

## Sample Questions

### Housekeeping

1. Report A is made to plan the work of the housekeeping department by listing out the items cleaned and maintained by the housekeeping staff. What is Report A called?

- a. Performance standards
- b. Area inventory list
- c. Frequency schedule
- d. Work order

2. Which of the following is used by the house keeping staff to gather and control the flow of water?

- a. Squeegee
- b. Steam mop
- c. Silent butler
- d. All of the above

3. What is the purpose of the equipment in the image given?



- a. It is used for drying linen
- b. It is used for ironing light garments
- c. It is used for washing linen
- d. It is used for ironing sheets and towels

4. A guest checks in at a hotel for a one night stay and leaves early next morning without settling his bill. While preparing the housekeeping report, the front desk staff finds that room was listed as 'Vacant and ready for sale'. The guest in this situation is called as \_\_\_\_\_ Sleep out.

- a. Skipper
- b. Due out
- c. Sleeper

5. A guest lighted a matchstick in a room where the room attendant had just sprayed the room freshener. The fumes catch fire. Which of the following should be used to put off the fire of this kind?
- Water fire extinguisher
  - Foam fire extinguisher
  - Dry powder fire extinguisher
  - Carbon dioxide fire extinguisher
6. A housekeeping attendant keeps a record as shown to submit to the manager later as shown in the image. What is the purpose of the given record?

Hotel-XYZ			
Serial No:		Date:	
S/no	Items/ particulars	Quantity Ordered	Quantity Received
1	Soaps	50 no's	50 no's
2	Shampoos	100 no's	80 no's

Requested By: \_\_\_\_\_

Signature of Head of the Department: \_\_\_\_\_

Signature of Stores Manager: \_\_\_\_\_

Received By: \_\_\_\_\_ Date: \_\_\_\_\_

Time: \_\_\_\_\_

- It shows short supplies in purchases of housekeeping items It shows issues from housekeeping store.
  - To track receipts and consumption of housekeeping items.
  - It keeps a track of supplies reserved or received.
7. A housekeeper is assigned the duty to arrange flowers in a banquet hall. It has tables with a seating capacity of 50. Which of the following arrangements will he make?
- One large flower
  - Five round medium
  - Five small
  - One tall

8. A room that offers a living room with more space, furniture and a sofa bed with bedside lamps is called \_\_\_\_\_ Cabana.

- a. Single
- b. Suite
- c. Twin

9. Match the classification of room cleaning against its service.

Classification of room cleaning		Cleaning service
A. Second Service	1	Replacing bedspread
B. Evening Service	2	Place breakfast knob card on the pillow
C. Dirty Dozen	3	Replace used guest supplies
D. Day service	4	Cleaning toilet vents

- a. A3, B2, C4, D1
- b. A2, B3, C4, D1
- c. A1, B2, C3, D4
- d. A2, B1, C3, D4