



# PORTFOLIO IN HOUSEKEEPING NCII

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# 1. Provide Housekeeping Services to Guests

## • Receiving Calls and Delivering Guest's Request



Answer the telephone after 3 rings. Greet the guest, introduce yourself, and ask how you may help her. After she states her request, ask her name, her room number, and the time she would like to deliver her item. After that, ask if there's anything else she needs. If none, thank the guest and say, "have a nice day, enjoy your stay". Wait for the guest to cut the call.



Knock the door three times and say "Housekeeping". Wait for the guest to respond. Open the door, introduce yourself and the reason why you are there, and ask permission to enter the room.



Ask the guest where she would like to put her requested item. After that, you may do suggesting. Suggest the new activities in your hotel or the best seller in the house. After that, ask the guest if there's anything she needs. If none, greet the guest and politely excuse yourself, then leave the room.

## 2. Clean and Prepare Rooms for Incoming Guests

- Set up Equipment and the Trolley



Check first the trolley if there are damages. Make a report if necessary. Check the wheels if there are cuts. Also check the rubber bumper if there are hair follicles, remove it to avoid accidents.



Clean the trolley using a cleaning cloth. Make sure to clean it thoroughly. Then check the supplies if it is enough for the day, if not, make a report and request.



The trolley has 3 compartments. On the upper part, the guest amenities are placed. Such as shower cap, comb, shampoo, hair conditioner, toothbrush, toothpaste, etc.



On the first compartment, the extra pillows are placed.



On the second compartment, extra bed linens, pillow cases, bath towel, face towel, and hand towel are placed.



On the third compartment, caddy basket and cleaning chemicals are placed. The chemicals are: all purpose powder, disinfectant, muriatic acid, glass cleaner, air freshener, furniture polisher, etc. Inside the caddy basket are the bathroom cleaning materials.



Fiber duster, vacuum cleaner, caution signages, and plastic bag for soiled linens are placed on the other side.



Mop, broom, dust pan, cob webber, floor polisher, and plastic bag for garbages are placed on the opposite side.  
After using the trolley, place it in a proper place to avoid damages and accident.

## • Accessing Vacant Rooms for Service



Knock the door three times and say "Housekeeping". If there's no response, open the door using your key.



Dust the furnitures using fiber duster to remove dirts.



Turn on the lights.



Clean the walls using a fiber duster or cleaning cloth.



Open the curtains and the window. Then turn off the aircon



Clean the mirror with glass cleaner and cleaning cloth or squeegee.



Empty the ash tray.



Get the cobwebs using the cobwebber.



Get the soiled linens, garbages, and the soiled dishes. Put it in the trolley.



Sweep the floor using the broom and dustpan.



Vacuum the bed, the floor, and the carpet. Use mop if necessary.



Proceed to bed make-up.



Take a final look, and put an air freshener.



After making the bed, clean the bathroom and wear rubber gloves and rubber boots. Bring the caddy basket.



If everything is done, turn off the lights and close the door.



Replenish the guest amenities such as toothbrush, toothpaste, shampoo, etc.



Check the facilities and equipment, make a report if necessary.

## • Bed Set-up (Traditional Set-up)



Strip the bed.



Fold the linens.



After that, place the clean mattress pad then the fitted sheet.



Place the first sheet.



Place the second sheet.  
It must be in the wrong side and edge-level.



Place the blanket 8 inches away from the edge of the bed.



Place the third sheet on the same level as the blanket.



Fold the second sheet, blanket, and the third sheet together.



Mitter or insert all the sheets.



Fold the edge part either in 45°/envelope or 95°/box.



Put pillowcase and place the pillow near the headboard.



Fold the towel. Be creative and make your own design.

## • Bed Set-up (Duvet/Modern Set-up)



Strip the bed.



Fold the linens.



After that, place the clean fitted sheet.



Place the first sheet and mitter.



Place the two pillows near the headboard.



Next is place the duvet.



Mitter the lower part of the duvet.



Make a line on the pillow part.



Fold the towel. Be creative and make your own design.



Turndown Service: clean the room and arrange the bed for the guest to sleep.

### 3. Provide Valet/Butler Service

#### • Shoe Polishing



Check what type of shoes to be polished



Put the shoe polish using the shoe buffer. Then scatter it using the shoe brush. Leave it for 3-5 minutes.



Since it is a leather type of shoes, prepare the shoe brush, shoe buffer, shoe polish, cleaning cloth, and a water sprayer.



After the said time, wipe the shoe using the cleaning cloth to make it shiner.



Clean the shoe using the cleaning cloth, clean first the inner side then proceed to the outside.



After polishing the shoe, return all the materials on its proper place to avoid accidents.



Using the shoe brush, brush the heels in one direction. Use a water spray and a cleaning cloth for dirts that are hard to remove

## • Valet Service



Knock the door three times and say "Valet Service". Wait for the guest to response.



Ask the guest if is there anything he needs. If none, politely excuse yourself and leave the room.



Open the door and greet the guest. Introduce yourself, and state the reason why you're there.



Knock the door again and say "Valet Service". Wait for the guest to response.



Ask the guest to fill out the form.



Open the door, greet the guest, introduce yourself, and say "I'm here to deliver your well pressed iron cloth. May I come in sir?"



Ask where did the guest put his clothes to be laundered.



Ask the guest where he would like his cloth to be placed.



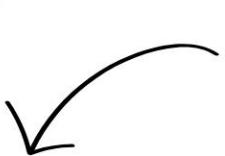
Read the form, and explain to the guest about the service he's requesting.



Ask the guest to affix his signature on the delivery form. And inform him about the bill.



Ask the guest what mode of payment would he more prefer. Either it's cash or charge to bill. If it's charge to bill, ask the guest to affix his signature on the form to process the request.



If it's cash, ask the guest to kindly wait for the cash receipt and change if there's any.



Knock the door again and say "I'm here to deliver your cash receipt and your change sir. May I come in?"



Ask the guest to affix his signature on the cash receipt. Then give him a copy.



You can also suggest to the guest to try new activities in your hotel. Ask the guest if there's anything he needs, if none then politely excuse yourself and leave the room

## • Ironing Guest's Clothes



Prepare all the tools and equipment needed. Place the rug mat underneath to avoid the ironing board from shaking and to protect the cloth from touching the floor.



Get the pants from the hanging stand.



Check the flat iron if it is working and if there are cuts. Make a report if necessary. Then plug the wire.



Next, check what type of cloth to be ironed.



Check what type of cloth to be ironed. Set the iron accordingly.



Set the iron accordingly and check if the temperature is already okay.



Iron first the wrong side. The collar, yoke, sleeves and cuff, the front panel and the back part.



Iron first the wrong side. From the waist line, yoke and the pockets, the seam line and then the hem line.



Turn it to the right side and do the same procedure.



Turn it to the other side and do the same procedure.



After ironing, hang it on the hanging stand.



Unplug the wire, don't roll it if the iron is still hot.



After doing the ironing, make sure to keep all the tools and materials on its proper place.

## • Butler Service (Packing Guest's Luggage)



Greet the guest, and introduce yourself as his butler attendant for the day.



Ask the guest to affix his signature on the checklist. Then ask permission to start packing his things.



Ask him where did he put his luggage.



Next, pack his things starting with the pants, polo shirts, t-shirts, towel, and shoes. Put the undergarments, and amenities on the other side.



Ask the guest permission to open the luggage. Then ask where are the items to be packed.



Before closing the luggage, ask the guest if there's anything else he wants to add. If none, ask permission to close the luggage.



Get all his things.



Ask the guest where he would like his luggage to be placed.



Do a checklist of the guest's items.



Ask the guest if there's anything else he needs. If none, thank the guest, politely excuse yourself and leave the room.

## • Butler Service (Unpacking Guest's Luggage)



Greet the guest and introduce yourself. Ask the guest where did he put his luggage.



Get the luggage. Ask permission from the guest to open his luggage.

Ask the guest to affix his signature on the checklist.



Arrange the guest's things in on the bed.

Ask the guest where he would like to place his things. Then start arranging it.



Do a checklist.

After that, ask the guest where to put his luggage. If there's anything else he needs. If none, thank the guest, politely excuse yourself and leave the room.



## 4. Laundry Linens and Guest's Clothes



Prepare all the materials, chemicals, and equipment needed.



While waiting for the powder to be dissolve, do the 3s: Separate (colored and white), Sorting (clothes and linens), and Segregate (laundry cleaning or dry cleaning).



Check the equipment if there are any damages or cuts, make a report if necessary. Then check if it is working.



Prepare the basins. 1 for flushing, 3 for rinsing, and another 1 for soaking in fabric conditioner.



Plug the wire.



Then proceed to flushing the clothes to remove water soluble dirts. Extract the excess water.



Get water depending on the amount of the clothes to be laundered, and pour it on the washing machine.



Next is do the sudsing. Then spin it depending on the type of the clothes being washed.



Put detergent powder and spin it for 2-3 minutes to dissolve the powder.



After couple of minutes, check the clothes if there are any stains, use stain remover if necessary. If none, proceed to rinsing.



Rinse the clothes until the bubbles are gone.



Hang the clothes in the wrong side. After washing the white, proceed to the colored ones and do the same procedure.



Put a right amount of fabric conditioner on a basin.



After doing the task, drain the water. Unplug the wire. Clean and wipe the washing machine and make it dry.



Then soak the clothes for about 3-5 minutes. After that, extract the excess water.



Return all the tools, equipment, and chemicals on their proper place to avoid accidents. Put labels on the chemicals to avoid mixing.



Dry the clothes using the dryer. Spin it for 2-3 minutes.



Mop the area, and make it dry to avoid slippery.

## 5. Clean Public Areas, Facilities, and Equipment

### • Bathroom Cleaning



Prepare all the tools and chemicals needed.



Put muriatic acid or disinfectant, and leave it for 5-10 minutes.



Knock the door 3 times and say "Housekeeping" to check if there's a guest inside.



Dissolve the all purpose powder and disinfectant with water in a basin.



Open the door and turn on the lights.



Proceed in cleaning the walls. Splash water to make it wet.



Get the soiled linens and garbages. Put it in the plastic bag.



Scrub the wall using a scoring pad/sponge and the solution you made.



Flush the toilet.



Clean the shower.



Clean the lavatory sink with scoring pad and the solution.



Proceed in cleaning the floor. Splash water, the solution, and brush corner to corner using a push brush.



Clean the mirror with glass cleaner and squeegee.



Then rinse everything. Wipe it all using a cleaning cloth to make it dry. Include the floor to avoid slippery.



Get the cobwebs using the cobwebber.



Replenish guest amenities such as toilet paper, shampoo, soap, toothpaste, and toothbrush.



Proceed in cleaning the bowl, scrub the outside surface using a scoring pad and the solution.



Make a final look, and put air freshener or deodorizer.



Then brush the inner surface with toilet brush.



Turn off the lights. Leave the door open in 45 degrees to avoid suffocation of the guest.

## 6. Deal with/ Handle Intoxicated Guest

### What is alcohol intoxication?

The quantity of alcohol the person consumes that results physical and behavioral abnormalities

### What are the signs/symptoms of alcohol intoxication?

Distorted speech, smell of alcohol, drowsy eyes, uncontrolled body movement, and unpleasant speech.

### What are you going to do if you notice your guest showing signs of alcohol intoxication?

Approach the guest politely, slow down service, offer foods and non-alcoholic drinks. Ask for assistance from your colleagues.

### What are the three steps when asking Intoxicated patron to leave the premises?

1. Approach the guest politely, and explain to the policies regarding to intoxication.
2. Notify the spouse or friends of the intoxicated patron and ask for help from them.
3. Ask for assistance from your supervisor.

### Why is it important to record incidents involving intoxication?

It will serve as an evidence.