

Sai Shiva Educational trust's
ARUN MUCHHALA INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT
Subject: SEM-6 Advanced Housekeeping

- 1) It is a plan by which resources required to generate revenues are allocated.
 - a. Budget
 - b. Income statement
 - c. Inventory
 - d. Scheduling

- 2) These budgets allocates resources for opening parties, advertising, generation of initial goodwill, liaisons, and PR
 - a. Pre-opening budgets
 - b. Master budget
 - c. Department budget
 - d. Flexible budget

- 3) This category of expenses involves floor-cleaning machines, vaccum cleaners, and so on machines used by the housekeeping department
 - a. Salaries and wages
 - b. Flowers and horticulture expenses
 - c. Equipment and machines
 - d. Employee benefits

- 4) This information is given by front office manager to the heads of departments far in advance for the preparation of departmental budgets.
 - a. Cost per occupied room
 - b. Income statement of the rooms division
 - c. Forecasted room sales
 - d. Zero – base scheduling

- 5) The frequency of Stock – taking for recycled inventory items like uniform is taken
 - a. Annually
 - b. Weekly
 - c. Bi- monthly
 - d. quarterly

- 6) A new GRA may be paired with another experienced GRA is called
- Partner system
 - buddy system
 - friend system
 - Tem system
- 7) Which function is carried out by Public Area Supervisor ?
- Manage and train Public Area Attendants
 - Routine inspection of guest
 - Be Aware of all room categories
 - Checks the occupied and departure rooms
- 8) _____expenditure in the housekeeping department may include room attendant's carts, vacuum cleaners, general floor machines, carpet shampoo machines, sewing machines, and laundry equipment.
- Fixed
 - Pre opening
 - Capital
 - Operating
- 9) The executive housekeeper should make regular tours of the property while it is under construction and draw up a _____ document.
- Systems and procedures
 - Area responsibility plan
 - division - of - work
 - Organizing the new workforce
- 10) These furniture are valuable & expensive
- Modular
 - Upholstered
 - Antiques
 - Built- In

- 11) The new trends in furniture designing is the incorporation of ____that furniture should fulfill more than one purpose
- durability
 - versatility
 - Mobility
 - Quality
- 12) Begin the purchasing of uniforms after getting relevant inputs “ when should this be carried out
- Two months in advance
 - Four weeks to go
 - Six weeks in advance
 - One week to go
- 13) The process communicates the organization’s basic philosophy, policies, rules, and procedures
- Scheduling
 - Countdown
 - Orientation
 - Staffing
- 14) Which is not the function of accessories ?
- add beauty to the room
 - room looks dull and bare
 - give a personal touch
 - medium to show artistic expression
- 15) Should have a good telephone etiquette.
- Floor Supervisor
 - Public Area Supervisor
 - Control Desk Supervisor
 - Linen room Supervisor
- 16) Sofas & chairs used in hotel are generally ____
- upholstered.
 - Antiques
 - Fitted
 - Built-in

- 17) Fragile vases and vivid water colours look good in the _____
- Winter
 - monsoon
 - summer
 - spring
- 18) These CO₂ based extinguishers are most effective on class _____ fires
- A & D
 - A & C
 - B & C
 - B & D
- 19) It used for relieving pain and lowering a high temperature.
- Aspirin
 - Anti -diarrheal tablets
 - Paracetamol
 - Calamine lotion
- 20) Which is the unsafe practice that may lead to fire?
- Unplugging electrical appliance when not in use.
 - Using secured electrical equipment or sockets
 - Leaving magnifying glasses where the sun can catch them.
 - Using furnishing materials that are uncombustible
- 21) The ABCs of artificial respiration ,C stands for
- Coughing
 - Circulation
 - Chest
 - Clear
- 22) Which material of the following is the cause of Class C fire ?
- Kerosene
 - Electrical equipment
 - Wood
 - Ignitable metal

- 23) Carbon dioxide extinguishers are only effective from a distance of _____ feet
- 1-2
 - 2-7
 - 3-8
 - 9-10
- 24) A _____ containing medical supplies for emergency use is usually kept in the housekeeping department
- Emergency box
 - Hazard prevention box
 - first-aid box
 - Pre-treatment box
- 25) Which things should be avoided in first aid
- Inform the relatives of the casualty
 - Send the casualty to a hospital
 - Never leave the casualty alone
 - Move a patient unnecessarily
- 26) A _____ is a plan which projects both the revenues the hotel anticipates during the period covered by the budget and the expenses required to generate the anticipated revenues.
- Budget
 - Income statement
 - Inventory
 - Scheduling
- 27) Identify the Capital expenses from the following
- Employee benefits
 - Contract services
 - Operating supplies
 - Equipment and machines
- 28) The variable expenses of laundry does not include
- chemical cost
 - Equipment cost
 - Water cost
 - Energy cost

29) The frequency of Stock – taking for non- recycled inventory items like guest supplies is taken

- a. Annually
- b. Weekly
- c. Bi- monthly
- d. Quarterly

30) Which function is carried out by Public Area Supervisor ?

- a. Manage and train Public Area Attendants
- b. Routine inspection of guest
- c. Be Aware of all room categories
- d. Checks the occupied and departure rooms

31) This is the largest expense category in the housekeeping department, as the department easily has the largest workforce of all departments in the hotel

- a. Salaries and wages
- b. Employee benefits
- c. Contract services
- d. Linen

32) He checks the occupied and departure rooms, giving special attention to guest needs

- a. Floor Supervisor
- b. Public Area Supervisor
- c. Control Desk Supervisor
- d. Linen room Supervisor

33) To calculate_____ costs consider turnover of employees

- a. Linen
- b. Guest supplies
- c. Uniform
- d. Cleaning supplies

34) The number of rooms to be cleaned by a single GRA may range from _____rooms per day

- a. 8 -10
- b. 13- 20
- c. 20- 25
- d. 11 -15

- 35) When should this activity carried out “Check the blueprints for the housekeeping department”
- Three months before the opening
 - Two months in advance
 - Six weeks in advance
 - Four weeks to go
- 36) Nowadays any piece of furniture that is more than ___years old is antique
- 50
 - 25
 - 100
 - 1000
- 37) In placing accessories Sense of _____is also a sense of coolness
- brightness
 - bareness
 - fullness
 - heaviness
- 38) This type of furniture can be arranged whenever necessary, but the disadvantage is that they accumulate dust, behind, above & beneath them
- free standing
 - Cantilevered
 - Built-in
 - Fitted
- 39) These furniture are fixed on brackets fitted to the wall & hence there are no legs
- Free- Standing
 - Cantilevered
 - Built- In
 - Fitted
- 40) Which material of the following is the cause of Class C fire ?
- Electrical equipment
 - Wood
 - Ignitable metal

d. Kerosene

41) He supervises cleaning activity of areas including lobby, restaurants, lounges, SPA, executive offices, pool area, public wash rooms, garden areas, corridors

- a. Floor Supervisor
- b. Public Area Supervisor
- c. Control Desk Supervisor
- d. Linen room Supervisor

42) This expense includes the cost of materials, stitching costs, accessories, and footwear

- a. Linen
- b. Uniform
- c. Employee benefits
- d. Contract services

43) These can be set off by smoking detector heat detector, sprinkler system, or pull stations

- a. Smoke detectors
- b. Sprinklers
- c. Extinguisher
- d. Fire alarms

44) Unbleached triangular bandage is used to make a sling to

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- a. sprained joint such as a wrist or knee.
 - b. cuts and small wounds
 - c. support an injured wrist or elbow
 - d. apply pressure to control bleeding

45) Which things should be avoided in first aid ?

- a. speak to the casualty kindly
- b. Always inform the police about serious accidents
- c. Allow bleeding to go unchecked
- d. Never separate a child from its parent

- 46) Which material of the following is the cause of Class A fire ?
- Kerosene
 - Electrical equipment
 - Wood
 - Ignitable metal

- 47) Which is not the potential hazard in housekeeping
- loose stair treads
 - adequate lighting
 - cleaning agents left uncapped;
 - non-adherence to instruction outlined in the material safety data

- 48) In ABCs of artificial respiration , B stands for
- Body
 - Brain
 - Breathing
 - Blowing

- 49) Which is the unsafe practice that may lead to fire
- Leaving linen chute doors open.
 - Storing rags and clothes which are clean off polish
 - Unplugging electrical appliance when not in use.
 - Using faulty electrical equipment or sockets

- 50) What precaution should be taken to prevent Employee Theft
- Affix or nail down guestroom items & fixtures
 - Secure all windows & sliding glass doors
 - Use of few monogrammed items as possible
 - Employee parking should be well- lit