

Housekeeping Assessment Test

Candidate Name: _____

Date: _____

Section 1: Multiple Choice (Choose the best answer)

1. Which of the following is the most effective way to prevent cross-contamination when cleaning different areas?
 - a) Use the same cloth for all surfaces
 - b) Use color-coded cleaning cloths and mops
 - c) Rinse the same mop in water after each use
 - d) Wipe surfaces randomly
2. How often should high-touch surfaces (e.g., door handles, light switches) in public areas be disinfected?
 - a) Once a week
 - b) Daily
 - c) Every 30 minutes
 - d) Only when visibly dirty
3. What is the proper order for cleaning a guest room?
 - a) Dust → Vacuum → Make bed → Empty trash
 - b) Empty trash → Dust → Change linens → Vacuum
 - c) Change linens → Dust → Empty trash → Vacuum
 - d) Vacuum → Dust → Make bed → Empty trash
4. Which of the following chemicals should never be mixed?
 - a) Glass cleaner and water
 - b) Bleach and ammonia
 - c) All-purpose cleaner and water
 - d) Detergent and water
5. What is the recommended way to lift heavy items to avoid injury?
 - a) Bend your back and keep your legs straight
 - b) Keep your back straight and lift with your legs
 - c) Lift quickly to reduce strain
 - d) Ask someone else to do it every time

Section 2: True / False

6. T/F: It's okay to leave cleaning equipment in hallways temporarily as long as guests are not nearby.

7. T/F: Wet floors should always have a warning sign until they are completely dry.
8. T/F: A housekeeping staff member should wear gloves only when using harsh chemicals.
9. T/F: Vacuuming should start from the farthest corner of a room and move toward the exit.
10. T/F: Linen from a guest room can be placed directly on the floor before laundering.

Section 3: Scenario-Based Questions

Scenario 1: You enter a guest room and notice a broken glass on the floor. How would you safely handle this situation?

Answer: _____

Scenario 2: A guest requests extra towels while you are cleaning their room. How do you respond while maintaining hygiene standards?

Answer: _____

Scenario 3: You notice mold forming in a bathroom corner. What steps should you take?

Answer: _____

Scenario 4: During your cleaning shift, you accidentally spill a cleaning chemical on the floor. What is your immediate action?

Answer: _____

Section 4: Skills / Knowledge Check

11. List **three personal protective equipment (PPE)** items used in housekeeping.
12. Describe the **proper way to make a bed** in a hotel room.
13. Explain the difference between **cleaning, sanitizing, and disinfecting**.

Scoring:

- Multiple Choice: 5 points each
- True/False: 2 points each
- Scenario-Based: 5 points each
- Skills / Knowledge Check: 5 points each

Total: 100 points