

| Job Role: Guest Service Associate HK Elective 1 (Housekeeping Associate) Job Role Code: THC/Q0202 Job Role Version: V4.0 | | | Till Date (Qualification): 31st January 2027 | | | |
|--|--|--|---|---|---|----------------|
| S.No. | Questions | Option A | Option B | Option C | Option D | Correct Answer |
| 1 | To avoid shortages, the best practice is to _____ cleaning supplies on a routine basis. | Forget about | Purchase in excess | Monitor inventory levels | Only order when out of stock | C |
| 2 | Which of the following is the first step in checking the availability of supplies such as teabags, cookies, and minibar items? | Ordering new supplies if low | Inspecting the storage area | Replenishing the supplies | Counting the items | B |
| 3 | What is the potential consequence of not reporting a supply shortage immediately? | Increased productivity | Disruption in operations and potential loss of revenue | Enhanced team collaboration | Reduced workload for the team | B |
| 4 | Inventory records must include a _____ column to track when items were last updated. | Date | Quantity | Price | Location | A |
| 5 | Items in the storeroom should be stored _____ to prevent clutter and facilitate cleaning. | Neatly and organized | Randomly and haphazardly | On the floor | In unmarked boxes | A |
| 6 | While inspecting a conference room after an event, you find that the carpet is stained. What is your next step? | Report the stain to your supervisor and wait for instructions | Move the furniture to cover the stain | Attempt to clean the stain with appropriate cleaning products | Leave the stain for the next scheduled deep cleaning | C |
| 7 | You are preparing to clean a bathroom that has tiled floors, mirrors, and metal fixtures. What equipment should you gather before beginning? | Mop, mirror cleaner, metal polish | Floor scrubber, dry cloth, feather duster | Broom, vinegar, steel wool | Vacuum, floor buffer, glass scraper | A |
| 8 | Which of the following is NOT typically required for a standard floor cleaning operation? | Mop and bucket | Vacuum cleaner | Carpet shampooer | Ladder | D |
| 9 | You need to clean an outdoor area with wet, slippery surfaces and potential exposure to sharp debris. What protective gear should you ensure you have? | Thick cleaning gloves, close-toe non-slip footwear, and head cover | Goggles and open-toe shoes | Mask and gloves only | Head cover and sandals | A |
| 10 | It is acceptable to overfill waste disposal bags as long as they are tied securely. | TRUE | FALSE | | | B |
| 11 | For outdoor waste bins, it is important to clean them to prevent pest infestations. | Occasionally | Once a year | Regularly | Only when they smell | C |
| 12 | Why is it important to place a carry bag inside the waste bin after cleaning it? | To prevent the bin from getting dirty quickly | To make the bin look more attractive | To reduce the weight of the waste bin | To make it easier to move the waste bin | A |
| 13 | You are taking a full waste bin to the disposal area when you notice that it is leaking. What should you do? | Ignore the leak and continue to the disposal area | Immediately stop, secure the leak, and then proceed | Speed up to reduce the time the bin is leaking | Leave the bin in a corner and report the issue later | B |
| 14 | Once dusting is complete, the next procedure involves _____ the floors to clean any remaining dirt. | Sweeping | Air freshening | Mopping or vacuum cleaning | Disinfecting | C |
| 15 | You notice that a container of cleaning agent is not properly sealed and may leak. What should you do before using it? | Continue using the container and be cautious of the potential leak | Securely seal the container before proceeding with the cleaning tasks | Transfer the contents to a different container to avoid leaks | Inform your supervisor and use a different cleaning agent | B |