

Occupational Safety and Health (OSH) and Hotel Operations

Hospitality Management · Answer Key · 23 Questions

1. What does OSH stand for?

- A) Office Safety and Health
- B) Occupational Safety and Health**
- C) Operational Safety Handbook
- D) On-site Safety Habits

2. Which of the following is a common hazard that can cause slips and falls?

- A) Electrical hazards
- B) Sharp tools
- C) Slippery floors**
- D) Fire hazards

3. What is the primary purpose of proper signage in OSH?

- A) To decorate the workplace
- B) To warn of hazards**
- C) To provide emergency contact information
- D) To indicate break areas

4. What does PPE stand for in the context of OSH?

- A) Personal Protective Equipment**
- B) Public Premises Enforcement
- C) Professional Practice Evaluation
- D) Preventative Procedure Enforcement

5. Which department is responsible for using hairnets and aprons?

- A) Front Office
- B) Housekeeping
- C) Kitchen**
- D) Maintenance

6. What is the role of management regarding OSH?

- A) To follow safety rules
- B) To report hazards immediately
- C) To provide a safe workplace**
- D) To conduct safety drills

7. What is a reservation where no advance payment is made and the room is held for a limited time called?

- A) Guaranteed Reservation
- B) Advance Reservation
- C) Walk-in Reservation
- D) Non-Guaranteed Reservation**

8. What is a Central Reservation System (CRS)?

- A) A system for a single hotel
- B) A manual system using paper records
- C) One system for multiple hotels**
- D) A system booking through a website or app

9. Which of the following is a benefit of a good reservation system?

- A) Decreases profitability
- B) Helps staffing and planning**
- C) Increases overbooking
- D) Reduces guest satisfaction

10. What is the main function of the housekeeping department?

- A) To manage guest check-ins
- B) To prepare food
- C) To ensure cleanliness, sanitation, comfort, and appearance**
- D) To handle guest complaints

11. Who is the head of the housekeeping department?

- A) Floor Supervisor
- B) Room Attendant
- C) Executive Housekeeper**
- D) Laundry Supervisor

12. What is the responsibility of a Room Attendant?

- A) Supervising laundry operations
- B) Inspecting cleaned rooms
- C) Cleaning and preparing guest rooms**
- D) Managing housekeeping records

13. What does the Laundry and Linen care function involve?

- A) Refilling guest amenities
- B) Cleaning hotel linens and uniforms**
- C) Reporting damaged items
- D) Making beds

14. Which section of housekeeping is responsible for washing and caring for linens?

- A) Room Section
- B) Public Area Section
- C) Laundry Section**
- D) Linen and Uniform Section

15. Following safety rules is a responsibility of:

- A) Management
- B) Employees**
- C) Housekeeping Personnel
- D) Front Office Staff

16. What is the purpose of safety drills?

- A) To reduce human error
- B) To practice emergency response**
- C) To conduct regular safety instruction
- D) To improve morale

17. An agreement to reserve a hotel room is called a:

- A) Walk-in
- B) Reservation**
- C) Booking
- D) Confirmation

18. Which of the following is a reason for a hotel to deny a reservation?

- A) Guest is too friendly
- B) Invalid payment information**
- C) Guest requests a specific room
- D) Guest arrives early

19. What does the Housekeeping Office manage?

- A) Guest check-ins
- B) Food preparation
- C) Housekeeping records and coordination**
- D) Laundry operations

20. What is the main goal of OSH in a workplace?

- A) To increase productivity
- B) To reduce costs
- C) To keep employees safe and healthy**
- D) To improve guest satisfaction

21. Which of these is a chemical hazard in the workplace?

- A) Heavy lifting
- B) Contact with harmful chemicals**
- C) Slippery floors
- D) Electrical shock

22. What is the function of a Floor Supervisor in housekeeping?

- A) To clean guest rooms
- B) To inspect cleaned rooms**
- C) To manage laundry operations
- D) To refill guest amenities

23. Which reservation type is secured by payment or credit card?

- A) Non-Guaranteed Reservation
- B) Walk-in Reservation
- C) Guaranteed Reservation**
- D) Advance Reservation