

Name: Ruby Haley

Score 11 / 14

Housekeeping Test

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.
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?
Call the Supervisor Housekeeper.
10. What do you do if you find Lost and Found items in a guest rooms?
Report it and Bring to Lost and Found.
11. Describe the difference between a disinfectant and a cleaning solution?

disinfectant is to disinfect all items.
Cleaning solution is to clean only as well.

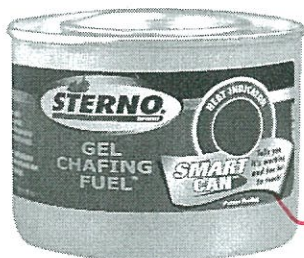
Buffet Service Test

7/10

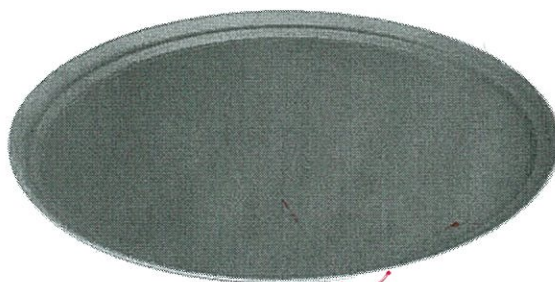
Multiple Choice:

- The first thing a client is going to notice about you is:
 - How much you went through to get there
 - How far you had to park
 - What you look like when you report for duty
 - How Punctual you are
 - A&B only
 - C&D only
 - All of the above
- BEO stands for:
 - Banquet Efficiency Order
 - Better Events Organization
 - Banquet Event Order
 - Best Ever Odor
 - None of the above
- Once your chaffing dish is set up, the next step is to add what to the pan:
 - The food
 - Hot Water
 - Cold Water
 - Jelly from the Sterno can
 - None of the above
- Which is an acceptable way to lite a sterno can?
 - With matches
 - With a regular cigarette lighter
 - With a long-neck lighter
 - All of the above
 - None of the above

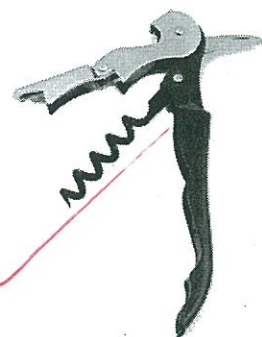
Name that item:



Sterno
Fuels



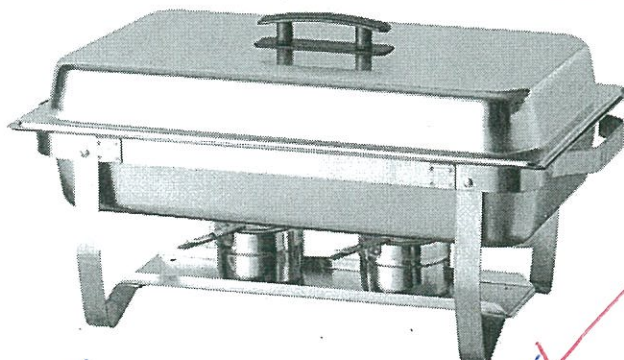
Pan



Wine Opener



X



Silver Chaffing Dish



long neck
lighter

