

Question No.	Questions	Option 1	Option 2	Option 3	Option 4	Correct Answer
1	To maintain workforce efficiency, one must regularly assess staffing needs and	Marketing	Sales	HR	IT	3
2	Daily monitoring of housekeeping staff performance helps ensure:	Reduced guest check-ins	Better inventory control	Higher food quality	Adherence to cleanliness standards	4
3	A weekly rota chart shows staff names, dates, and shift timings. What does it help in? 	Managing uniforms	Food planning	Shift scheduling	Budgeting	3
4	What should be done when conflict arises between team members?	Resolve it	Report to guests	Ignore it	Dismiss staff immediately	1
5	What is the correct way to handle grievances raised by housekeeping staff?	Ignore them	Escalate immediately without discussion	Transfer the staff to another department	Address them fairly and as per procedure	4
6	Why is it necessary to help develop standard housekeeping procedures?	To reduce training time	To ensure consistent service delivery	To avoid guest complaints	To cut down salary expenses	2
7	A tagged key cabinet with assigned labels helps in:	Controlling key access and tracking usage	Managing housekeeping tools	Cleaning windows	Measuring water consumption	1
8	After inspection, rooms are found with unclean linens and dusty furniture. What should be the immediate step?	Notify kitchen staff	Lock the room and mark as clean	Instruct staff for immediate re-cleaning and inspect again	Assign guest check-in	3
9	During a morning round, a vacuum cleaner malfunctions in the lobby area. What action should be taken?	Wait for the technician to arrive next day	Arrange for immediate repair and document the fault	Ignore and continue use	Ask staff to clean with bare hands	2
10	Blocking and releasing Out-of-Order (OOO) rooms requires coordination with the Maintenance and Front Office departments.	TRUE	FALSE			1
11	Why is it important to follow efficient stores procedures in housekeeping?	To ensure smooth availability and	To reduce guest interactions	To avoid overbooking	To speed up laundry cycles	1
12	Why is it necessary to monitor the performance of housekeeping staff on a	To reduce working hours	To avoid assigning shifts	To increase guest check-ins	To identify training needs and maintain	4
13	In a linen room, which practice reflects proper stockroom management?	Mixing dirty and clean linens	Tagging shelves and organizing stock by category	Keeping outdated stock upfront	Storing supplies without labeling	2
14	What is the benefit of assisting in preparing the housekeeping budget?	Avoiding housekeeping tasks	Reducing guest calls	Better control over expenses and procurement	Skipping approval processes	3
15	Which section of the finance tracker should be checked to monitor monthly housekeeping expenses?	Laundry requests	Staff attendance	Budget summary	Guest complaints	3