

## Practice Quiz – Housekeeping

1. Where on a reservation screen, does the current status of the room appear? **Answer: C**
  - a) As a Reservation Trace
  - b) Checkin Text
  - c) In the HK/WO Sts Field
  - d) GsStatus Field
  
2. What information can be found in the Housekeeping Room History screen? **Answer: D**
  - a) When Room was Occupied or Vacant
  - b) Who Last Updated a Room Status
  - c) Date & Time of Action
  - d) All of the Above
  
3. When updating rooms by status using **Update a List of Rooms** option, the rooms must be entered in numeric order? **Answer: True**

True or False?
  
4. To prevent Maestro from automatically sorting room numbers numerically in ascending order, when using **Update a List of Rooms** option, the clerk must press which key after entering the desired action, BEFORE beginning to enter first building code and room number? **Answer: D**
  - a) F3
  - b) F8
  - c) F5
  - d) F6
  
5. You can view/print the Discrepancy Report through the Housekeeping drop down menu as well as in the Current Status screen? **Answer: False**

True or False?
  
6. When viewing rooms assigned to attendants from the Room Assignments screen, you have the option to view ALL rooms and not just the Unassigned Rooms? **Answer: False**

True or False?

7. If you update a room status from the guest room, what will appear in the Clerk column of the Housekeeping screen? **Answer: B**

- a) Clerk Code Who Updated the Status
- b) Clerk Code XPBX
- c) Clerk Code of Who Checked Guest In
- d) Clerk Code of ZZZZZZ

8. When a room returns from Offmarket, it is necessary to manually change the status to VD. **Answer: False**

True or False?

9. If you are updating the status directly in Maestro for only one room, which function key do you use to search that room more efficiently, rather than using page up or page down. **Answer: C**

- a) F4
- b) F9
- c) F3
- d) F2

10. Housekeeping Statuses can only be updated on the Housekeeping screen? **Answer: False**

True or False?

11. Once the assignments have been completed for the day, you cannot change them. **Answer: False**

**Answer: False**

True or False?

12. Which screen in a guest reservation, do you access the Housekeeping Services screen if you want to change a housekeeping service for any given day of the guests' stay, or change the entire housekeeping plan? **Answer: C**

- a) Other Charges
- b) Guest Folio
- c) Assignment Chart
- d) Services

13. Housekeeping History can be viewed from the Offmarket Screen? **Answer: False**

True or False?

14. You can access the Housekeeping Report from the Front Desk Dashboard? **Answer: True**

True or False?