

1/2/11  
**Buffet Service Test**

0/10

**Multiple Choice:**

1. The first thing a client is going to notice about you is:

- A. How much you went through to get there
- B. How far you had to park
- C. What you look like when you report for duty
- D. How Punctual you are
- E. A&B only
- F. C&D only
- G. All of the above

2. BEO stands for:

- A. Banquet Efficiency Order
- B. Better Events Organization
- C. Banquet Event Order
- D. Best Ever Odor
- E. None of the above

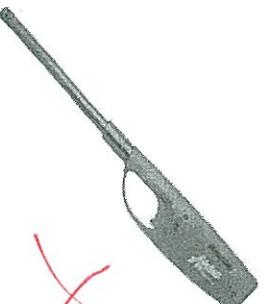
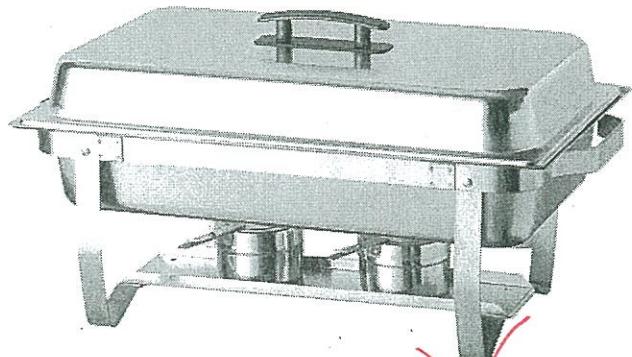
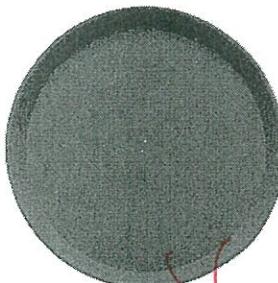
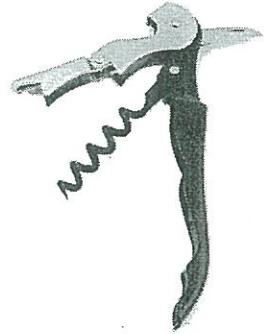
3. Once your chafing dish is set up, the next step is to add what to the pan:

- A. The food
- B. Hot Water
- C. Cold Water
- D. Jelly from the Sterno can
- E. None of the above

4. Which is an acceptable way to lite a sterno can?

- A. With matches
- B. With a regular cigarette lighter
- C. With a long-neck lighter
- D. All of the above
- E. None of the above

**Name that item:**



Housekeeping Test

3/14

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 <input checked="" type="radio"/>
b) Toilets and latrines	Daily/Weekly <input checked="" type="radio"/>
c) Carpets in guest rooms	Daily/Weekly <input checked="" type="radio"/>
d) Carpets in offices	Daily/Weekly <input checked="" type="radio"/>
e) Soiled linen	Daily/Weekly <input checked="" type="radio"/>
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?
 

*Clean up*
10. What do you do if you find Lost and Found items in a guest rooms?
 

*Clean up*
11. Describe the difference between a disinfectant and a cleaning solution?
 

*Clean up*