


Job Role: Housekeeping Assistant Job Role Code: THC/Q0209 Job Role Version: V4.0			Valid Till (Qualification): 31st January 2027			
S.No.	Questions	Option A	Option B	Option C	Option D	Correct Option
1	For cleaning ceramic tiles, a _____ is typically recommended to remove grime without damaging the surface. 	Harsh chemical cleaner	Mild detergent	Dry cloth	Metal scrubber	B
2	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
3	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
4	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
5	Inventory records must include a _____ column to track when items were last updated.	Date	Quantity	Price	Location	A
6	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
7	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
8	To maintain a clean environment, regularly _____ tools and equipment with touch points, and ensure trashcans are cleared as scheduled.	Ignore	Sanitize	Replace	Store	B
9	Housekeeping Assistants should always use the same cleaning solutions for all surfaces to ensure efficiency.	TRUE	FALSE			B
10	During a room check, you find that the towels are not folded neatly and the flowers are not fresh. How do you handle this situation?	Ignore the issue and continue with your tasks	Replace the old flowers with fresh ones, fold the towels neatly, and ensure all items are arranged as per the standard procedure	Only replace the flowers and leave the towels as they are	Leave a note for the supervisor about the issue and do nothing further	B
11	What is the primary purpose of arranging furniture in a guest room according to hotel guidelines?	To create a decorative display	To ensure aesthetic appeal only	To maximize space and functionality while ensuring guest comfort	To follow personal preferences of the housekeeping staff	C
12	When making the bed with fresh linen, what is the correct order of placing items?	Pillowcases first, then bed linen, and finally the bedside mat	Bed linen first, then pillowcases, and finally the bedside mat	Bed linen, bedside mat, and then pillowcases	Pillowcases, bedside mat, and then bed linen	B
13	What is the best practice for stocking toiletries such as shampoo, conditioner, and body wash in a guest bathroom?	Store all items in a single container	Place each item in its designated spot and ensure they are fully stocked	Leave the toiletries on the counter in their original packaging	Only refill toiletries if a guest requests more	B
14	To handle a request for additional towels, you should first _____.	Direct	Verify	Check	Assume	B
15	To ensure safety while using cleaning equipment and to prevent accidents, which type of sign should you place around the equipment?	"Cleaning in Progress" sign	"Maintenance Work" sign	"Restricted Area" sign	"No Entry" sign	A