1. Which of the following fabrics is a good choice for uniforms and aprons because it is strong, quick-drying, wrinkle-resistant, and does not soil easily?
   a. 100% cotton
   b. nylon
   c. polyester and polyester blends
   d. wool

2. Which of the following fabrics should be dried at a hot temperature?
   a. acrylic
   b. cotton
   c. polycotton
   d. nylon

3. Which of the following fabrics is a natural fabric?
   a. cotton
   b. acrylic
   c. polyester
   d. nylon

4. Which of the following fabrics is fairly slow drying?
   a. cotton
   b. acrylic
   c. polyester
   d. nylon

5. Jacque Jansen is the owner of the O’Leary Bed and Breakfast. While reviewing customer comment cards, she found several guests complained about the wool blankets because they were irritable to the skin and were becoming threadbare. After calling and interviewing a few guests, she determines that she needs to purchase blankets that are comfortable, soft, and strong. She also wants something that is machine-washable. What type of fabric would best meet Jacque’s needs?
   a. cotton
   b. acrylic
   c. polyester
   d. nylon

6. Phil Foley is the new laundry manager at the Dry Sheets Motel. In his first week he discovers that the laundry has no training or standards manuals. He decides that his first task will be to record all the types of fabrics used at the property and create a list of how they should be laundered. He makes a chart that lists the fiber group, cleaning method, water temperature, dryer temperature, and iron temperature. For the first type of fabric, acrylic, he fills in the chart with launder, warm, warm, medium. How should he fill the chart in for the polyester sheets?
   a. launder, warm, warm, medium
   b. launder, hot, warm, low
   c. dry-clean, warm, warm, medium with steam
   d. launder, hot, warm, medium
7. The extraction step in the wash process reduces the:
   a. washing time.
   b. drying time.
   c. need for harsh bleach chemicals.
   d. the cleaning power of detergents.

8. Which of the following usually sets the pace at which linens flow through the laundry process?
   a. sorting
   b. washing
   c. extracting
   d. folding

9. Which of the following steps in the laundry cycle gives linens a crisp, wrinkle-free appearance?
   a. sorting
   b. storing
   c. finishing
   d. extracting

10. Nick Pickey, the food and beverage director at the Glitz Hotel, made his inspection of the main dining room before dinner. He found a noticeable graying of some table linen items. At one table in particular, the contrast between the bright whiteness of the table cloth and the grayish color of the napkins was totally unacceptable. He had the entire table stripped and reset and personally carried the rejected linens to the laundry room. Harriet, the executive housekeeper, was reviewing next week’s work schedule with the laundry manager when Nick arrived. Nick showed them the graying napkins and explained the poor impression this makes on guests in the main dining room. Harriet suggested three likely causes of the problem. Which of the following would not be a likely cause of the graying problem?
   a. clogged dryer lint screens
   b. poor sorting
   c. wash cycle temperatures too low
   d. too little detergent

11. The Fresh Look Hotel operates with 3 par of uniforms for room attendants and front desk staff. This leaves little margin for error in the on-premises laundry with the daily processing of clean uniforms. For the past two days, lint accumulation forced the crew into a labor intensive lint removal process. They’ve had to pat each uniform with masking tape and then rewash and redry uniforms at lower load levels. This also backed up the processing of other linens. Which of the following is not a likely cause of the lint problem?
   a. clogged washer lint filters
   b. clogged dryer lint screens
   c. over drying
   d. wash cycle temperatures too high
12. New uniforms for front desk and bell staff were just put into use at the Look Sharp Hotel. To protect the hotel’s investment, the executive housekeeper made a checklist of procedures for the laundry crew to follow that would prevent color fading of the new uniforms. Which of the following would be the least likely item to appear on this checklist?
   a. Test several uniforms for colorfastness before washing.
   b. Be sure that the wash cycle temperature is not too hot.
   c. Avoid overloading washers.
   d. Use diluted oxygen bleach.

13. Which of the following is not a step in the typical wash process?
   a. break
   b. suds
   c. sour
   d. finish

14. If a washer is rated for 80 pounds CDW and the dryer is rated for 160 pounds CDW, the dryer will hold ____ load(s) of wash.
   a. one-half
   b. one
   c. two
   d. four

15. Which of the following chemicals are used in the wash cycle of a laundry operation to reduce flatwork ironing, speed up extraction, and reduce drying time?
   a. chlorine bleaches
   b. oxygen bleaches
   c. fabric softeners
   d. alkalies

16. Duane Stella has been a room attendant for five years. Lately, he’s noticed that the cleaning cloths are not absorbing water as well as they used to and it is taking him longer to perform his cleaning tasks. He mentions it to the executive housekeeper, who talks to the laundry manager about it. The laundry manager agrees to evaluate the laundry cycle and determine what the problem is. What is she most likely to find?
   a. too much fabric softener being used
   b. not enough bleach being used
   c. antichlors need to be added to the process
   d. too much sour is being added

17. Montrose Smith is programming the property’s washing machine to add the chemicals at the appropriate time during the wash cycle. At what point should he program the sours to be added?
   a. pre-mixed with detergents and soaps
   b. during rinsing
   c. after washing and rinsing
   d. in the final step of the washing process

18. Which of the following is a catchall word for a number of cleaning agents?
   a. water
   b. detergent
   c. surfactant
   d. builder
19. What chemical is especially effective on oil and grease?
   a. builders
   b. soaps
   c. surfactants
   d. synthetic detergents

20. Christie Riley has always taken great pride in the cleanliness of the guestrooms and top-quality guest furnishings in each room. Lately, however, she’s noticed that the linens are no longer giving a crisp appearance. Ever the perfectionist, she analyzes the chemicals being used to launder the sheets. She quickly learns that one of the chemicals hasn’t been getting added to the wash. Which chemical is missing?
   a. antichlors
   b. starches
   c. fabric softeners
   d. fabric brighteners

21. A ______ washer can save energy, sewage, water, and chemical costs.
   a. conventional
   b. reuse
   c. tunnel
   d. 1200-pound capacity

22. Which of the following actions will not help reduce breakdown time for washing machines?
   a. Buy only strong, industrial equipment from a supplier you trust.
   b. Read, thoroughly understand, and follow the equipment’s maintenance requirements.
   c. Consider buying extended warranties on the equipment.
   d. Change the lint filter daily.

23. Edgar Pissaro is the general manager of the Besserhaus Chalet. He has recently decided to build an on-premises laundry at the property to keep up with the increased demand for linen as the chalet’s business has expanded. He’s already purchased five washing machines and is sending out requests for bids to several dryer manufacturers. How many dryers will Edgar need to buy so that the dryers can keep up with the washers?
   a. the same amount as washers
   b. less than the number of washers
   c. one and a half to two times as many washers
   d. no dryers at all

24. Simone Vasser is a salesperson with the Steam Cabinet Manufacturers company. She is meeting with Pierre Auguste, the laundry manager of the Eiffel Towers Resort. Currently the resort does not use steam cabinets. Which of the following arguments could Simone make to convince Pierre that the resort should install steam cabinets?
   a. They will reduce your labor costs as linens will dry more quickly.
   b. Steam cabinets will help reduce the time it takes to launder no-iron linens.
   c. You can increase your revenue by offering valet services.
   d. They will increase the efficiency of the laundry flow through the OPL.
25. How can a laundry manager identify problems such as leaking valves, damaged insulation, or constricted gas, air, and water paths?
   a. keep accurate records of utility use
   b. add a blue dye to the water to track where it goes
   c. develop a contingency plan for breakdowns
   d. wrap towels around the pipes and testing for moisture