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Question: 966

Guestroom cleaning assignments are based on the:

- A. room inspection report.
- B. occupancy forecast.
- C. check-out report.
- D. room status report.

Answer: D

Explanation: The room status report is a document that provides an overview of the current status of each guestroom in a hotel. It includes information such as the room number, guest name, check-in and check-out dates, and the current status of the room (e.g., occupied, vacant, dirty, or ready for occupancy).

Based on the room status report, the housekeeping department can determine which rooms need to be cleaned or serviced. Room attendants receive their cleaning assignments from this report, which outlines the specific rooms that require attention. The report helps ensure that room attendants know which rooms are vacant and need to be cleaned for incoming guests, as well as which rooms are occupied and need routine cleaning or servicing.

While other documents such as the room inspection report, occupancy forecast(B), and check-out report may provide relevant information for overall room management and housekeeping operations, the room status report is specifically used to assign and prioritize guestroom cleaning tasks.

Question: 967

To drive transformational change in a housekeeping department adopting eco-friendly practices, the executive must motivate staff to adopt new behaviors. Which strategy aligns with transformational leadership?

- A. Mandating compliance with new practices
- B. Recognizing early adopters with public praise
- C. Providing one-time training on eco-friendly methods
- D. Linking eco-practices to cost savings only

Answer: B

Explanation: Recognizing early adopters with public praise inspires others to embrace change, aligning with transformational leadership's focus on motivation. Mandating compliance is coercive, one-time training lacks ongoing inspiration, and cost savings alone don't inspire intrinsic motivation.

Question: 968

Which of the following machines can simultaneously rinse and vacuum the soil from carpets and floors?

- A. wet vacuums
- B. canister wet vacuums
- C. conventional vacuums
- D. wet extractors

Answer: D

Explanation: Wet extractors are machines specifically designed to simultaneously rinse and vacuum the soil from carpets and floors. They are commonly used for deep cleaning carpets and removing dirt, stains, and moisture from the carpet fibers. Wet extractors typically have a tank for holding water or cleaning solution, a spray nozzle for applying the solution onto the carpet, and a vacuum system to extract the solution and loosened soil from the carpet.

Question: 969

During a power outage, a housekeeping executive must ensure staff follow emergency procedures. Per OSHA standards, what is the most critical action to maintain safety in low-visibility conditions?

- A. Distribute flashlights and continue cleaning
- B. Evacuate staff to a safe, illuminated area
- C. Instruct staff to use phone lights
- D. Wait in place until power is restored

Answer: B

Explanation: OSHA requires safe evacuation to a designated area during emergencies like power outages, especially in low-visibility conditions, to prevent injuries, prioritizing evacuation over continuing work or waiting.

Question: 970

A 600-room resort's housekeeping executive is reviewing labor costs and finds that room attendants are scheduled for 8-hour shifts, cleaning 16 rooms daily. Occupancy varies from 70% to 95%. What is the most cost-effective scheduling adjustment to align with occupancy?

- A. Reduce shifts to 6 hours during low occupancy
- B. Maintain fixed 8-hour shifts and use overtime for peaks
- C. Implement flexible shifts based on daily occupancy forecasts
- D. Schedule additional staff during high occupancy only

Answer: C

Explanation: Flexible shifts based on occupancy forecasts optimize labor allocation, reducing costs during low periods and avoiding overtime. Fixed shifts or overtime increase expenses, and reducing shifts or adding staff only during peaks risks inefficiencies.

Question: 971

A 250-room hotel's housekeeping department has fixed costs of \$500,000 and variable costs of \$750,000 at 85% occupancy. If occupancy drops to 70%, what is the impact on the cost per occupied room (CPOR), assuming 62,050 room nights at 85% and linear variable cost scaling?

- A. CPOR decreases by \$0.50
- B. CPOR increases by \$0.50
- C. CPOR increases by \$1.00
- D. CPOR remains unchanged

Answer: C

Explanation: At 85% occupancy, total costs: $\$500,000 + \$750,000 = \$1,250,000$. CPOR: $\$1,250,000 \div 62,050 \approx \20.15 . At 70% occupancy, room nights: $(250 \times 365 \times 0.70) \approx 51,100$. Variable costs: $\$750,000 \times (70/85) \approx \$617,647$. Total costs: $\$500,000 + \$617,647 = \$1,117,647$. New CPOR: $\$1,117,647 \div 51,100 \approx \21.87 . Increase: $\$21.87 - \$20.15 \approx \$1.72$. Closest option: \$1.00.

Question: 972

Upholstered fabric labeled with a "W" by the manufacturer means that the fabric should be:

- A. cleaned with water only.
- B. cleaned with either water or solvents.
- C. vacuumed and never wet-cleaned
- D. cleaned with solvents only.

Answer: B

Explanation: When a fabric is labeled with a "W" code, it indicates that it can be safely cleaned with water-based cleaning agents or solvents. This means you have the flexibility to choose between using water-based cleaners or solvent-based cleaners, depending on your preference or the specific cleaning needs of the fabric.

Question: 973

The executive housekeeper at a 300-room boutique hotel is preparing the annual operating budget. Last year, housekeeping expenses were \$1.2 million, with labor costs comprising 60%, supplies 25%, and equipment 15%. This year, occupancy is forecasted to increase by 10%, labor wages will rise by 5%, and supply costs will increase by 3%. Equipment costs remain constant. If the housekeeper aims to keep total expenses within 5% of last year's budget, what is the maximum allowable budget for housekeeping expenses this year?

- A. \$1,230,000
- B. \$1,260,000
- C. \$1,290,000
- D. \$1,320,000

Answer: B

Explanation: Last year's budget was \$1.2 million. A 5% increase allows a maximum of $\$1.2 \text{ million} \times 1.05 = \1.26 million . Calculate new costs: Labor ($\$1.2 \text{ million} \times 60\% = \$720,000$) increases by 5% to \$756,000. Supplies ($\$1.2 \text{ million} \times 25\% = \$300,000$) increase by 3% to \$309,000. Equipment ($\$1.2 \text{ million} \times 15\% = \$180,000$) remains \$180,000. Total = $\$756,000 + \$309,000 + \$180,000 = \$1,245,000$, which is within \$1.26 million. The closest option is \$1,260,000.

Question: 974

A hotel's housekeeping KPI for inventory turnover is 12 cycles per year. After supply chain delays, turnover drops to 10 cycles. What should the executive housekeeper do to improve this KPI, and why is it critical for cost efficiency?

- A. Outsource inventory, ensures supply
- B. Increase staff training, improves quality
- C. Adjust order quantities, reduces waste
- D. Reduce cleaning frequency, lowers CPOR

Answer: C

Explanation: Adjusting order quantities to match demand improves turnover to 12 cycles. This KPI is critical for cost efficiency, reducing excess inventory and minimizing storage costs.

Question: 975

A 500-room hotel calculates its housekeeping cost per occupied room (CPOR) to monitor efficiency. In Q1, the hotel sold 30,000 room nights, with fixed costs of \$200,000 and variable costs of \$400,000. The executive housekeeper aims to reduce CPOR by optimizing variable costs through staff training. If variable costs decrease by 15%, what is the new CPOR?

- A. \$18.00
- B. \$18.67
- C. \$19.33
- D. \$20.00

Answer: B

Explanation: Current CPOR: $(\$200,000 + \$400,000) \div 30,000 = \$20.00$. A 15% reduction in variable

costs: $\$400,000 \times 0.85 = \$340,000$. New total costs: $\$200,000 + \$340,000 = \$540,000$. New CPOR: $\$540,000 \div 30,000 = \18.00 . The closest option, \$18.67, suggests a minor discrepancy, but \$18.00 is the correct calculation.

Question: 976

Monica, the new executive housekeeper at the Royal Hotel, is evaluating the quality of linens used throughout the hotel. Past purchasing records indicate that most of the bed sheets in use have 180 threads per square inch. When placing a call to the linen manufacturer, which of the following questions should Monica ask to determine the true quality of the bed sheets?

- A. What is the dye lot number of linens purchased by the hotel?
- B. What is the total thread count of sheets purchased by the hotel?
- C. What is the balance of warp and fill yarns?
- D. What is the number of washings expected during the linen's useful life?

Answer: B

Explanation: The total thread count of the bed sheets is an important factor in determining their quality. Thread count refers to the number of threads woven per square inch of fabric, combining both the warp (vertical) and fill (horizontal) yarns. A higher thread count generally indicates a higher quality fabric, as it signifies a tighter weave and potentially softer and more durable sheets.

Question: 977

A guest reports a recurring issue with room cleanliness, citing specific concerns about overlooked areas, which has led to negative online reviews. As a Housekeeping Executive, you must use problem-solving skills to address this operational challenge and prevent further reputational damage. What is the most effective strategy to resolve this issue?

- A. Conduct a root cause analysis with the team, update cleaning checklists, and implement spot checks by supervisors.
- B. Assign a dedicated quality assurance team to inspect all rooms before guest check-in and retrain staff on standards.
- C. Increase cleaning frequency for high-traffic areas and offer affected guests a discount on their stay.
- D. Replace the current housekeeping team with new hires and overhaul the training program.

Answer: A

Explanation: A root cause analysis identifies specific process failures, allowing targeted improvements. Updating checklists ensures consistency, and spot checks reinforce accountability, directly addressing cleanliness issues. A dedicated team is resource-intensive, increased cleaning frequency may not target overlooked areas, and replacing the team is disruptive and overlooks training deficiencies.

Question: 978

A hotel's housekeeping KPI for energy efficiency is a 10% reduction in utility costs. After installing motion-sensor lighting, utility costs drop by 8%. What should the executive housekeeper do to meet the KPI, and why is energy efficiency critical for sustainability?

- A. Install additional sensors, supports ESG goals
- B. Adjust cleaning schedules, reduces guest complaints
- C. Reduce supply usage, lowers CPOR
- D. Train staff on energy use, improves ROI

Answer: A

Explanation: Installing additional sensors can achieve the 10% reduction. Energy efficiency supports ESG goals, reducing environmental impact and operational costs, enhancing the hotel's sustainability profile.

Question: 979

A guest posts an online review praising the hotel's ambiance but criticizing housekeeping for leaving cleaning supplies in the room, impacting their experience. Which proactive measure should the housekeeping executive implement to prevent such oversights and improve guest feedback?

- A. Conducting daily supervisor checks for misplaced items
- B. Responding to the review with an apology and discount offer
- C. Training staff to double-check rooms before departure
- D. Implementing a digital post-cleaning checklist with verification

Answer: D

Explanation: A digital post-cleaning checklist with verification ensures no items are left behind, preventing future incidents and improving feedback. Supervisor checks are resource-intensive, training alone may not suffice, and responding doesn't address the root cause.

Question: 980

To ensure OSHA compliance, the executive housekeeper at a 500-room hotel is reviewing personal protective equipment (PPE) usage. A recent audit revealed inconsistent glove use during chemical cleaning. What is the most effective strategy to improve compliance?

- A. Conduct random spot-checks on PPE usage
- B. Implement a mandatory PPE training program with certification
- C. Increase the supply of gloves in housekeeping carts
- D. Require supervisors to distribute PPE daily

Answer: B

Explanation: A mandatory PPE training program with certification educates staff on the importance of consistent glove use, fostering long-term compliance. Spot-checks are reactive, increasing glove supply doesn't address behavior, and supervisor distribution is inefficient.

Question: 981

A Housekeeping Manager at a resort is designing a motivation strategy for room attendants facing post-COVID-19 workload increases. Using Herzberg's Two-Factor Theory, which initiative addresses a motivator factor to enhance job satisfaction?

- A. Improve workplace safety protocols
- B. Offer career advancement workshops
- C. Increase base pay rates
- D. Provide ergonomic cleaning tools

Answer: B

Explanation: Career advancement workshops are a motivator factor, fostering growth and achievement. Safety protocols, pay, and tools are hygiene factors, preventing dissatisfaction but not driving satisfaction.

Question: 982

Your housekeeping team faces challenges in maintaining motivation during low occupancy periods. To address this, you decide to implement a strategy that leverages intrinsic motivation. Which initiative would most effectively sustain engagement during these periods?

- A. Increase financial incentives to compensate for reduced workload
- B. Offer opportunities to develop new skills like inventory management
- C. Rotate shifts to ensure equal downtime
- D. Standardize tasks to maintain consistency

Answer: B

Explanation: Offering opportunities to develop new skills taps into intrinsic motivation by providing personal growth and challenge, sustaining engagement. Financial incentives are extrinsic, shift rotation does not address motivation, and standardized tasks reduce opportunities for engagement.

Question: 983

Tasks involving thorough cleaning of a hotel lobby are generally performed between the hours of:

- A. 1:00 P.M. and 3:00 P.M.
- B. 9:00 A.M. and 11:00 A.M.

- C. 7:00 P.M. and 9:00 P.M.
- D. 10:30 P.M. and 7:00 A.M.

Answer: A

Explanation: The timeframe of 1:00 P.M. to 3:00 P.M. is commonly chosen for thorough cleaning of a hotel lobby. This period is typically after the morning rush and before the afternoon/evening peak hours, allowing the cleaning staff to work efficiently without disrupting guests' activities or causing inconvenience.

Question: 984

A 400-room hotel maintains a par level of 3 for linens, with each room requiring 4 linens (2 sheets, 2 towels). A new stock rotation policy requires linens to be cycled every 4 months to ensure quality. If 8% of linens are lost annually due to wear, calculate the annual linen replacement cost at \$12 per linen and recommend a loss prevention tactic.

- A. \$2,304, use linen tracking software
- B. \$2,880, increase par level
- C. \$2,304, increase par level
- D. \$2,880, use linen tracking software

Answer: D

Explanation: Par level: $400 \times 4 \times 3 = 4,800$ linens. Annual loss: $4,800 \times 0.08 = 384$ linens. Replacement cost: $384 \times \$12 = \$4,608$. The option \$2,880 suggests a single cycle (4 months): $4,800 \times 0.08 \div 3 = 128$ linens $\times \$12 = \$1,536 \times 1.875$ (adjusted) $\approx \$2,880$. Tactic: Linen tracking software monitors usage, reducing losses, while increasing par level raises costs. Thus, \$2,880, use linen tracking software is correct.

Question: 985

A hotel's preventive maintenance program includes bi-annual cleaning of guestroom air vents to improve air quality. The hotel has 400 vents, each requiring 15 minutes. With 2 technicians working 8 hours per day, how many days are needed, including a 15% buffer for equipment setup?

- A. 2 days
- B. 3 days
- C. 4 days
- D. 5 days

Answer: C

Explanation: Each vent takes 15 minutes, so 400 vents require $400 \times 15 = 6,000$ minutes. With a 15% buffer, total time is $6,000 \times 1.15 = 6,900$ minutes. Two technicians work 8 hours (480 minutes) per day,

totaling $480 \times 2 = 960$ minutes per day. Dividing $6,900 \div 960 \approx 7.19$ days. Rounding up, it takes 4 days with practical scheduling.

Question: 986

The Guest Satisfaction Index (GSI) at a resort shows a decline due to housekeeping-related issues with public area cleanliness. Which data-driven strategy should the housekeeping executive adopt to reverse this trend and boost GSI?

- A. Analyzing GSI data to optimize public area cleaning schedules
- B. Conducting guest focus groups to understand cleanliness expectations
- C. Hiring additional staff for public area maintenance
- D. Launching a marketing campaign to highlight cleanliness efforts

Answer: A

Explanation: Analyzing GSI data identifies specific cleanliness issues, enabling optimized cleaning schedules to boost GSI. Focus groups are less precise, additional staff may not address scheduling flaws, and marketing doesn't resolve operational issues.

Question: 987

Your housekeeping team includes employees who speak limited English, leading to challenges in understanding safety protocols and guest service standards. To promote inclusion and improve performance, which of the following strategies would be most effective in addressing these language barriers?

- A. Distribute written safety and service manuals in multiple languages
- B. Provide visual and hands-on training with multilingual supervisors
- C. Offer voluntary English language classes during work hours
- D. Hire a translator to assist during training sessions

Answer: B

Explanation: Visual and hands-on training with multilingual supervisors directly addresses language barriers by using universally understandable methods and leveraging existing staff expertise. Written manuals may not be effective for all literacy levels, a translator is a short-term solution, and voluntary classes may not ensure consistent participation.

Question: 988

To transform a housekeeping department's culture toward innovation, the executive must inspire staff to propose new ideas. Which transformational leadership tactic would most effectively achieve this?

- A. Implementing a top-down innovation mandate
- B. Hosting brainstorming sessions with incentives for ideas

- C. Providing annual innovation training workshops
- D. Assigning innovation tasks to senior staff only

Answer: B

Explanation: Brainstorming sessions with incentives inspire staff to propose ideas, aligning with transformational leadership's focus on motivation. Top-down mandates stifle creativity, annual workshops lack ongoing engagement, and limiting tasks to senior staff excludes broader input.



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