

**Housekeeping Test**

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1. During which of the following situation(s) should you wear gloves?  
a) When handling disinfectant solutions  
b) When cleaning guest rooms  
c) When handling soiled linen  
d) When handling or disposing of waste  
e) All of the above
2. Which of the following should be cleaned daily?  
a) Chairs, lamps, and tables  
b) Tabletops, bed, and handrails  
c) Grab bars, light, tops of doors and counters  
d) Floors, sinks, toilets, and latrines  
e) All of the above
3. True or False: You do not need to use a separate cloth for cleaning bathrooms. False
4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.  
a) Floors  Daily/ Weekly  
b) Toilets and latrines  Daily/ Weekly  
c) Carpets in guest rooms  Daily/ Weekly  
d) Carpets in offices  Daily/ Weekly  
e) Soiled linen  Daily/ Weekly
6. The best way to clean the floors:  
a) Scrubbing  
b) Dry sweeping and dusting  
c) Sweeping, mopping and dusting  
d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?  
a) Leave it for someone else to clean- up  
b) Wait until the end of your shift to clean it  
c) Flag the spill and clean it up immediately  
d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:  
a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution  
b) Find the janitor on- duty and ask him to clean it up  
c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"  
d) Nothing
9. What do you do if you encounter with bed bugs in a guest room?  
Report to Housekeeping management/take linen off
10. What do you do if you find Lost and Found items in a guest rooms?  
Return to Lost and Found
11. Describe the difference between a disinfectant and a cleaning solution?  
disinfectant to disinfect bacteria and cleaning solution to clean dirty things/items

Name Kaliyan Tan

**Servers Test**

Score / 35

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**Multiple Choice**

1) Food is served on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

2) Drinks are served on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

3) Food and drinks are removed on what side with what hand?  
 a) On the left side with the left hand  
 b) On the left side with the right hand  
 c) On the right side with the left hand  
 d) On the right side with the right hand

4) What part of a glass should you handle at all times?  
 a) The stem  
 b) The widest part of the glass  
 c) The top

5) When you are setting a dining room how should you set up your tablecloths?  
 a) Neatly and evenly across the tables  
 b) The creases should all be going in the same directions  
 c) The chairs should be centered and gently touching the table cloth  
 d) All of the above

6) If you bring the wrong entrée to a guest what should you do?  
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served  
 c) Try to convince the guests to eat what you brought them  
 d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

**Match the Correct Vocabulary**

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

D Chaffing Dish

C. Used to hold a large tray on the dining floor

K French Passing

D. Area for dirty dishware and glasses

S Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time