


Question Sr. No.	Question Text	Option - 1	Option - 2	Option - 3	Option - 4	Correct Answer
1	A hotel is expecting an influx of guests during a festival season. What should the housekeeping manager do to ensure adequate staffing?	Reduce staff hours to save on costs	Hire temporary housekeeping staff in advance	Assign additional tasks to existing staff members	Cancel leaves for all housekeeping staff	2
2	Which strategy would be the most effective in handling an unexpected rise in occupancy when the existing staff schedule is already full?	Hire temporary staff to cover the unexpected increase	Mandate overtime for current employees without compensation	Reassign front desk staff to assist with housekeeping duties	Decrease the frequency of room cleaning to manage workload	1
3	Before assigning tasks, the housekeeping supervisor should check the staff _____ to avoid overburdening any team member.	personal details	uniform quality	shift timings	workload	4
4	A staff member is consistently late for their shift, disrupting the team's workflow. What is the best first step to take in resolving this issue?	Issue a written warning immediately	Reduce their working hours as punishment	Talk to the staff member privately to understand the reason for their tardiness	Assign them more tasks to compensate for their lateness	3
5	A staff member frequently takes unplanned leave. What's the best course of action?	Issue a warning	Arrange a backup	Adjust their schedule	Increase their workload	2
6	You are estimating the cleaning materials required for a hotel with 50 rooms, where each room needs one bottle of cleaning solution per week. How many bottles should you request for a week?	25 bottles	50 bottles	75 bottles	100 bottles	2
7	A team member suggests returning old linens for reprocessing instead of disposing of them. What factors should you analyze before making a decision?	The age of the linens and their current condition	The preferences of the team member	The opinions of guests regarding linen quality	The costs associated with disposal only	1
8	It is important to check the _____ of supplies regularly to avoid running out of essential items.	Color	Brand name	Purchase date	Expiration date	4
9	What does PAR stand for in the context of housekeeping inventory management?	Product Assessment Record	Planned Asset Replacement	Periodic Automatic Replenishment	Product Availability Rate	3
10	If you find that the discard percentage for linens is unusually high, what is the first action you should take?	Reduce the quality of linens purchased	Ignore the issue and continue with current practices	Increase the reorder quantity for linens	Investigate the cause of the high discard rate	4
11	Which factor is essential to consider when estimating equipment requirements for housekeeping?	The cost of the equipment	The type of surfaces to be cleaned	The preferences of the housekeeping staff	The location of the hotel	2
12	Which piece of equipment is displayed in the image and is essential for deep cleaning? 	Steam mop	Pressure washer	Carpet cleaner	Broom	3
13	Keeping equipment clean and well-maintained helps to extend its _____ and improve performance.	Life	Color	Size	Cost	1
14	After distributing supplies, you notice that some areas are still running low on cleaning agents. What analysis should you conduct?	Review the previous month's supply orders	Check the staff's cleaning schedules	Increase the number of staff in those areas	Evaluate if the material indent sheet was properly followed	4
15	Why is it necessary to use appropriate equipment for transporting clean linen?	To ensure linen is moved more quickly	To minimize staff effort	To prevent damage to the linen	To create extra storage space	3