**Chapter One: The Housekeeping Department in Lodging Operations**

Chapter One Quiz Questions

**True/False (Circle the correct answer. Questions that are partially false should be marked False.)**

1. T F The origin of lodging operations in America can be traced to the turn of the century (1890 to 1910).

2. T F The word *inn* has its origins in France, some centuries ago.

3. T F The first spas were operated in Europe. They were resorts located by mineral springs.

4. T F Both George Washington and John Adams were guests at the East Chester Tavern.

5. T F Ellsworth Statler was regarded as the founder of the first resorts west of the Mississippi.

6. T F The birth and growth of American motels took place in the 1920s.

7. T F The end of the Cold War created new opportunities for business and leisure.

8. T F As the globalization of the planet takes place, fewer numbers of people travel as they rather stay in hotels and resorts built in their own countries.

9. T F Bed and breakfast inns are usually small, privately owned establishments.

10. T F Hotels and motels can be classified in the category of institutional lodging.

Multiple Choice

**(Circle one answer that best describes the statement.)**

1. Lodging properties can be

a. independently owned.

b. owned by a multi-unit chain.

c. franchised.

d. managed by a management company.

e. All of the above.

2. Chain properties (such as Marriott Hotels and Resorts) usually

a. display their own independent logo.

b. offer their own individualized service.

c. provide the same type of amenities.

d. offer similar service.

e. All but a and b.

3. What rating are luxury properties are usually awarded?

a. one diamond

b. two diamonds

c. three diamonds

d. four diamonds

e. five diamonds

4. The room divisions in lodging operations include

a. the engineering and the room service departments.

b. the engineering, the rooms service department, and sales and marketing.

c. sales and marketing, the front desk and the controller’s office.

d. the housekeeping department and the front office department.

e. the food and beverage division and the controller’s office.

5. Who does the executive housekeeper report to?

a. the rooms division director

b. the food and beverage director

c. the laundry room manager

d. the executive chef

e. the director of sales and marketing

6. The night clerk’s room report is

a. prepared by the housekeeping evening shift before midnight.

b. prepared by the housekeeping manager early in the morning.

c. prepared by the night auditor.

d. prepared by the property’s controller.

e. None of the above.

7. Who conducts the P.M. room check?

a. the housekeeping department

b. the front desk

c. the controller’s office

d. the room service department

e. None of these.

8. Communication between the food and beverage department and the housekeeping department include

a. communication regarding the pick-up of room service trays.

b. communication regarding the pre-sorting of napery in food and beverage outlets.

c. communication regarding cooks’ uniforms and kitchen rags.

d. a and b

e. a, b, and c

9. Communication between the housekeeping department and the front desk does not involve

a. the P.M. room report.

b. ordering guest folios.

c. having to put a guestroom out of order because of a clogged toilet.

d. filling out a work order to fix a chair in the hotel lobby.

e. providing a list with rooms ready to rent.

10. Communication between the housekeeping department and human resources includes

a. questions regarding employee requisitions.

b. questions regarding the orientation of housekeeping employees.

c. questions regarding checking references of housekeeping employees.

d. questions regarding the final hiring of employees.

e. All of the above.