



Hotel 751

Housekeeping Questions - EL1

What do you say after you have knocked on a bedroom door?

- Hi
- Housekeeping
- It's me

What do you do with the kettle?

- Fill it
- Empty it
- Turn it off

When you strip the bed what should you take off?

- Pillowcase
- Duvet cover
- Bed sheet
- All of the above

What should you do if you find a mark on the bed linen?

- Cover it up
- Leave it
- Change it for a clean set

Do you need to change the bin even if it is not full?

- Yes
- No

How do you clean the chrome?

- Scrub it
- Scratch it
- Buff it

What should you do once you have finished cleaning the bedroom?

- Close the window
- Take the caddy out
- Turn the light off
- Close the door
- All of the above

Is this mark OK?

- Yes
- No



Would a customer be happy to find a hair on their bed?

Yes

No

How would a customer feel if they found rubbish in their bin?

Happy

Angry