

DOMAIN: NON-TECHNICAL

EXAM DURATION:1.5HRS

EXAM TYPE : MCQ

INSTRUCTIONS:

- ***Read each question carefully before selecting your answer.***
- ***Choose the best answer from the options provided.***
- ***You have a set amount of time to complete the exam. Pace yourself accordingly.***
- ***Do not leave any question unanswered. If unsure, make your best guess.***
- ***Avoid discussing the questions or answers with others until after the exam.***
- ***Ensure your answers are clearly marked on the answer sheet.***
- ***If you need clarification on a question, raise your hand and ask the invigilator.***

1. What is the most important quality for an event management volunteer?

- (a) Leadership skills
- (b) Strong communication skills
- (c) Extensive event experience
- (d) Ability to work independently

2. how will you encounter a frustrated guest?

- (a) give them their time and let them cool down
- (b) blame other people for the inconvenience
- (c) calmly talking to them, asking their concerns, and solving them out

3. why is clear communication essential in managing an event

- (a) creates a positive impression
- (b) helps avoid errors
- (c) shortens event duration
- (d) both a and b

4. arrange the following management stages in the correct order:

(i) execution (ii) evaluation (iii) planning

- (a) (iii), (ii), (i)
- (b) (iii), (i), (ii)
- (c) (iii), (ii), (i)

5. You are assigned to set up tables and chairs for an event. The provided seating chart indicates 10 round tables, each seating 8 guests. How many chairs do you need?

- (a) 40
- (b) 50
- (c) 60
- (d) 80

6. Which is NOT a common challenge faced by volunteers during events?

- (a) Unclear instructions
- (b) Lack of communication
- (c) Managing large crowds
- (d) Excessive workload

7. You witness a guest at an event collapse. What is the FIRST thing you should do?

- (a) Call the emergency helpline immediately.
- (b) Check for responsiveness by gently shaking their shoulders
- (c) Offer food or water in case they are feeling faint
- (d) Ask nearby attendees for advice on how to proceed.

8. To contribute to a positive experience during the event, volunteers should:

- (a) Remain serious and focused throughout the event.
- (b) Be enthusiastic, helpful, and approachable to the attendees
- (c) Avoid interacting with guests unless necessary.
- (d) Prioritize volunteer socializing over guest needs.

9. When composing an email invitation to an event, which element should be included FIRST?

- (a) A formal closing with contact information.
- (b) A clear and concise description of the event.
- (c) A personalized greeting addressed to the recipient.
- (d) A colourful and attention-grabbing image.

10. A guest asks you a question about the event that you don't know the answer to. How should you respond?

- (a) Make up an answer to avoid appearing uninformed.
- (b) Politely admit you do not know the answer and offer to find out for them.
- (c) Direct them to a different volunteer without further assistance.
- (d) Tell them the information is not important for them to know.

11. A team member makes a mistake during the event. How should you approach the situation?

- (a) Publicly criticize their mistake and blame them for any inconvenience it caused.
- (b) Ignore the mistake and hope no one notices.
- (c) Offer private and constructive feedback, focusing on solutions and avoiding personal attacks.
- (d) Make them feel embarrassed by joking about their mistake.

12. At an event, when you put out the food and drinks (refreshments), what's the most important thing to do first?

- (a) Make it look pretty.
- (b) Make sure everyone can eat and drink something, even if they have special needs like allergies or don't eat certain things.
- (c) Put everything in the middle of the table.
- (d) Fill all the containers up so nobody runs out.

13. The event is nearing its end, and there are leftover refreshments. How should you handle them responsibly?

- (a) Dispose of all remaining food, regardless of its condition.
- (b) Distribute leftover food to volunteers without considering their preferences.
- (c) Package leftover food safely and hygienically and offer it to a local food bank or organization.
- (d) Take leftover food home for personal consumption.

14. A guest approaches you looking confused about the event schedule. What should you do first?

- (a) Direct them to a specific location without further explanation.
- (b) Briefly explain the schedule and offer a printed copy if available.
- (c) Ignore them, assuming they should already know the schedule.
- (d) Tell them you don't know and suggest they ask someone else.

15. You are informed that a session speaker is running late. What should you do to inform attendees?

- (a) Announce the delay loudly throughout the event space.
- (b) Quietly inform attendees waiting for the session and offer them refreshments.
- (c) Ignore the delay and allow attendees to wait without explanation.
- (d) Redirect attendees to another session without informing them of the delay

WHICH ROLE YOU ARE OPTING FOR?

- (a) Marketing Manager: Develops and executes marketing strategies to promote products or services.
- (b) Project Manager: Plans, organizes, and leads teams to complete projects within budget and on time.
- (c) Content Writer: Creates engaging content for websites, blogs, social media, and marketing materials.
- (d) Digital Marketing Specialist: Plans and executes online marketing campaigns to reach target audiences and achieve business goals.
- (e) Social Media Manager: Develops and manages a company's social media presence.
- (f) Public Relations Specialist: Manages a company's public image and builds relationships with the media.
- (g) Journalist: Researches, writes, and reports news stories for newspapers, websites, or other media outlets.
- (h) Copywriter: Creates persuasive and engaging written content for marketing materials, advertising campaigns, and websites.
- (i) Video Editor: Edits and creates video content for various platforms like social media, marketing materials, and film.
- (j) Event Planner: Plans and manages events, conferences, and trade shows.
- (k) Sponsorship: Reaching out to sponsors to help in organizing successful event