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## MODULE IN HOUSEKEEPING TVL 12

MARY JEAN D. BADILLO  
TVL Teacher

### HOUSE KEEPING LEARNING COMPETENCIES:

#### 1. DEMONSTRATE PROPER HANDLING OF GUEST'S REQUEST IN HOUSEKEEPING AND FOLLOWING THE HOTEL SAFETY AND SECURITY STANDARDS

##### PROVIDE HOUSEKEEPING SERVICES TO GUESTS

#### Introduction:

How would you handle guest's requests? Why is it important to ensure timely delivery of items requested by a guest? These are only few questions a housekeeper must know the answer to when dealing with guest' requests. Great request must be handled properly to satisfy the guest. This will not only make his stay pleasant but it will also ensure repeated business.

#### Taking and Handling of Guests' Housekeeping Requests

Guest request in housekeeping could be items or services like rollaway beds, additional pillows and blankets, irons, hair dryers, additional cleaning, additional room, supplies and lost property inquiries. Handling guests is simple task, but if you fail to follow all procedure this might lead to a bigger problem.

#### Taking Requests and Handling Complaints from Guest

1. Remember not to argue with the guest, remember also that the guest is always right.
2. Listen attentively to the guest and understand what exactly is wrong.
3. Have a log system in place? Make sure all requests are written and properly documented. Handover to the next shift the problems still unresolved.
4. Apologize for the inconvenience caused.
5. Find out exactly what the guest expects during the request. Make sure you ask the right questions to deliver exactly what is expected.

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- 6. Record the time for handling the request.
- 7. Rectify the situation if you can. There are some instances where common sense will prevail but do not forget the standard procedure of rectifying complaints.
- 8. Inform the manager of all complaints immediately, even if you have successfully resolved the situation.
- 9. Complaints need to be handled positively and with empathy for the guest, aspiring for 100% guest satisfaction.
- 10. If the problem is out of your authority, inform the manager or Duty Manager.
- 11. Record all the details in Guest Call Register-noting down any guest or complaint made by hotel guest.
- 12. Repeat the request back to the guest before ending the call.

### Tips in Handling Guests Request

- 1. Handle all guest requests within ten minutes.
- 2. Use proper door knocking standards when arriving at the guest's room.
- 3. Be prepared to handle situations like angry guests when you arrive at the room.
- 4. Inform the front desk staff by radio or cell phone as soon as you have completed the request.
- 5. Guest should keep informed of the developments of his or her request.



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### ACTIVITY NO. 1

1. Answer individually the following questions:
  - a. Why is it important to repeat the message or request of the guest to them?
  - b. What are the details needed to be noted down while taking a guest request?
  - c. Who should be notified in case the problem is out of the staff’s authority or function?
2. Form groups with four or five members and do the following:
  - a. Visit two different category hotels and see how the housekeeping handles a particular request from you. Compare their efficiency in handling your request.
  - b. Pretend you are a hotel staff. How would you handle the following situations:?
    - An angry guest rings to complain that there are not enough towels in the room and the kettles does not work.
    - You are on your way to a lunch break. A guest stops you in the corridor and asks you to ensure an ironing board is delivered to his room later that afternoon.

**Analyze the question. Then answer the given question in 3-5 sentences.**

#### RUBRICS:

**3 pts- Answer has clear understanding of the concept.**

**2 pts- Answer has limited understanding of the content.**

**1pt- Answer has no understanding of the concept.**

### Reference / Bibliography

Laarni A. Urbiztondo (Author) & Leonora D. Basbas Coordinator, HOUSEKEEPING Rex Book Store 2016

[www.google.com.shop.org](http://www.google.com.shop.org) picture of housekeepers retrieved on August 26, 2019

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## 2. DESCRIBE AND EXPLAIN THE USE OF DIFFERENT TYPES OF HOUSEKEEPING AND FRONT OFFICE FORMS

### FRONTLINE

#### Introduction:

#### Types of Housekeeping and Front Office Forms

Forms and reports play an important role in managing the housekeeping activities. It serves as evidence in a specific incident, situation, and happening. Reports are very useful method for keeping track of important information. The information contained in reports can be used to make very important decisions that affect the establishment.

Housekeeper should be knowledgeable in filling out housekeeping forms which includes.

- Housekeeping daily assignment checklist;
- Maintenance request form;
- Housekeeping work order form;
- Guest room cleaning checklist;
- Stock requisition form; and
- Lost property report.

#### 1. Housekeeping Attendant's Daily Assignment Sheet

Housekeeping attendants' daily assignment sheet is a form used by housekeepers or room attendants to record the task done during their shift. This form will also help them plan their work for the day. After each room is serviced, the room attendant must list down the time they have entered the room for the room service and log in their timoperlye out after completion. They must also note down the room status before service and after service, the number of extra bed or cot placed, and also the number of linen replaced in

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the room. The housekeeper will receive their briefing in the morning before they can start their daily task.

## 2. Maintenance Request Form

Maintenance request form is used whenever there are problems reported by the guest to the housekeeping department. Common problems for maintenance are faulty equipment, electrical issues, broken furniture, TV not working properly, etc.

MAINTENANCE REQUEST FORM						
ROOM NUMBER	TIME COMPLAINT LODGE	NATURE OF COMPLAINT	LODGE BY	RECEIVED BY	TIME OF COMPLETION	SIGNATURE
MAINTENANCE SLIP						
ROOM NUMBER: _____						
DATE: _____				TIME: _____		
CONTROL DESK SUPERVISOR SIGNATURE						
NATURE OF COMPLAINT						
WORK ORDER FORM						
ROOM NUMBER: _____						
DATE: _____				TIME: _____		
<input type="checkbox"/> CARPENTER/MASON <input type="checkbox"/> MECHANIC <input type="checkbox"/> PLUMBER <input type="checkbox"/> ELECTRICIAN <input type="checkbox"/> A/C HEATING TECHNICIAN <input type="checkbox"/> AV/AUDIO TECHNICIAN <input type="checkbox"/> IT <input type="checkbox"/> OTHERS						
NAME OF COMPLAINT						
NAME OF TECHNICIAN ASSIGNED:						
DATE OF COMPLETION:						
TIME OF COMPLETION:						
HOUSEKEEPING SUPERVISOR SIGNATURE:						
TECHNICIAN'S SIGNATURE:						

## 3. Housekeeping Work Order Form

Housekeeping work order form is used when there are requests for work to be done.

WORK ORDER DETAILS	
REQUESTED BY:	CONTACT
DEPARTMENT:	
CONTACT NAME:	
EXTENSION:	
CUSTODIAL DEPARTMENT REQUESTS	
WORK NEEDED	CHECK ALL THAT APPLY <input type="checkbox"/> SHAMPOO <input type="checkbox"/> VACUUM <input type="checkbox"/> SWEEP

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	<input type="checkbox"/> MOP <input type="checkbox"/> DUST <input type="checkbox"/> SET UP FOR EVENT <input type="checkbox"/> EQUIPMENT DISCARD <input type="checkbox"/> OTHERS
DATE NEEDED:	
BUILDING:	
ROOM NO.:	

## 4. Guest Room Cleaning Checklist

The guest room cleaning Checklist is used by the housekeeping supervisor to check, on a daily basis, how the cleaning service for every guest room was done. This is done to be able to attain guest satisfaction. The use of this form is to establish a set of procedure that would ensure there will be no defects and any missing amenities for the guest.

<b>Cleaning Check List</b>				
	Regular	First time or Spring clean	move-in /move-out	Special Project
<b>General</b>				
<input type="checkbox"/> Sweep and mop all hard floors	x	x	x	
<input type="checkbox"/> Dust all furniture	x	x	x	
<input type="checkbox"/> Dust baseboard	x	x	x	
<input type="checkbox"/> Dust window sills and ledges	x	x	x	
<input type="checkbox"/> Remove all trash	x	x	x	
<input type="checkbox"/> Remove all cobwebs	x	x	x	
<input type="checkbox"/> Clean wood shutters		x	x	
<input type="checkbox"/> Spot clean walls		x	x	
<input type="checkbox"/> Clean all doors			x	
<input type="checkbox"/> Wet clean front door and light fixtures at the door			x	x
<input type="checkbox"/> Clean inside every cupboard and drawer			x	x
<input type="checkbox"/> Clean inside every closet and closet shelves			x	x
<input type="checkbox"/> Sweep all patios and decks			x	x
<input type="checkbox"/> Dust ceiling fans and light fixtures			x	x
<b>Kitchen</b>				
<input type="checkbox"/> Clean and sanitize sink and counter tops	x	x	x	
<input type="checkbox"/> Clean outside of appliances	x	x	x	
<input type="checkbox"/> Clean inside of microwave	x	x	x	
<input type="checkbox"/> Clean range	x	x	x	
<input type="checkbox"/> Disinfect floors	x	x	x	
<input type="checkbox"/> Wet-clean all cabinet fronts		x	x	
<input type="checkbox"/> Clean light fixtures			x	
<input type="checkbox"/> Clean Oven			x	x
<input type="checkbox"/> Clean inside of refrigerator			x	x
<b>Bathroom</b>				
<input type="checkbox"/> Clean and sanitize sink and counter tops	x	x	x	x
<input type="checkbox"/> Clean and sanitize shower and/or tub	x	x	x	
<input type="checkbox"/> Clean mirrors	x	x	x	x
<input type="checkbox"/> Disinfect bathroom floors	x	x	x	
<input type="checkbox"/> Clean and disinfect in and around toilet and sink	x	x	x	x
<input type="checkbox"/> Wet-clean all cabinet fronts		x	x	x
<input type="checkbox"/> Clean light fixtures			x	x
<b>Living room and dining room</b>				
<input type="checkbox"/> Vacuum upholstered furniture and rugs	x	x	x	
<input type="checkbox"/> Wet-clean ceiling fans			x	x
<input type="checkbox"/> Clean light fixtures			x	
<input type="checkbox"/> Window Washing (inside only)		x	x	x

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## 5. Lost and Found Slip

Lost and found slip is an important document to keep track of records for lost and found items.

**SAMPLE FORMAT OF A L/F REGISTER**

LOST AND FOUND REGISTER								
Sl. NO.	DATE	TYPE OF ARTICLE	PLACE OR ROOM NO. WHERE FOUND	FINDER'S NAME	FINDER'S SIGN.	NAME OF CLAIMANT	CLAIMANT'S SIGN.	REMARKS

**Gautam Singh , Hospitality Trainer , 07830294949**

## 6. Housekeeping Status Report

Housekeeping status report is prepared by housekeeping department and handed down to the front desk to give them an update as to the status of each hotel room. The front desk then assigns rooms to arriving guests based on the occupancy report.

Room	Housekeeping Status	Room Status- Last Night	Room Status- Tonight	Priority	Latest remark
101 QN-M	Clean	CANCELLED	Available	Low	
102 QD-M	Inspect	Checked-out	Occupied	Low	
103 QD-M	Inspect	Available	Occupied	Low	
104 QN-M	Inspect	Available	Occupied	Low	
105 QD-M	Inspect	Checked-out	Occupied	Low	
106 QD-M	Clean	CANCELLED	Reserved	Low	
107 QD-M	Inspect	Checked-out	Occupied	Low	
108 QD-M	Inspect	Checked-out	Occupied	Low	
111 QD-M	Inspect	Checked-out	Occupied	Low	
112 QN-M	Inspect	Checked-out	Occupied	Low	reservation Feb 09 2016
113 QD-M	Inspect	Available	Occupied	Low	
114 QD-M	Clean	Checked-out	Checked-out	Low	
115 QN-M	Inspect	Checked-out	Occupied	Low	
116 QD-M	Clean	Occupied	Occupied	Low	Fixed Apr 27 2005

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## ACTIVITY NO.2

Divide the class into small groups with four or five members. Then, plan on a role play or dramatization showing the use of each forms in housekeeping. Allow the audience to give their observations after the play. Use the rubric below to evaluate student's work.

Criteria	Standard Score	My Score	Teacher's Score
1. Role was played in convincing, consistent manner	5		
2. Role-play was well prepared and organized	5		
3. Purpose of the role-play is clearly established and effectively sustained.	5		
4. Role-play captured and maintained audience interest.	5		
Total	20		

## Reference /Bibliography

Laarni A. Urbiztondo & Leonora D. Basbas 2016, HOUSEKEEPING Rex Book Store, Manila Philippines pp. 17-18.

[www.google.com](http://www.google.com) housekeeping reports [eassyinnkeeping.com](http://eassyinnkeeping.com) retrieved on August 26, 2019

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### 3. PROVIDE GUEST ORIENTATION ON HOUSE RULES AND USE OF HOTEL TOOLS, MATERIALS, EQUIPMENT AND OTHER AMENITIES

#### RULES AND REGULATION

##### Introduction:

##### Guest Orientation on House Rules

House rules serves as an agreement between the guest and the hotel under which rooms are permitted to be used by the guests. All guests when checking in should read the house rules to prevent misunderstandings. It is a must to be familiar with the house rules and to fully adhere to them because any violation of the house rules means cancellation of reservation and charge of the full amount of price of accommodation. Below is an example of house rule.

1. Check-in time: 2:00 PM/Check-out time: 12:00 NN-Check-in time for overnight stay is 2:00 p.m. while check-out time is 12:00 noon the following day. There will be no adjustment in check-out time if the guest checks in later than 2 p.m... Late check-out will be charged accordingly with extra payment. Guests who come in earlier than the designated check-in time may stay at the hotel waiting area or at the res not restaurant area at no additional cost.
2. Fifty per cent (50%) down payment is required to confirm reservation.
3. Rates are subject to change without prior notice.
4. Room capacity shall be strictly observed. An additional amount shall be charged in excess of maximum occupancy.
5. When leaving the premises or before going out, please endorse room keys to the front desk employee.
6. Please do not remove inventory items. Do not intake indoor furniture outside. Do not move furniture around from one room to another. Any items missing from inventory or any damages and losses of items inside the rooms belonging to the hotel shall be charged to the room occupant.
7. The hotel is not liable for the lost, stolen, or damaged items. Please keep all your valuables and do not leave your things unattended.
8. For security reasons, visitors are not permitted in the hotel guest room. Hence, guests are advised to refrain from entertaining any person who is not known to them.

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9. Hotel shall respect your privacy at all times, however, illegal activities or disorderly conduct inside the rooms and within the hotel premises are strictly prohibited. The management reserves the right to eject any guests found engaging in fights or violence, found using illegal drugs, or under the influence of alcohol and disrupting the peace and order of the hotel.
  10. Guests are required to observe these house rules which are designed and aimed for their protection. The management reserves the right to implement additional and applicable rules to regulate the safety and well being of our guests.

## Handling of Clients' Queries

How an employee handles and responds to customer inquiries is crucial to be successful in giving quality customer service. If it is done right, clients or customers will surely keep coming back. If it done wrong, they will go elsewhere. The question now is how trained are the staff to handle this job.

According to Dan Huckle, a business development expert, "most inquiries are requests for information about products or service. When people inquire they expect you to be knowledgeable about the product or service at the same time they also expect you to be approachable. They will appreciate it more if they feel you have given them a personal service. If the inquiry is complaint, keep calm, because if you handled it properly that customer can become your number one customer. Some of the best business relationships are one that starts with problems".

## Useful Tips in Answering a Call

Telephone plays a very important role in the hotel industry. This is used to answer guests' booking inquiries, guests' requests, and for other various purposes and services. It is therefore important that you know the basic techniques in answering calls.

- Answer the phone within three rings.
- Say the name of the hotel, your name, and the customary greetings.
- Have in hand a pen and paper for documentation.
- Listen carefully to the details being said by the caller.
- Make them feel that they have your full attention.
- Explain the reason if you want to put them on hold. Wait for their response.
- For call back, do it in the soonest possible time. Do not forget to say the approximate time you can do the call back.

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- Repeat all the details.
- End the conversation politely



## Common Problems Related to Housekeeping and Ways of Handling Them

There are problems and challenges faced by the housekeeping department while performing its day-to-day operation. Since this department is one of the most important in the whole operation of the hotel, it is a must that all the staff in this department know how to handle and solve gracefully problems that may arise within their area of responsibility. If in case a staff no longer the problem, he or she can immediately call the help of an immediate supervisor or manager.

The most common problems related to housekeeping are noise coming from other rooms, rooms not cleaned properly, rooms lacking amenities, equipment malfunction, laundry error, theft complaint, communication problems with hotel staff, and unusual items visible during room servicing. Sharon Glancy the managing director of Stonebow that is training division of People's 1<sup>st</sup> which runs a range of training courses in hospitality, leisure, travel and tourism industries, recommends a handy acronym LAST (listen, apologize, solve, thanks) to solve problems faced by a house keeping staff. According to her, all problems are about good communication. This means that when problems arise and the staff is trained how to genuinely and actively listened to the complaint, demonstrate understanding, and apologize after the problem has been resolved, guests are less likely to leave frustrated.

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## ACTIVITY NO. 3

In a group with four or five members, think of possible solutions to the problems given below. Present the problem and how it should be resolved through a role-play.

Problems	Possible Solution
1. Theft-complaint from guest for lost belongings after the housekeeper cleaned their room.	
2. A room attendant found belongings of guest who already check out of the room.	
3. Do not Disturb (DND) for a long period of time (over one day)	
4. Unusual items visible during servicing.	
5. Two guest requested for a room make-up at the same time.	
6. Physical injuries related to work like back injury, neck, shoulder and arm injuries.	

Then answer the given question in 3-5 sentences.

### RUBRICS:

**3 pts-** Answer has clear understanding of the concept.

**2 pts-** Answer has limited understanding of the content.

**1pt-** Answer has no understanding of the concept.

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**4. CORRECTLY SELECT AND DEMONSTRATE PROPER USE OF TOOLS, MATERIALS AND EQUIPMENT ACCORDING TO TASK REQUIREMENT**

**TOOLS, MATERIALS AND EQUIPMENT**

**Introduction:**

According to a study conducted for the Dial' Corporation by Dr. Bonnie Knutson of Michigan States' School of Hotel, Restaurant, and Institutional Management in 1987, the primary reason for a guest returning or not returning to a hotel is cleanliness. Statistics show that 56.2% of the guests who stayed in the economy hotels did not return because the room was not clean. On the other hand, 93.6% of the guests who stayed in the luxury hotels would like to return to the hotel because the room was clean.

What can you say about the findings of the study above? What do you think is the most important factor to achieved hotel guest satisfaction? The result of the study shows that cleanliness and hygiene matters a lot. It is therefore important that all the staff in housekeeping must be well trained in performing their daily tasks.

**Cleaning Tools for Room Servicing**

Below are tools, equipment, and materials used in cleaning a guest room.

**Cleaning Tools**

- Dusters
- Dustpans
- Mops
- Brooms
- Brushes
- Buckets or pails
- Garbage bins
- Caddy basket
- Squeegee

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## Cleaning Equipment for Room Servicing

- Chambermaid's trolley
- Wet and dry vacuum cleaner
- Scrubber and polisher
- Upholstery cleaner

## Cleaning Materials and Chemical Agents

- All- purpose spray
- Disinfectant
- Cream cleanser
- Bleach
- Detergent
- Polish
- Glass cleaner
- Abrasives
- Polishing cloth

## The Maid's Cart or Trolley

Maid's cart is very important in housekeeping. It is like a giant tool box where all the supplies needed are placed during room service. It should have enough space to carry all the supplies needed by a room attendant in a specific shift. The wheels should also be easy to move and maneuver as the cart contains large amount of supplies.

There are three deep shelves in maid's cart. The lower two shelves are for stocking linens while the top shelf is used for stocking supplies. Heavier linens are placed on the lowermost shelf while the lighter ones are on the top shelf. The cart contains two bags: one for collecting soiled linens and the other one for collecting garbage. It has a storage space for vacuum cleaner and a hand container or caddy. The top of the cart is designed to have partitions for amenities and guest room brochures. It also contains a locked box for storing guest room keys.

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Items placed on the maid’s cart are determined based on the room category, guest amenities, and the size of the cart. Below is the standard number of linens usually placed in the maid’s cart.

Linen	Par Stock
Bed sheets	2 per bed
Bed spread	1 per bed
Face towels	1 per guest
Pillow cases	2 per bed
Bath mats	1 per bathroom
Mattress protector	Limited number
Hand towels	1 per guest

### Setting Up Maid’s Cart or Trolley with Cleaning Materials

There are standards to be followed in setting up a trolley or maid’s cart. For instance, bed sheets should be placed in one shelf, towel in another shelf, and bathroom amenities should be in a separate shelf. There should be a garbage bag in one corner of the maid’s cart with lid and another bag on the other end for storing soiled linens.

Common supplies loaded on the maid’s cart are shampoo, moisturizer, mouthwash, foam bath, shower cap, detergent, toilet rolls, tissue box, soap dish, disposal bag, bath towel, hand towel, face towel, bath mat, bed spread, and pillow covers.

Cleaning supplies should be kept in a separate hand caddy. Examples of items stocked on the hand caddy include: all-purpose cleaning solution, bowl and toilet brush, rubber gloves, color-coded rags, and scrubber.

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## Steps in Setting up a Maid's Cart or Trolley

- A. Preparation
  - 1. Get all items ready.
  - 2. Get assignment sheet from the housekeeping control desk.
  - 3. Clean trolley; wipe all areas using a wiping cloth designated for wiping the trolley.
  - 4. Collect the needed stocks from the pantry.
  - 5. Record all the needed items loaded on the cart on the room assignment sheet.
- B. Procedure
  - 1. Start stacking from the bottom shelf, which is intended for bed linens like bed sheets, top sheets, and pillowcases. Arrange neatly.
  - 2. Stack at the middle shelf the bathroom linens like bath towel, face towel and hand towel.
  - 3. Place on top of the shelf all the amenities and bathroom supplies. Arrange neatly.
  - 4. Stack the hand caddy with cleaning supplies starting from all- purpose cleaner, glass cleaner, dusting solution, and bowl brush. Next, the color-coded wiping cloth and sponge, then finally the glass wiper.
  - 5. Place the hand caddy on the base of trolley below the garbage bag and linen bag located at the right side of the trolley. Place trash bag on the left side of the trolley.
  - 6. Position vacuum and sweeping equipment on one side of the trolley.
- C. Inspection
  - 1. Inspect to ensure that trolley is properly stacked, properly arranged, and clean.
  - 2. Check if the linen bag and trash bin are empty and clean.

## Tips in Setting up a Maid's Cart

- ✓ The maid's cart should be clean, well organized, and well stocked with all the supplies.
- ✓ Remember not to overstock the cart as overstocking will cause accidents or damage to the supplies.
- ✓ It is important to always record the items loaded on the cart on the room assignment sheet.
- ✓ Once the shift is over, the maid's cart or trolley must be returned to the floor pantry. Make sure that all its shelves are locked.

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## ACTIVITY NO. 4

Form groups with five or six members and do the following:

- a. Group Activity
  - Make a list of all the cleaning tools, materials, and cleaning agents that you have at home.
  - Recommend the cleaning tools, materials, and cleaning agents that you think should be added to the list and why it should be added.
  - Ask your mother about the advantages and disadvantages of using traditional cleaning materials.
  - Be ready to report to class all your findings through slides presentation.
- b. Demonstrate setting up of maid's cart or trolley with the cleaning materials.

**A. Analyze the question. Then answer the given question in 3-5 sentences.**

### RUBRICS:

**3 pts- Answer has clear understanding of the concept.**

**2 pts- Answer has limited understanding of the content.**

**1pt- Answer has no understanding of the concept.**

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## B. Scoring Rubrics On Setting Up Of Maid’s Cart Or Trolley With Cleaning materials

Demonstrated correctly and appropriately on setting up of maid’s cart or trolley with 5 cleaning materials	100
Demonstrated correctly and appropriately on setting up of maid’s cart or trolley with 4 cleaning materials	90
Demonstrated correctly and appropriately on setting up of maid’s cart or trolley with 3 cleaning materials	85
Demonstrated correctly and appropriately on setting up of maid’s cart or trolley with 2-1 cleaning materials	80
Did not demonstrate correctly appropriately on setting up of maid’s cart or trolley with no cleaning materials	70

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## 5. IDENTIFY IMPORTANT TERMINOLOGIES USED IN HOUSEKEEPING SUCH AS ROOM STATUS, DOOR SIGNS, GUEST'S TYPE AND GUEST ROOM CLASSIFICATIONS.

### PREPARE ROOMS FOR GUEST

#### Introduction:

#### Terminologies Used in Housekeeping

Room status terminologies are used by both housekeeping department and front desk in communicating with each other regarding room occupancy. It is very important that these two departments continuously communicate with each other, not only to maximize sales and revenue but to avoid problems like room status discrepancy- a situation wherein the housekeeping departments' description of a room status is different from the room status information being used by the front desk to assign guest rooms. This situation will create big problems if not resolved. This is why close coordination between these two departments is extremely important.

Executive housekeeper also uses the terminologies for room status to closely estimate the number of housekeeping needed on any particular day and to schedule them accordingly. Out of Order (OOO) rooms, Vacant (VC) rooms, and sleep outs are examples of important room status terminologies that would mean there is no need for the housekeepers' service to clean these rooms. Below are terminologies used by housekeeping and front desk.

#### Important Terminologies for Room Status

- **Pre-register-** A guest has booked a room earlier for earlier morning arrival.
- **Occupied (OCC)-** A guest is currently occupying the room.
- **Occupied Clean (OC)-** There is a guest occupying the room and it has already been cleaned by the room attendant.
- **Occupied Dirty (OD)-** There is a guest occupying the room and it has not been cleaned by the room attendant yet.
- **Extra Bed (XB)-** There is an extra bed being used in the guest room.
- **Light Baggage (LB)-** The guest occupying the room does not have a baggage.
- **No Baggage (NB)-** The guest occupying the room does not have baggage
- **No Need Service (NNS)-** A guest requested a "no service" for the room.

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- **Stay over-** The guest is not expected to check out today and will remain at least one more night.
- **On-change-** The guest has departed, but the room has not yet been cleaned and not ready for new occupants.
- **Do Not Disturb (DND)-** The guest has requested not to be disturbed.
- **Cleaning in Progress-** Room attendant is currently cleaning the room.
- **Sleep-out-** A guest is registered to the room, but the bed has not been used.
- **Skipper-**The guest has left the hotel without making arrangements to settle his or her account.
- **Vacant and Ready or Vacant and Clean (VC)-** The room has been cleaned and inspected and is ready for the arriving guest.
- **Vacant Dirty (VD) –** The room is vacant but has not yet been cleaned.
- **Out of Order (OOO)-** Rooms kept under out of order are not sellable and these rooms are deducted from the hotels inventory. A room may be out of order for a variety of reasons, including the need for maintenance, refurbishing and extensive cleaning, etc.
- **Out of Service (OOS)-** Rooms kept under out of service are not deducted from the hotel inventory. This is a temporary blocking and reasons may be malfunctioning bulb fuse, TV remote not working, kettle not functioning properly, etc. These rooms are assigned to the guest once these small maintenance issues are fixed.
- **Lock-out-** The occupied room has been locked which disallows the contact guest to re-enter until he or she comes into contact with hotel staff to clarify his or her status.
- **Did Not Check Out (DNCO) -**The guest made arrangements to settle his or her bills (and thus not a skipper), but has left without informing the front desk.
- **Due Out-** The room is expected to become vacant after the guest checks out.
- **Check Out (C/O)** The guest has settled his or her account, returned the room keys, and left the hotel.
- **Late Check Out-** The guest has requested and is being allowed to check out later than the normal or standard departure time of the hotel.
- **Expected Departure (ED )-** is the same as "due out" which means the guest would depart prior to the check out time of the following day.
- **Inspected Clean –** The room is double checked by the floor supervisor after the cleaning of room attendant.
- **Complimentary-** The room is occupied for free (Setupmyhotel.com 2015).

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## Guest Room Classifications

- **Single Room-** A room that accommodates only one person and has a single or queen-sized bed.
- **Twin Room-** A room can accommodate two persons with two twin beds
- **Double Room-** A room can accommodate two persons with double queen size bed.
- **Double-double room** - a room that can accommodate two to four persons with two to four persons with two-twin double or queen-size beds.
- **Triple Room-** A room that can accommodate two persons with two twin beds joined together by a common headboard. Medium tariff and budget hotels tend to provide this room setting, which cater to both couples and parties of two.
- **Studio or Murphy Room** –A room that is fitted with sofa bed or a Murphy bed(i.e. a bed that folds out of a wall or closet), which can be transformed from a living room at daytime and into bedroom during night time.
- **Suite-** A room with one or more bedrooms and a living space. The bedrooms may be single, double, or twin double rooms.
- **President Suite-** The most expensive room provided by a hotel. Usually, only one president suite is available in a hotel. Similar to the normal suites, a president suite always has one or more bedrooms and a living space with strong emphasis on grand in –room decoration, high quality amenities and supplies, and tailor-made services (e.g. person with butler during the stay).
- **Villa-** A special form of accommodation which can be found in some resort hotels. It is a kind of stand-alone house that gives extra privacy and space to hotel guests. A fully equipped villa contains not only bedrooms and living room, but a private swimming pool, a Jacuzzi and a balcony. It is suitable for couples, families, and large groups.
- **Accessible Room-** This room type is mainly designed for disabled guests. The law requires that hotels must provide certain number of accessible rooms to avoid discrimination. The room setting of an accessible room is different from other standard room for guests' conveniences Common features include safety bars and emergency buttons in the bedroom and bathroom , touch floor lamps, fire alarm lights, outward opening doors for bathroom, etc. The rooms should always be located at the ground or lower floors and should be near the elevators for easier access of disabled guests. This room type is also suitable for seniors or old people.

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- **Balcony Room-** A room with a balcony.
- **Room for Extended Stay-** This room type can be found in service apartments and hotels that targets guests who are staying for along period(e.g., expatriates). Open kitchens and cooking equipment are usually available in the room. Some would also provide housekeeping services once a week in a regular basis.
- **Smoking or Non Smoking Room-**Many hotels provide both smoking and non-smoking rooms for their guests. In order to minimize the effects of second hand smoke exposure of non-smoking guests, some hotels group all smoking room in certain floors and separate them from non-smoking rooms.
- **Adjacent Room-**These are rooms close by or across the corridor but are not side by side.
- **Adjoining Room-** Rooms that are side by side, but do not have a connecting door between them.
- **Connecting Room-** Two rooms that are side with connecting door between them.

## Hotel guests can be classified according to:

- **Trip purposes-** pleasure or business travellers
- **Numbers-** independent or group events
- **Origin-** local or overseas travellers.

## Classification of Hotel Guest

1. **Leisure Travellers-** They are individuals who travel to engage in leisure activities, outdoor recreation, for relaxation, to visit friends and relatives, or to attend sports or cultural events.
2. **Corporate Business Travellers-** They are individuals whose frequent bookings are usually made by enterprises with reduced room rates. Business travellers go on trip to conduct business, attend business meetings or workshop and engage in selling or purchasing of products.
3. **Free Independent Travellers (FITs) y** there are sometimes referred to as foreign independent travellers. FITs are international tourists who booked through travel agents. Group tourists tend to spend less and budget their spending allowance.
4. **Domestic Tourists-** They are local residents who stay at a hotel for special occasions and functions.

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- 5. **Conference Participants-** Individuals who travel to attend conference and whose accommodation is usually reserved by themselves, their enterprise, or conference organizer prior to the arrival.
  - 6. **Very Important Persons (VIPs)-**Very Important Persons may include celebrities, frequent-stay guests, guests in expensive rooms, guests with security risks, and top executives from enterprises.
  - 7. **Incognito-** They are guests who stay in a hotel with concealing identities to avoid notice and unwanted attention.



## ACTIVITY NO.5

- 1. Recommend to the following guests the most suitable room types, discuss your answer with a classmate.
  - a. Two friends who are going to Tokyo for a vacation.
  - b. An American who is assigned by his boss to work in the Philippines for a year.
  - c. A big family group would like to go Thailand and is looking for a resort with relaxing facilities that can provide privacy.
- 2. Work as a group with four to five members. Choose two different hotels and go to their official websites. Find out how many room types the hotels have.

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## 5. Follow standard operating procedures in institutional cleaning.

### CLEANING GUEST ROOM

#### Introduction:

Cleaning guest room is a concept of sanitation and waste management that provides learners an effective management of waste that helps to keep and maintain our environment clean and green. (Im- household services) pp. 90.

#### Important Tips:

Here are the Standard Operating procedures in institutional cleaning a Hotel Guest Room: pp54.

1. Leave the door wide open as you enter the room.
2. Position the maid's cart.
3. Turn on master switch to check whether the lights are functioning properly, then switch off after checking. Adjust or switch off-air conditioning unit depending upon hotel's policy.
4. Draw back curtains or draperies to allow light to come into the room.
5. Empty all waste bins from bedroom and bath
6. Wipe trash bins, place trash bags in the trash bins, and put the bins back to where they are located.
7. Place all the dirty glasses and ashtrays in the bathroom.
8. Place clean bed sheets on a clean desk. Start cleaning by removing or stripping the bed sheets off the bed.
9. Pour cleaning disinfectant solution into the toilet bowl to allow solution to work before proceeding to bedroom cleaning.
10. Go back to the bedroom and make the bed.

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11. Wipe the lamp starting from the base using appropriate colored cloth for wiping lamp and multi-purpose cleaner.
12. Dust starting from the top of the highest piece of furniture, tops of picture frames, window frames, and fitted lights. Dusting procedures help in checking for missing or lacking items including defects in the room.
13. Wipe and sanitize surfaces. Use the allotted colored cloth for wiping surfaces to avoid cross contamination. Pay attention to the remote control, all knobs, locks, computer equipment, telephones and other high contact areas.
14. Vacuum the bedroom.
15. Clean the bathroom.
16. Thoroughly clean hand basin with disinfectant cleaning solution. Soak in hot water all dirty glasses. Wash and allow glasses to drip-dry. Clean ashtrays and allow to dry.
17. Clean hand basin and wipe to dry.
18. Clean the bathroom floor last, starting at the farthest end.
19. Clean toilet bowl from the inside out, finishing off by ensuring that seat and handles are thoroughly cleaned.
20. Replace bath linen and amenities.
21. Clean bathroom floor last, starting at the farthest end.
22. Check the room at once to ensure all is set to hotel standards. Leave the room with a neutral odor and at a balanced temperature.
23. Vacuum from the back of the room toward the door as you go out and then close the door.

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