

**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.
  - 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



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