needs to be swiped at the card terminal. The card is Prepaid which means it already has a set amount. So it can be swiped only to that extent. There is usually a CVC number behind the card which has to be punched in and the purchase amount if less or equivalent to the card amount is deducted and a receipt is generated. If the purchase amount exceeds the card amount the balance can be paid by cash or credit card etc.</p>
39	<p>What Point of Sale Information is displayed on your premises? (Please List Below)</p>	<p>For sale of products like condoms, Alcohol, Cigarettes, Solvents, Acids, Guns, Bullets, kerosene, Petrol, Knives etc the buyer must be over the age of 18 years and must display a photo Id and License if demanded.</p>
40	<p>What are loyalty cards?</p>	<p>A Loyalty Card is issued by a Retailer for encouraging customers to shop more from their store by offering a wide range of benefits.</p> <ul style="list-style-type: none"> o Reward Points for every time you shop with them o Points can be redeemed for products from the store o Exclusive benefits and privileges o Updates about the store’s activities o Separate cash counters for customers so that more time can be spent in shopping rather than standing in a queue
41	<p>Please list 2 effects underage drinking can have on your local community:</p>	<ul style="list-style-type: none"> a. Anti Social Behavior- creating nuisance in the neighborhood b. Rapes and teenage pregnancies c. Violence d. Accidents
42	<p>What Products come under the category of age restricted products?</p>	<ul style="list-style-type: none"> a. Alcohol b. Aerosols c. Tobacco Products d. Offensive Weapons (knives) e. Petrol f. Cigarettes g. Condoms



Sr. No	Few more Questions	Expected Answers
43	Suraj is a 12 year old boy who purchased a water proof school bag from your store. After using it he realized that the bag is not water proof. Now, he wants to return that bag and purchase another one which is slightly more expensive than the one he bought. However, he refuses to pay any additional money stating that you cheated him and it is company's fault. How will you assist Suraj and resolve this issue?	<ul style="list-style-type: none"> • Explain the company policy politely and apologize for the inconvenience • Provide the credit note and request the customer to pay the balance amount
44	Mrs. Parul Patel is a regular customer of your store. She had purchased a packet of wibs bread and Amul butter. After going home and opening the packed she that the bread had already crossed the expiry date. She is now in the store to return and replace the opened bread packet. How will you deal with this situation?	<ul style="list-style-type: none"> • Apologize and immediately provide a new pack of wibs after checking the expiry date • Check the expiry date of all the bread packets and remove the expired ones from the shopfloor
45	One of the regular customers provided the credit note to the cashier as a mode of payment. The validity period of credit note is over and the credit note is no more valid. The customer is very angry and shouting at the cashier. Examine the problem in this case and explain how would you respond to this situation if you were the cashier?	<ul style="list-style-type: none"> • Inform the customer that the credit note has expired and it cannot be accepted • Request the customer to pay by any other mode of payment
46	How will you inform your store, your warehouse and others in case there is a product damage on the floor and that product is non saleable. List first three actions you will take under such situation.	<ul style="list-style-type: none"> • Label the goods to be returned to the supplier/vendor/warehouse • Update the stock system • Send a formal communication to all the stakeholders
47	You have a new team member joining you today. How will you train him on the process of return goods?	<ol style="list-style-type: none"> 1. Check accurately the type, quantity and condition of returned goods 2. Give accurate and complete information to the person who can raise a credit note or refund the payment 3. Update the stock control system promptly, accurately and fully 4. Label clearly any goods that are to be returned to the supplier or manufacturer 5. Move returned goods to the correct place and position unsaleable goods separately from sales stock
48	Ms. Priya is in your store and liked one of the dining table set. She wants it to be home delivered and is requesting for some payment options. What will you explain her and how will you process her order? Will you accept part payment and go ahead with billing or request for Cash on delivery?	<ul style="list-style-type: none"> • Take down sales order and customer details • Explain all the modes of payments like cash, credit card, debit card and EMI • Explain and receive part advance payment for the home delivery and request balance to be paid at the time if home delivery • She can also make full or part payment basis the company policy for payment



SECURITY

- Why you have chosen security as your profession?
- What you have learned about security during training?
- Explain the duties and responsibilities of Security Guard.
- Name the kinds of Fire and what type of fire extinguisher used during fire?
- What do you understand by HHMD & DFMD?
- What are other electronic devices used for enhancing security of perimeter?
- What action you will take during emergency evacuation?
- How to stand during the time of attention and at ease?
- How to fall in parade?
- Give Specification of Walkie-Talkie (communication device)
- List down security equipment's used during duty
- Tell something about IEDs.
- Explain vehicle check procedures.
- Explain the material inward and outward procedure.
- If you are on main gate, and foreign delegates came to meet your organizational officials without prior information to you, what is your action?
- What you will do, if a female visitor comes to meet a company representative, and you do not have lady guard/searcher at the point for frisking.



AUTOMOBILE

- How long do you plan on being a mechanic?
- What is your favorite car?
- How did you obtain your general knowledge of mechanics?
- Do you have any experience fixing dents?
- If I ask you to do something in a way you are not used to, how would you handle this?
- Let's say you put a muffler on wrong, you could let it go but you know in a day, or a week, it will start making loud noises, what do you do?
- Do you have any experience refurbishing old cars?

- What was the toughest situation you've had fixing a car?
- Why did you want to become a mechanic?
- How many times have you torn apart an engine, to fix it or just to see the parts inside?



IT-ITeS

- Define the term Computer?
- What are the uses of computer in various fields?
- Give some examples of hardware?
- Give some examples of software?
- Name some input devices?
- Name some output devices?
- What is an Operating System? Give two examples?
- Define internet? What is its use? What are the three requirements for internet connection?
- What are the components of computer?
- Write full forms of:
 - i. C.P.U
 - ii. A.L.U
 - iii. R.A.M
 - iv. R.O.M
 - v. KB
 - vi. MB
 - vii. GB
 - viii. TB
 - ix. WWW
- What are the components of C.P.U?
- What is BIOS?
- Name any two Internet Search Engines?
- Name any two Internet Services Provider's in India
- What is the extension for word, excel, PowerPoint
- What is the difference between static website & Dynamic Website?
- What is the use of Pivot table?



- What are the shortcut keys for:
 - i. Copy
 - ii. Cut
 - iii. Paste
 - iv. Save
 - v. Rename
 - vi. Select All
 - vii. Undo / Redo
- What is the purpose of pivot charts?
- Write acronym for:
 - i. TCP
 - ii. UDP
 - iii. FTP
 - iv. SOS
 - v. DHCP
 - vi. HTTP
 - vii. HTML
- What is an Auto IP?
- What is a firewall?
- Explain TCP/IP model?
- How to find MAC address of your computer?
- How to configure IP address of your computer?
- What is DHCP? Explain DORA process?
- What is DNS?



Sports

1. Why are you interested in Sports?
2. Why is sports important for children?
3. Children of which age group you are comfortable teaching and why?
4. What was your favorite subject in sports?
5. What are the qualities of a good teacher?

6. Other than physical activity what else is important to maintain good health?

Key : WHO (World Health Organization) states that a Healthy Person is the one who is physically, mentally and socially fit. A good health is a combination of all. It is very important to do regular physical activities but additionally one should take utmost care of his or her lifestyle as well. Eating habits, sleep timings also has a direct impact in your health.

7. When should children start playing, is there any specific age that is best suited?

Key : Play is natural to human beings. The first thing a child wants is to play. But is very important that a child while playing develops certain fundamental skills. Children must play both in structured and in an unstructured way. The earlier they are introduced to plays and physical activities focused on fundamental skills developments the better it is.

There is no specific age as such but the right activity at the right age is extremely important for the holistic development of muscles, bones and at a skill level.

8. Which sports are you comfortable teaching?
9. Of your favorite sport can you list the skills?
10. Who is the present Sports Minister of India?

Key : Mr. Vijay Goel

11. What is the highest sports award given by the government of India for achievement in sports?

Key : Rajiv Gandhi Khel Ratna

12. What is the difference between a coach and a fitness trainer?

Key : A Coach is someone who specializes in a sport and has in depth knowledge about the sport or sports. A coach trains the skill, tactical, and technical ability of players.

A fitness trainer is someone who specializes in developing the general or sports specific fitness on an individual. A fitness trainer may not know about the rules and techniques required to play a sport but he or she addresses the level of fitness required to play that sports. A fitness trainer can also be the one training public on general fitness, gym instructor for body building, etc.

13. Do you consider yourself a coach or a physical education teacher and why?

14. Where is the next Summer Olympics taking place?

Key : Tokyo in Japan in 2020



15. What is Gross Motor Skill and Fine Motor Skill?

Key : Motor skills are motions carried out when the brain, nervous system, and muscles work together. Fine motor skills are small movements — such as picking up small objects and holding a spoon — that use the small muscles of the fingers, toes, wrists, lips, and tongue.

Gross motor skills are the bigger movements — such as running, rolling over, sitting — that use the large muscles in the arms, legs, torso, and feet.

16. What are Fundamental Movement Skills?

Key : Fundamental Movement Skills are the most important skills that one must develop during childhood. These skills are required to perform any physical activity. There are 3 most important groups of Fundamental Movement Skills;

Locomotor Skill, Manipulative Skill and Non-Manipulative Skill

17. What are the basic skills in Football, Basketball and Volleyball?

Key : Most important basics skills are:

Football – Passing, Dribbling, Kicking/Shooting

Basketball – Dribbling, Passing, Shooting

Volleyball – Service, Passing, volleying

With these skills, one can at least start playing these games. At a later stage, higher level skills can be developed.

18. List differences between a carbohydrate and a vitamin

Key : Carbohydrate is a macronutrient whereas Vitamin is a micro nutrient.

Carbohydrate is the energy giving food. It provides energy required to do day to day activities.

Vitamins are organic compounds which are needed in small quantities to sustain life. Vitamins are important for normal bodily functions.

19. What are fixtures?

Key : A fixture is a tournament schedule that determines the game matches between competitors, which team is playing with whom and how a winning team in a knock-out tournament will advance in the tournament.

20. What is the difference between a league and a knock out?

Key : League is a way of conducting a tournament where each team plays against all the teams or within a group. In league format, teams play all the pre-fixed matches and get the advantage to recover even if the team losses the first or second match.

Knockout is another way of conducting a tournament where in the teams get knocked out on losing. The winning teams keep moving to the next level and finally 2 teams compete for the championship.

21. Can you draw the dimensions of a football court?

22. Why is warm up necessary?

Key : A proper warm up is necessary to prepare body for the upcoming activity and also help in preventing injuries.



23. What is cool down and is it necessary?

Key : A proper cool down after a physical activity will bring the body back to the normal state and prevents body from post activity injuries.

24. Can you show how you would treat a nose bleed?

25. What are the qualities of a good sports teacher?

Key : Good sports teachers have the following qualities;

- *Uses effective teaching methods*
- *Understands that mistakes are part of learning*
- *Motivates students*
- *Never personalizes criticism*
- *When interacting with students always thinks like a student*
- *Always adopts a variety of teaching methods*
- *Adopts different teaching aids and props*
- *Tracks the progress of each student*



Beauty & Wellness

In specific to our industry i.e. Beauty and Wellness it is integral that an applicant should be well groomed and prepared for a face to face interview.

- Q1. Why do you want to be a beautician?
Q2. Who is your inspiration and why?
Q3. Is your mother also working?
Q4. Why do you want to work?
Q5. Tell us about your family?
Q6. What is your motivator professionally?
Q7. Are you comfortable for late working hours?
Q8. If it's 7pm at your work place and you have a customer walking in. What will you do?
 A. Tell him / her to come tomorrow as its salon closing time?
 B. Give him / her an appointment for tomorrow morning?
 C. Take the customer in and offer services.
- Q9. What are your hobbies and why?
Q10. What do you aspire to do in life professionally?

Please Note: Every answer reflects about an individual trait and psychology. No question is right or wrong but depicts about a person.

More Questions:

Q : How can you maintain safe and hygienic environment at work place? Key : By cleaning equipment after every use
Q : Which of the following should be used for extraction of black heads? Key : Comedo extractor
Q : Which of the following equipment is used at the end of hair spa treatment? Key : Hair dryer
Q : Which of the following should be essentially kept in a trolley set up for performing cleanup of client? Key : Rose Water
Q : Which of the following should be sterilised after every use? Key : Towel
Q : Why should you maintain record of all materials and products at your workplace? Key : To maintain stock
Q : Which of the following can be used as a skin toner for oily skin? Key : Astringent
Q : Which of the following is a last step while giving facial to a client? Key : Face pack



Q : Which of the following is helpful in deep cleansing of skin? Key : Scrub
Q : _____ can be used to remove tan from the skin. Key : Lemon
Q : Which of the following will you do if the customer wants light face steaming? Key : Damp hot towel steaming
Q : What is the proper order for facial cleansing? Key : CMT
Q : Which of the following can result in serious legal consequences? Key : Having hidden cameras in changing rooms
Q : How should you apply wax on the underarms for hair removal? Key : In direction of hair growth
Q : What is the correct way of checking sensitivity of customer's skin to waxing treatment? Key : By performing a patch test
Q : What should you do in case the wax burns the skin of your customer? Key : Stop waxing & apply ice on burns
Q : What should you tell a customer who has acne prone skin? Key : Use mild soap, apply oil free cream, cover face while in the sun
Q : Which of the following way would you not ask the customer to support their eyebrows while threading? Key : Stretch using both hands on either side of eyebrow
Q : What should you do before preparing the customer for manicure? Key : Check for swollen cuticles
Q : Choose the first step in the manicure process. Key : Remove existing nail paint
Q : What should you immediately do after completing hand massage in manicure process? Key : Clean excess cream
Q : In _____ manicure the fingertips are whitened using a white colour nail paint. Key : French manicure
Q : What will you give to the beauty therapist to add to the pedicure water? Key : Hydrogen peroxide
Q : Apply _____ before threading to avoid cuts and remove oil from skin. Key : Powder
Q : What will you give to the beauty therapist to remove dead skin of the customer during pedicure? Key : Foot scrapper
Q : A customer's eyes gets irritated while applying mascara. How will you help the make up artist in rectifying it? Key : Assist the client in washing her eyes
Q : What should you apply on the irritated skin of your client? Key : Antiseptic cream
Q : What should you do in case the face pack used by you is irritating the skin? Key : Discard it
Q : Use _____ to avoid body odour. Key : Deodorant



Healthcare

A. What is the first thing you should do while admitting a patient in the hospital?

Suggested Answer: 1. Fill the patient admission form

B. Name two disease-causing microorganisms

Suggested solution: 1. Bacteria 2. Virus 3. Fungi 4. Parasite

C. Mention any two forms of medicine.

Suggested Solution: 1. Liquid 2. Tablet 3. Capsule 4. Topical medication 5. Inhalers 6. Injections 7. Implants 8. Buccal/sublingual tablets

D. Mention any two precautions which should be taken during exercise.

Suggested Solution: 1. Take five to 10 minutes to warm up and cool down properly. 2. Start slowly and boost activity level gradually 3. Do not train too hard or too often 4. Avoid exercising when sick or feeling very fatigued 5. Choose appropriate clothes and shoes 6. Drink ample of fluids 7. Avoid overdoing in hot weather as can lead to serious overheating and dehydration

E. Mention any two routes of administering the drugs in the patient's body.

Suggested Solution: 1. Parenteral route 2. Enteral route 3. Inhalation 4. Topical

F. How can a GDA assist nurse in measuring patient's parameters accurately

Suggested Solution: 1. by assist nurse in calibrating the scales 2. by ensuring that patient is comfortable and positioned correctly 3. by ensuring patient's safety to a fall or injury

G. What are the main functions of GDA in maintaining the equipment?

Suggested Solution: 1. handle equipment safely 2. use appropriate protective clothing and equipment 3. report to nurse about any equipment unsuitable for use

H. Which PPE is used for the safety of eyes?

Suggested Solution: 1. protective glasses

I. What is identification band?

Suggested Solution: 1. contain information about patient

J. What are the main points should be kept in mind before feeding the patient?

Suggested Solution: 1. make the patient comfortable 2. check menu card to verify diet 3. wash hands and mouth of the patient 4. Ask for any elimination need

K. What steps to be performed while moving a patient from the Bed to the Stretcher?

Suggested Steps: 1. Position the bed at a comfortable height for you and the others to work at. 2. Ensure that the stretcher has been placed next to the bed and the wheels have been locked. 3. Cover the patient with a privacy sheet, and remove the tops sheets by rolling them down the bed so as to minimize the spread of soiled material (in case there is any). 4. Loosen the bottom sheet; since this will be the sheet you use to pull the patient over with. 5. Lower the bed rail on the side that you are on. 6. Checking again to verify the wheels are locked and the stretcher is along side the bed with the bed rail down. 7. Have the other two personnel go to the other side of the bed and roll the edges of the bottom sheet towards the resident. 8. Inform the patient that you will be



moving them over to the stretcher and ensure they are ready. Once they are, coordinate with the other two helpers, grab the sides of the sheet and move the resident over to the stretcher. 9. Ensure resident is comfortable and pending on your work place's policies, strap them down.

L. What steps to be performed while dental care of the patient?

Suggested Steps: 1. Place the resident in a comfortable position or a Fowler's position. 2. While performing this step, try to minimize the fouling of their clothing. If you do get an area wet, ensure that you clean them or change their clothes after you are done. If they are incontinent or are likely to drool, then place a bib around them for this process. 3. Apply toothpaste to the wet tooth brush. 4. Ask the patient to open their mouth and commence brushing. Using a circular motion, scrub their teeth, tongue and gently scrub their gums. 5. Allow the patient the ability to rinse their mouth out. 6. Check the area and ensure the patient is dry. 7. Check the patient for any sores or bleeding. If the patient does rinse, check to verify no blood comes out when they spit. 8. If you used a bib, dispose of it properly.

M. What steps to be performed while giving partial bath to the patient?

Suggested Steps: 1. Ensure all your equipment has been prepped and standing within arms reach. This includes checking the water and making sure it is of adequate temperature. 2. Cover the patient so that areas not being washed are not exposed. 3. During this process make sure to position a towel under the resident so as to mitigate moistening the bed sheets. 4. Start with the face. Use a wet washcloth without soap and clean the face. With the eyes, begin with the inner canthus and then the outer canthus. When you move on to the next eye, be sure to use a different portion of the washcloth so as to avoid contamination. Also, ensure that the face is dry before moving on. 5. Using a small amount of soap on the washcloth, then move to the neck, arms, hands and chest. Once washed, ensure these areas are dry before moving on. 6. Then have the patient turn on their side so that you can now wash their back. 7. Then apply lotion to their back in a smooth circular motion. 8. If the resident is able to wash their perineal area, then provide them with the means to do so, if not, then change your gloves and perform as necessary. 9. Once you are complete, do a check of the area ensure thing patient is dry and assist them to maneuver into a comfortable position.

N. What steps to be performed while the task of Dressing up a Patient?

Suggested Steps: 1. First, wish the patient in a polite manner and explain that you will be helping him to change clothes. 2. Next, ensure that adequate privacy is provided and that he is comfortable. 3. A clean set of clothes for the patient is to be kept ready within reach. 4. Foot ware to be the correct size and fit the patient properly. 5. Ensure clothing is comfortable and fits the patient according to the patient's needs. 6. Weather appropriate clothing to be use (woolens for winter and cottons for summer seasons). 7. Accessories like belts and jewellery to be removed before the procedure. 8. Keep the laundry bag near the patient, to dispose used clothes. 9. Keep all the required equipment ready before the procedure begins. 10. Before you start dressing the patient, wash your hands in the appropriate manner. 11. Tell the patient that the best way to undress is to start with the side of the body which is weaker. 12. Whenever you feel the need or if the patient asks, assist in undressing. 13. Give sufficient space so that the patient does not feel uncomfortable. 14. Allow him to undress on his own and complete the maximum possible amount of task himself. 15. Interact with resident, as appropriate, to understand any specific requirement. 16. Remove the used clothes and dispose in the laundry bag. 17. Ensure that the clean set of clothes is within the reach of the patient. 18. If he feels dizzy or fatigued during the process, stop the procedure and immediately make him sit or lie down, at the same time providing privacy to ensure the dignity of the patient. 19. Ensure that he does not fall while changing. 20. Now, tell him that he should first start dressing from the side of the body which is stronger. 21. Let him wear his clothes on his own and complete the maximum possible amount of the task himself. 22. Whenever you feel the need or if the patient asks, assist in dressing. Note : dependence will increase and gradually with practice the risk of falling will also decrease. 23. After the procedure is complete, assist patient to walk, lie down or sit, as required. 24. Ensure the comfort of the



patient. 25. Replace all items in its proper designated place. 26. Wash your hands in a proper way after the dressing process is over.

O. What steps to be performed while Giving a bedpan to the Patient?

Suggested Steps: 1. Provide privacy. 2. Wash hands and wear disposable gloves. 3. Assemble bedpan and other equipment at bedside. 4. Turn back the bedding, and expose the patient as little as possible. 5. Instruct the patient to flex his knees and raise buttocks, if not possible provide assistance and turn him on his side. 6. Position bedpan under buttocks and roll him onto his back with bedpan under him. 7. Adjust the bed to the most comfortable position and raise the head of the bed if not contraindicated. 8. Provide the toilet tissue and call bell within easy reach. 9. Dispose gloves and wash hands.

P. What steps to be performed while removing gloves?

Suggested Steps: 1. Outside of gloves is contaminated! 2. Grasp outside of glove with opposite gloved hand; peel off 3. Hold removed glove in gloved hand 4. Slide fingers of ungloved hand under remaining glove at wrist 5. Peel glove off over first glove 6. Discard gloves in waste container

Q. Patient A is a 30 year old man who has been admitted with fractures on both hands. Following the accident, he has become very weak and has developed respiratory infection. Because of his present condition, he requires help to go to the toilet and for all his personal and physical needs. You are the GDA allotted to his ward. a. What procedures will you follow to control infection? b. How will you ensure that high level of personal hygiene is maintained? c. How will you dispose different types of waste and sharp?

Suggested Solution: a. Personal hygiene, use of appropriate personal protection gear, disposition of biomedical waste as per the guidelines, documentation. b. Hand washing, wash and dry the area with soap and water, daily care to the patients in all his day care activities, cover the area, maintain cleanliness in the unit c. Sharp materials to be discard in White Puncture proof container, Biological waste or soiled cottons to be put in yellow bag, General and kitchen waste to be put in Black bag, and plastic soiled or plastic material to be put in Blue bag.

R. What are the essential parts of the hand to be washed before and after a procedure?

S. When do you wash hands?

Suggested Solution: After touching a patient

T. What will you do if there is no sink or soap to wash hands?

Suggested Solution: Use any of the following alternatives, as available.

U. Patient A is a 30 year old man who has been admitted with fractures on both hands. He is scheduled to be at the operation theatre at 3pm. As a GDA, you are supposed to prepare the patient by giving enema and to be moved to the operation theatre. a. What type of equipment will you need to do the enema? b. What type of equipment will you need to move the patient? c. How will you prepare the patient to be moved?

Suggested Solution: a. Enema can and tube, towel, mackintosh, normal water b. Wheel chair or stretcher c. Make him comfortable on the wheel chair or stretcher, protect him by covering on sides or using seat belts, ensure privacy and check the patient id.

V. How would you close the eyes of the dead body?

Suggested Solution: 1. Close the eyes, using a small piece of clinical tape if required.



- W. You are the duty GDA and attending to your duties in the critical care unit. The cleaning work is yet to be completed. However your duty hours are over. The next shift GDA has reported for duty. a. Would you rush out as your duty hours are over? b. How would you pass on essential information?**

Suggested Solution: a. No. Completes the task. If not possible, ensure proper handing over to the GDA who is taking over with proper communication and instructions. b. All the work which is left out to be done should be clearly and effectively communicated to the next shift staff. Appropriate documentation needs to be done.

- X. You are the duty GDA. There has been a spillage of antiseptic lotion in the work area. How would you ensure safety?**

Suggested Steps: 1. Carry out proper disinfection in the area, 2. put on PPE, 3. Hand washing, 4. documentation, involving HAZMAT team. 5. Correct any hazards that individual can deal with safely, competently and within limits of authority. 6. Promptly and accurately report the hazards that individual is not allowed to deal, to the relevant person and warn other people who may get affected.

- Y. Demonstrate Hand-Washing and show its steps**

Suggested Steps: 1. Wet hands with water and apply enough soap to cover all hand surfaces 2. Rub hands palm to palm 3. Right palm over left dorsum with interlaced fingers and vice versa 4. Palm to palm with fingers interlaced 5. Back of fingers to opposing palms with fingers interlocked 6. Rotational rubbing of left thumb clasped in right palm and vice versa 7. Rotational rubbing backwards & forwards with clasped fingers of right hand in left palm & vice versa 8. Rinse hands with water and dry thoroughly with a single use towel 9. Use towel to turn off faucet

- Z. Demonstrate chain of survival and show its steps**

Suggested Steps: 1. Ensure scene safety 2. Check for response of the victim: 3. Shout for help 4. Turn patient onto his back 5. Open the airway: 6. Check for breathing (Look, Listen and Feel) 7. If breathing normally, then tilt the patient on the side and call for ambulance 8. If not breathing normally, then call ambulance, activate AED and meanwhile perform CPR