Directions: Click the correct answer.

1. Which of the following is **NOT** a medium of information?
   a. Mass Media
   b. Notice
   c. Memorandum
   d. Noise
2. Which of the following is **NOT** a form of non-verbal communication?
   a. Body Language
   b. Eye Contact
   c. Hand signals
   d. Media
3. Communication process involves different skills **EXCEPT**:
   a. Listening
   b. Reasoning
   c. Physical barrier
   d. Speaking
4. Which of the following statements best describes the importance of following house policies?
   a. To prevent employees from doing as they please
   b. To know the law
   c. To give guidelines for constant professional services
   d. To be able to use the facilities for personal reasons
5. Which of these statements best defines good non-verbal communication?
   a. Be polite to the guest.
   b. Be willing to help when a guest approaches you.
   c. Adapt your body language to what you are saying (posture, smile, etc.).
   d. Look at the ground when speaking to guest

LIVEWORKSHEETS

6. It is a form used by housekeepers or room attendants to record the task done during their shift.
   a. Housekeeping daily assignment checklist
   b. Maintenance request form
   c. Housekeeping work order form
   d. Guest room cleaning checklist
7. It is used whenever there are problems reported by the guest to the housekeeping department.
   a. Housekeeping daily assignment checklist
   b. Maintenance request form
   c. Housekeeping work order form
   d. Guest room cleaning checklist
8. What kind of form to prepared by housekeeping in-charge and handed down to the front desk to give them an update as to the status of each hotel room?
   a. Guest room cleaning checklist
   b. Stock requisition form
   c. Lost property report
   d. Housekeeping status report
9. It is used by the housekeeping supervisor to check, on a daily basis on how the cleaning service for every guest room was done.
   a. Housekeeping daily assignment checklist
   b. Maintenance request form
   c. Housekeeping work order form
   d. Guest room cleaning checklist
10. It is an important document to keep track of records for lost and found items.
   a. Guest room cleaning checklist
   b. Stock requisition form
   c. Lost and found slip
   d. Housekeeping status report

LIVEWORKSHEETS

11. It is a gathering of two or more people that has been convened for the purpose of achieving a common goal through verbal interaction, such as sharing information or reaching agreement.
    a. Meeting
    b. Memorandum
    c. Circular
    d. Notice
12. A set of rules and standards that tell employees what is expected of them and how they should act in various work situations.
    a. Notice
    b. House Policies/ House Rules
    c. Newspaper
    d. Meeting
13. It is a communication that contains directive, advisory or informative.
    a. Meeting
    b. Memorandum
    c. Circular
    d. Notice
14. It is a medium of communication (such as newspapers, radio or television) that is designed to reach the mass of the people
    a. Meeting
    b. Memorandum
    c. Mass Media
    d. Notice
15. Which of the following statements showing a good attitude when receiving gratuity from a guest?
    a. Immediately count the money in front of the guest.
    b. Thank the guest for the gratuity and immediately put in the pocket.
    c. Ask for more gratuity from the guest.
    d. All of the above

LIVEWORKSHEETS