**HOUSEKEEPING SERVICES**

**QUARTER 1**

**LESSON 1: PROVIDE HOUSEKEEPING SERVICES TO GUESTS**

**1. Receive Housekeeping Request**

**2. Provide Housekeeping Services**

**3.Provide Advice to guest**

**4.Liase with other departments**

**LESSON 2: CLEAN AND PREPARE ROOMS FOR INCOMING GUESTS**

**1. Set-up equipment and trolleys**

**2. Access rooms for servicing**

**3. Make up Beds**

**4. Clean and clear rooms**

**5. Clean and store trolleys and equipment**

**LESSON 3: PROVIDE VALET OR BUTLER SERVICES**

**1. Provide valet services**

**2. Display professional standards**

**3. Care for guest property**

**Content Standard:**

**This course is designed to enhance the knowledge, skills and attitude of housekeeping staff in housekeeping services, preparing guest’s rooms, providing valet/butler service, laundering linen and guest’s clothes, cleaning premises and equipment in accordance with industry standards. It covers the basic, core and common competencies in HOUSEKEEPING NC II.**

**QUARTER 2**

**LESSON 1: LAUNDRY LINEN AND GUESTS CLOTHES**

**1. Collect Laundry for laundering functions**

**2.Perform laundering functions**

**3. Process laundered items**

**4. Return laundered items**

**LESSON 2: CLEAN PUBLIC AREAS FACILITIES AND EQUIPMENT**

**1. Select and set up equipment and materials**

**2. Apply cleaning technique**

**3. Clean dry and wet areas**

**4. Maintain and store cleaning equipment and chemicals**

**LESSON 3: DEAL WITH/ HANDLE INTOXICATED GUESTS**

**1. Determine the level of intoxication**

**2. Apply appropriate procedure**

**3. Comply with legislation**

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**Textbook/ Source: Housekeeping Services Textbook**

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