

HOUSEKEEPING MANAGEMENT - Q BANK

	TYPE OF QUESTION	QUESTIONS	OPTION 1	OPTION 2	OPTION 3	OPTION 4	ANSWER	LEVEL OF DIFFICULTY	Session	Page No
1	MULTIPLE-CHOICE	Which of the following key components of a housekeeping layout should have a active board?	Housekeeper's office	Control desk room	Briefing Area	Linens/Uniform room	2	SIMPLE	1	3
2	MULTIPLE-CHOICE	Developing and monitoring an annual housekeeping budget and plan is the main responsibility of	Executive Housekeeper	Assistant Housekeepers	Floor Supervisor	Linens/Uniform Room supervisor	1	SIMPLE	1	8
3	MULTIPLE-CHOICE	The Floor Linen Room is also known as the	Supply Room	Maintenance Room	Floor Closet	Floor Drying	4	SIMPLE	2	1
4	MULTIPLE-CHOICE	_____ enable the attendants to reach higher shelves of the racks.	Racks	Ladders	Shelves	Folding Table	2	SIMPLE	2	5
5	MULTIPLE-CHOICE	The _____ is the person who communicates and disseminates information from the Control Desk	Desk Attendant	Control Desk Manager	Control Desk Attendant	Control Desk Executive	3	SIMPLE	3	2
6	MULTIPLE-CHOICE	The housekeeping department prepares a _____ after conducting a physical check of each room in the hotel.	Housekeeping Status Report	Weekly Status Report	Status Report	Maintenance Report	1	SIMPLE	3	3
7	MULTIPLE-CHOICE	Which of the following are fixed assets?	Furniture, Fixture and Equipment	Soft Furnishings	Department Equipment	All of these	4	SIMPLE	4	8
8	MULTIPLE-CHOICE	_____ is a chief supply chain function.	Material management	Roosting	Handling Guest Complaints	All of these	1	SIMPLE	4	4
9	MULTIPLE-CHOICE	_____ is a statement of assets such as linen, equipment, furniture and so on that will be used for a longer period of time.	Operating Budget	Capital Budget	Housekeeping Budget	Room Division Budget	2	AVERAGE	1	14
10	MULTIPLE-CHOICE	In a _____, there is a main linen room that supplies the required items.	Centralised Room	Decentralised Rack Room	Decentralised Linen Room	Centralised Linen Room	3	AVERAGE	2	5
11	MULTIPLE-CHOICE	_____ involves placing a room slip containing the details of the guest in the room rack slot corresponding to the assigned room number.	Rack System	Room Rack System	Mechanical Room Rack System	Manual Room Rack System	3	AVERAGE	3	5
12	MULTIPLE-CHOICE	_____ are vital, as they are the experienced points conveyed to the hotel business for improvement.	Standard Operating Procedures	Occupational Safety and Health Administration	Guest complaints	Management Information Systems	3	AVERAGE	4	11
13	MULTIPLE-Response	Select the activities performed in Housekeeping auditing: a. Physical inspection of a recently cleaned room b. Review purchase orders, approvals, receipts, maintenance and repair bills and other relevant documents c. Reducing the use of plastics in all forms d. Promote conservation of water e. Check each step of the 15 method of cleaning, sort, straighten, sweep, disinfect and dust	a and b	c and d	b, c and d	a, b and e	4	DIFFICULT	1	17
14	MULTIPLE-Response	a. Linen bags 1. To hold the dirty and soiled linen. b. Hampers 2. To separate the linen that needs to be sent to the laundry. c. Racks 3. Compartments to store fresh linen that is in circulation.	a-3, b-2, and c-1	a-2, b-1, and c-3	a-1, b-3, and c-2	a-1, b-3, and c-2	2	DIFFICULT	2	6
15	MULTIPLE-Response	Which of the following are the types of registers maintained by housekeeping: a. Guest Messages Register b. Furniture Register c. Fixtures Register d. Lost and Found Register e. Carpet Shampoo Register	a, d and e	a, b and e	a, b and c	a, c and e	1	DIFFICULT	3	7
16	MULTIPLE-Response	Select the items belonging to operational assets: a. Soft Furnishings b. Guest Supplies c. Furniture, Fixture and Equipment d. Uniforms e. Cleaning Supplies	a and b	c and d	b, d and e	a, band e	3	DIFFICULT	4	8