

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

6. It is a form used by housekeepers or room attendants to record the task done during their shift.

- Housekeeping daily assignment checklist
- Maintenance request form
- Housekeeping work order form
- Guest room cleaning checklist

7. It is used whenever there are problems reported by the guest to the housekeeping department.

- Housekeeping daily assignment checklist
- Maintenance request form
- Housekeeping work order form
- Guest room cleaning checklist

8. What kind of form is 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?

- Guest room cleaning checklist
- Stock requisition form
- Lost property report
- 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.

- Housekeeping daily assignment checklist
- Maintenance request form
- Housekeeping work order form
- Guest room cleaning checklist

10. It is an important document to keep track of records for lost and found items.

- Guest room cleaning checklist
- Stock requisition form
- Lost and found slip
- Housekeeping status report

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.

- Meeting
- Memorandum
- Circular
- 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.

- Notice
- House Policies/ House Rules
- Newspaper
- Meeting

13. It is a communication that contains directive, advisory or informative.

- Meeting
- Memorandum
- Circular
- Notice

14. It is a medium of communication (such as newspapers, radio or television) that is designed to reach the mass of the people

- Meeting
- Memorandum
- Mass Media
- Notice

15. Which of the following statements showing a good attitude when receiving gratuity from a guest?

- Immediately count the money in front of the guest.
- Thank the guest for the gratuity and immediately put in the pocket.
- Ask for more gratuity from the guest.
- All of the above