

# Technology and Livelihood Education Housekeeping

Quarter 1 – Module 8:  
Hotel Management: Safety  
Practices



**Technology and Livelihood Education – Housekeeping Grade 9**  
**Quarter 1 – Module 8: Hotel Management: Safety Practices**

**First Edition, 2020**

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## **Technology and Livelihood Education Housekeeping**

Quarter 1 – Module 8:  
Hotel Management: Safety  
Practices



# Introductory Message

## For the facilitator:

Welcome to the Subject Technology and Livelihood Education (TLE) - Housekeeping Grade 9 of the Alternative Delivery Mode (ADM) Module for lesson: **Hotel Management: Safety Practices**.

This module is collaboratively designed, developed, and evaluated by select secondary TLE teachers with the help of expert-teachers, school heads, and division program supervisor who specialize in EPP/TLE of the Schools Division of the Island Garden City of Samal. It will serve as your aid and guide in helping students achieve the standards set by the K to 12 Curriculum. Through this, students will be able to meet and overcome personal, social, and economic challenges in learning.

This course aims to guide and enable students to become independent learners in going through the various learning activities based on their abilities, speed, and time. It also targets to assist students achieve 21<sup>st</sup>-century skills with utmost consideration of their needs and living conditions.

As a facilitator, you are expected to provide students with an orientation or preliminary information on how they will use this module. You need to also monitor and record their progress while allowing them to manage their own learning. Aside from this, you are expected to further encourage and guide the students as they carry out the activities included in this module.

## For the learner:

Welcome to the Subject Technology and Livelihood Education (TLE) - Housekeeping Grade 9 of the Alternative Delivery Mode (ADM) Module for lesson: **Hotel Management: Safety Practices**.

This module is created to meet your educational needs. It aims to help you in your studies while you are not inside the classroom. Also, it seeks to give you meaningful work and opportunities to learn lessons.

This module has components and icons that you must go through to process your learning.



### Let Us Learn

In this section, you will know the skills that you must learn in this module.



### Let Us Try

This section will test your previous knowledge or skills of the lesson in the module through a preliminary assessment.



### Let Us Study

There will be brief exercises to help you connect your previous knowledge to the current lesson. In this section, the new lesson will be introduced through a story, poem, play, introductory problem, task, or situation.



### Let Us Practice

There will be a short discussion in this section. This aims to help you understand new concepts and skills.



### Let Us Practice More

This section consists of guided activities and free practices that will further enhance your understanding and skills of the subject matter. You can check your answers in the practice activities using the answer key in the last section of this module.



### Let Us Remember

This section contains questions or sentence or paragraph completion that will process what you have learned in the lesson.



### Let Us Assess

This section contains activities that will help you translate new knowledge or skills into real situations or realities of life.



### Let Us Enhance

In this section, you will be given additional activity to enhance your learning or skill in the lesson.



### Let Us Reflect

This section is an activity that aims at assessing or measuring the level of learning in acquiring meaningful knowledge and skills through reflective questions.



### Answer Key to Activities

This section contains the correct answers in all the activities in this module.



## References

This is located on the last page of the module where it contains a record of the sources of data/authorship in the creation or writing of this module.

The following are important reminders in utilizing this module:

1. Handle this module with care. Do not write or put other marks in any part of this module. Use a separate sheet of paper in answering the practice activities.
2. Do not forget to answer the *Let Us Try* before proceeding to the other practice activities inside this module. Maintain honesty and integrity in doing or performing the practice activities and in checking the answers.
3. Read carefully the instructions before doing each practice activity.
4. Finish the current practice activity before going to the next ones.
5. Return this module to your teacher or facilitator after answering all the activities.

If ever you find it hard to answer the practice activities in this module, do not hesitate to refer to your teacher or facilitator. You can also ask for help from your mother or father, or from your older siblings, or from anyone else in the house who is older than you. Always remember that you are not alone.

We hope, through this module, that you will experience meaningful learning and will fully acquire your desired knowledge. You can do this!







## Let Us Learn!

This module was designed and written for you. The purpose is to help the learners understand the field of Technology and Livelihood Education-Housekeeping 9. This will also assist the teachers and facilitators in imparting the knowledge and skills to the learners. The scope of this module permits it to be used in many different learning situations. The lessons are arranged in accordance to the Learning Outcomes found from the MELCS.

### LO4: Clean Rooms (**TLE\_HEHK9-12RG-IIa-b-6**)

This lesson in TLE- Housekeeping grade 9 aims the students to:

1. define hotel rooms;
2. identify hotel rooms defects;
3. give minor and major hotel room defects and repair;
4. explain the types of repair work;
5. define safety and security;
6. observe guests' safety and security in hotel establishment; and
7. give the importance of keeping hotel guest and employees safe.



## Let Us Try!

Direction: Multiple choice. Read the statement carefully and choose the letter of the correct answer. Write your answers on your activity notebook.

1. All tools help in maintaining their efficiency and keeping its life long.
  - A. Repair
  - B. Storing
  - C. Cleaning
  - D. Maintenance
2. Which of the following defects could occur in a guest room?
  - A. Broken light bulb, Toilet flush not functioning
  - B. Toilet rolls tissue, Room Category
  - C. Hand caddy, Missing tools,
  - D. Make a" Caution" signage
3. Who are responsible for regularly checking of minor or major defects of rooms?
  - A. Butler
  - B. Maintenance Supervisor
  - C. Housekeeping Supervisor
  - D. Room attendants and Supervisor

4. This is a systematic approach to maintenance in which situations are identified and corrected on a regular basis to control cost and keep larger problems from occurring.
  - A. Routine
  - B. Regular
  - C. Schedule
  - D. Preventive
5. What will you do if Miss Corona complain and disappointed to her hotel room assignment, due to air conditioning not function well?
  - A. Ignore
  - B. Escape
  - C. Transfer her to other room
  - D. All of the above
6. It is a protection of an individual's physical well-being and health.
  - A. Safety
  - B. Threat
  - C. Security
  - D. Protection
7. Which one is a simple but important practice to follow when it comes to hotel safety practices procedures?
  - A. Call the Security
  - B. Inform the guest
  - C. Protection yourself
  - D. Report suspicious behavior
8. On how will you guard your room key or access card as a hotel guest?
  - A. Keep it to the housekeeping staff
  - B. Don't set the key or card in a visible
  - C. Leave the key or card to the front office
  - D. Distance yourself to the people around
9. The hotel held legally responsible for guests and employee's safety.
  - A. No
  - B. Yes
  - C. Maybe
  - D. All of the above
10. Hotel must provide safe workplace for employees by complying with OSHA Occupational Safety and Health Administration, safety and health standard.
  - A. No
  - B. Yes
  - C. Maybe
  - D. All of the above

# Lesson

8

## Hotel Management: Safety Practices



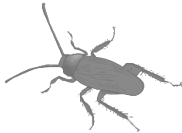
**Let Us Study!**

### Picture Gallery

Now that you have answered and checked the pretest, let us try answering at this point a few exciting pictures of your previously discussed lesson. You may use your activity notebook to write your answers.

Direction: Identify what type of pesticide must be used to kill and control the pests shown below.

1.



\_\_\_\_\_

6



\_\_\_\_\_

2.



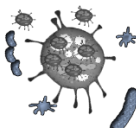
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7.



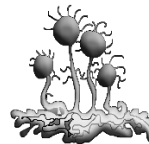
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3.



\_\_\_\_\_

8.



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4.



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9.



\_\_\_\_\_

5.



\_\_\_\_\_

10.



\_\_\_\_\_

## Access Rooms for Servicing What is Hotel Room?

1. **Hotel rooms** in hotel have been relished completely using original pieces of design and are taken care of down to the last detail.
2. **Classic Room.** Bedroom. Comfortable room decorated in pastel tones. Standard rooms are equipped with shower or bathtub and some of them with balcony overlooking hotel garden. Each room is air conditioned and has a flat-screen TV with international TV channels, cozy king size bed and spacious wardrobe.
3. **Housekeeping staff's** work is not limited to cleaning. They are also responsible in maintenance checking as they are the ones who see the situations of their assigned floor area. They check the room for maintenance and report their findings to the control desk. The control desk in charge will record it in the room checklist and the maintenance department will take charge of the repair.
4. **Repair** means responding to the breakdown of equipment and undertaking work to correct the problem in order to return the equipment to a working condition.

## Give Minor and Major Hotel Room Defects and Repair

Minor and Major defects are described as "A defect, other than a major defect". The overall extent of minor defects is described within the report. This includes faulty electric plugs, dripping faucets, leaking pipe, or malfunctioning air-conditioning, blemishes, corrosion, weathering, paint deterioration, wall dents due to physical damage and the like. It is expected that defects of this type would be rectified as part of the normal ongoing hotel property maintenance.

Major defects safety hazards and maintenance defect requires repair or replacement. A need for urgent repairs is reported to maintenance over telephone and these requests are usually dealt with promptly if the rapport between the two department is good.

Good maintenance habits an effective repair system will minimize the amount of time equipment is unusable. "The maintenance and repair of equipment should be centrally managed"

## Defects that could occur in a guest room include

- \* Missing or broken light bulb Breakages
- \* Malfunctioning equipment
- \* Carpet stains

- \* Deliberate damage caused by guest
- \* Broken tiles
- \* Broken socket

### **Various Heads under maintenance work:**

<b>Electrical work</b>	Air conditioning and heating, fused bulbs, lights and lamps that are not functioning, defective plugs and plug points, short circuits and faulty geysers, refrigerator and mini bars fall under this category.
<b>Boiler Work</b>	This is necessary to maintain a supply of hot water to guestrooms.
<b>Mechanical Work</b>	To fix and repair replacement of any faulty equipment, such as vacuum cleaners, ice cube machine and so on.
<b>Plumbing work</b>	This deal with faulty faucets, showers, drainage systems, water closets and so on.
<b>Civil work</b>	Any masonry work comes under this head.
<b>Carpentry work</b>	Broken or shaky furniture mirrors, and cupboards in less than peak condition and fresh woodwork are all part of this. To look at another way, in terms of frequency, urgency and complexity of the job.

### **Three Levels of Maintenance Work:**

1. **Routine maintenance** – Involves maintenance activities that related to the generally upkeep of the hotel. They occur in regular basis, daily or weekly and required minimal training skills. Most of these routine maintenance activities carried out by housekeeping personnel, is the first step in the overall maintenance for the replacement fused light bulbs, polishing of furniture, cleaning of windows floor, and so on.

2. **Preventive maintenance** - It is important to have a schedule for preventive maintenance of each item of equipment. This consists of a timetable stating when (and how frequently) maintenance should be done, and a list of maintenance activities for each item. These schedules should provide simple guidelines for all types of equipment, covering the tasks to be undertaken in the following areas:

- Care and cleaning
- Safety checks
- Functional and performance checks
- Maintenance tasks (changing bulbs, lubricating moving parts, etc.)

**Preventive maintenance** is more often used and convenient because it is not appropriate for guests to check in and complain before repairs are done, there is the need to maintain guest confidence. It is easier to have a plan for your manpower and financial resources when you work using preventive maintenance because it assists you to have a better cost control.

**3. Schedule maintenance** - Need work order is the key elements of communication between housekeeping and maintenance. Technology wise some hotels install a computerized maintenance management system.

Engineering and maintenance department in most hotels keep records of all equipment operated by housekeeping personnel. The purpose is to provide documentation of all maintenance activity on a piece of equipment.

Record Keeping for Repair	
What should be recorded:	This provides information all about:
The details repair work done on each machine (including cause, suspected cause).	The history of each machine
Who carried about the repair?	Common problem
The spare parts and machine used.	The parts most frequently used What needs to be re-ordered.
The date equipment has broken down, the date it is required	<ul style="list-style-type: none"> <li>▪ What still needs to be repaired (which allows you to priorities the next week's tasks)?</li> <li>▪ The duration equipment is not use (down-time).</li> </ul>
The causes of any delays.	What the most common cause of delays are (skill, labor, spare parts, transport, moneys) and what resources may be needed to complete work on time.

## Steps and Procedure Repair Broken Tiles

- 1 - Using a needle scrape, scrub damage using a nail/brush plus 2 drops of dish -washing detergent in a cup of water, then rinse. Dry the area fully before proceeding.
- 2 - Shake the tube FAST for 2minutes to mix. Shaking also thins the TILE fix to deep penetration inside cracks and minimize air pockets.
- 3 - Ensure repair area is as cool as body temperature
- 4 - Apply one drop to cracks or enough or enough to fill the chip
- 5 - Turn tube 180 degree to the level or spatula.

## Steps and Procedure Repair Shaky Chair

### 1. Take the Chair Apart

Gather tools. Remove chair pad screws with cordless screw gun. Remove corner blocks -- tap out with rubber mallet if glued. Take apart loose joints with rubber

mallet. Wood shrinks over time and this aging process weakens the joints. Be sure to take care when removing the corner blocks and joints.

## **2. Clean the Pieces**

Mark pieces to know where to replace. Scrape old glue off joints, dowel pins and glue blocks with scraper, chisel (comes in handy for the tight areas such as around the dowels) or sandpaper. Clean and smooth surfaces.

## **3. Replace Lose or Broken Dowel Pins**

Start with a small pilot hole and use larger bit. Cut dowel pin off with a coping saw flush to surface. Mark the center of the pin. Drill pilot hold down through pin but not into chair frame. Match drill bit to the diameter of the dowel hole. Drill old dowel out. Check that the new dowel pin is nice and snug. Apply small amount of wood glue to nail and run around inside of hole. Apply glue to half of the dowel pin and tap it in gently with mallet. If new pin is too long, set old dowel pin next to it, mark length and cut off excess with coping saw.

## **4. Glue the Joints**

Spread glue around joints with finger - spread inside hold and around dowel pins, tape piece into place. Glue both male and female pieces to create the strongest of bonds. Repeat gluing process for all joints. It's better to use too much glue than not enough. You can always wipe off the excess. If you use too little glue, you may end up with a joint that was just as weak as before.

## **5. Reattach the Corner Blocks**

Use a strap clamp to hold frame together by putting a strap over the chair and around the rails of the body of the chair and adjust and ratchet until it's good and snug. You can also use a rope or an old belt, but a strap with a clamp works best. Glue and screw corner blocks back on by applying glue to the face of the rail and block with counter sunk side face-down, screw securely in place and wipe the excess glue with a damp rag.

## **6. Finish the Chair**

Don't forget to use the numbers that you wrote on the pieces to put everything back into its proper position. Leave the chair clamped for at least four hours. Use a touch-up stain stick to repair small nicks and scratches on the wood. When using a stain stick, start with the lighter shades first, and then progress to the darker shades.

## **Steps and Procedure Repair Faucet Leaking**

1. Turn off the water supply	The last thing you want is for the problem to reverse itself and your faucet to start spouting water. Turn off the water supply to the faucet at every supply point – from the handles to the main water supply. Shut it all off.
2. Remove decorative handle hardware	Use a flat head screwdriver to (gently) pry off any decorative aspects of your faucet handle hardware. Beneath the decorative knob, you will find screws that fasten the handle to the faucet stem. Use your flat-head to unscrew, then carefully remove the handle. If necessary, you can use penetrating oil to loosen the handle so that it lifts easily off of the stem.

3. Remove the packing nut	Using your wrench, loosen the packing nut and then remove the stem. The stem may come off easily, otherwise you'll need to manually twist it off from the valve. Once you've removed all the parts, inspect them to see whether they have sustained any damage.
4. Replace the O-ring and the washer	If the stem and handle are undamaged, your next step is to inspect the O-ring and the washer. You can find both inside of the valve.
5. Put everything back together.	Work backward to reassemble all the faucet parts you just took apart: O-ring, washer, stem, packing nut, screws, handles, and finally, decorative knobs. When you're done, turn the knob to test whether you were successful in fixing your leaky faucet.

## **Observe Hotel Management Safety Practices and Procedures:**

### **Importance of Safety**

**Safety** is the condition of a “steady state” of an organization or place doing what it is supposed to do. “What it is supposed to do” is defined in terms of public codes and standards, associated with architectural and engineering designs, corporate vision and mission statements, and operational plans and personnel policies. For any organization, place, or function, large or small, safety is a normative concept. It complies with situation-specific definitions of what is expected and acceptable

**Safety:** protection an individual’s physical well-being and health.

**Security** is the process or means, physical or human, of delaying, preventing, and otherwise protecting against external or internal, defects, dangers, loss, criminals, and other individuals or actions that threaten, hinder or destroy an organization’s “steady state,” and deprive it of its intended purpose for being.

**Security:** protection of an individual or business’ property assets.

The management must take care that the and procedure Safety and Security System Procedures cover the following areas. Guest Protection from crimes such as murder, abduction, and health hazards from outsider, hotel staff, pets, food poisoning etc. Providing staff lockers, insurances, health schemes, provident funds etc.

A smart hotel stays updated on the varying methods that keep the hotel guests and employees safe.

To maintain hotel’s reputation use, 21st century every choice is highly influenced by technology and the information systems and measures work together.

### **Move to Mobile Keys**

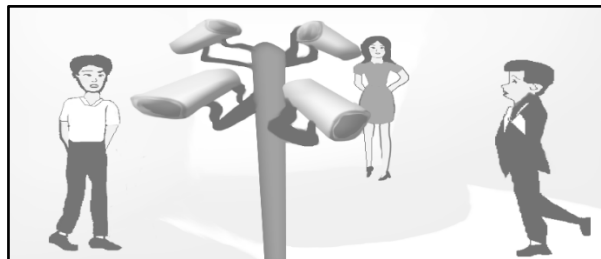
Most guest carry smart phones with them at all times, providing guest with mobile keys makes sense. Although patrons might misplace keys or key cards.



Further, mobile keys eliminate the risk of someone finding the card holder that reveals the room number of the room if unlock.

### **Install Advance Surveillance Technology**

The availability of technology in the market offers several types of surveillance systems, from face recognition devices to motion detectors to anti-tampering systems. Hotel can choose as much protection as they can to their guest and employees.



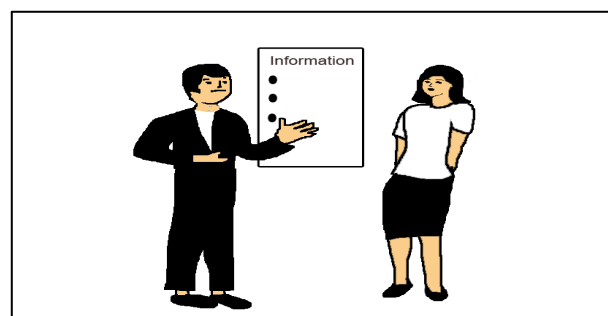
### **Train Employees to know Safety**

Hotel focus on guest safety and data security, can't overlook the safety and security of the employees for their health and productivity both which affect bottom line. Employees should have training in place for all hotel departments including engineering, front of house personnel management contractors, permanent, part time and casual employees.



### **Keep Your Guest Informed**

For the benefits of security system in the hotel inform guest ahead about the features of safety spiel. Simply develop a short, scripted explanation that the front desk employees easily give upon check in.



**Duty of Care:**

- Employers have a duty of care to provide a place of work that is safe and without risk to health.
- The hotel can be held legally responsible for the results of injury to guests and employees if it does not exercise reasonable care.

**Hotel Responsibilities for Guests Safety**

1. The hotel's facility
2. The hotel's staff
3. Policies and procedures implemented by the hotel

Hotel facilities the management and staff of the hotel should develop and maintain an active threat analysis.

**Threat Analysis:** a systematic procedure designed to identify and eliminate identifiable safety way risks. It is an organized procedure by which a hotel facility is assessed for possible hazards.

**Steps in Demonstrating commitment to reasonable care\ guests' safety:**

- 1 - Identifying and removing threats to safety.
- 2 - Informing guests about existing safety threats.
- 3 - Prohibiting behavior lighting that creates safety threats.

**Sources of Guest injuries in the hotel**

Bathroom	tubs and showers
Guestroom	unstable object, rough edges, defective furniture
Public and internal areas	defective carpeting and flooring, defective broken lighting, broken glass, elevators, obstacle in passageways.
Public and external areas	defective lighting, cracks in side walk, trash walking surface.

**Hotel Facilities:**

Example of possible hazards

1. Swimming pool without lifeguards.
2. Signage can be developed to communicate the risk and must be placed in highly visible place.

**Possible wording alternatives:**

1. Swim at your own risk.
2. No lifeguard on duty.
3. Adult swimmers only.
4. Children must be supervised by an adult.
5. No running or diving.

Additional steps that can be taken in a threat analysis program are to prohibit behavior by guests and others that could be a threat to safety. Example: Glass bottles or drinking glass in a pool area.

## **Staff Training**

**Administration**- responsible for developing and enforcing regulations to help assure safe and healthful working conditions.

### **OSHA- Occupational Safety and Health Administration**

- Guests safety is important, but the safety of employees when they work is equally important.
- OSHA is a federal agency established in 1970 that is responsible for developing and enforcing regulations related to assuring safe and healthful working conditions.
- The purpose of OSHA is help assure safe and healthful working conditions.
- It is also very aggressive in enforcing the rights of workers.

Policies and Procedures will vary by operation based upon:

- Hotel size
- Location
- Layout
- Guest amenities offered

Standardized, written procedures are still important to ensure employee/guest safety.

**Incident Report** - a document prepared to record the details of an accident, injury, or disturbance and the hotel's response to it.

Special Safety-Related Threats

- Swimming pool
- Spas
- Exercise Facilities
- Parking Areas

## **Swimming Pool Safety**

- Post the pool's operational hours and open the pool only during those hours.
- Clearly mark the depths of pools accurately and in both metric measure and in feet/inches.
- Make sure that the pool is properly illuminated
- Install self-locking door to prevent unauthorized access to the pool area.
- Have appropriate lifesaving equipment on hand and easily accessible, as well as at least one CPR (cardiopulmonary)certified employee on duty at all times or as long as the pool is open.

## SPAS

- Inspect and document the inspection of spa drain covers on a daily basis.
- Post all spa policy signs in the languages of guests.
- Install a thermometer and check the spa temperature frequently; recording your readings. A range not to exceed 102-105 degrees Fahrenheit (38.9-40.6 degrees Celsius) is recommended.
- Install non-slip flooring surfaces around the spa and provide stairs/ladders for entry and exit.
- Provide emergency telephone in the spa area that rings directly either to the front desk or to 911 depending on the preference of the hotel's insurer.

## Exercise Facilities

Signs act as a constant reminder of the dangers inherent to exercise facilities. In general, signs can be classified into four types:

Policy signs	stating rules and regulations involving the use of the facility
Warning Signs	stating specific risks in an area of the facility or with a particular piece of equipment.
Directional signs	indicating entrances, exits, fire evacuation plans, and other safety information
Emergency signs	indicating where various emergency items are stations, such as fire extinguishers, first aid kits, and telephone.

## Parking Areas

- Inspect parking lighting on a daily basis. Arrange for replacement of burned out lights immediately
- Inspect parking lot surfaces daily and arrange for pavement patches immediately if they threaten guest safety
- Ensure parking lot stripes and directional signs are easily seen to avoid pedestrian/vehicle accidents.
- Post easily readable signs in the parking lot reminding guests not to leave valuable in their vehicles.
- Require guests identify their vehicles by license number or make/color upon check-in

## Risk Management

The process of analyzing exposure to risk and determining how to best handle such exposure.

### Identification:

The process of managing risk it to identify potential risk. Risk are about events that, when triggered, cause problems. Hence, risk identification can start with the source of problems, or with the problem itself.

### Assessment:

Once risks have been identified, they must then be assessed as to their potential severity of impact (generally a negative impact, such as damage or loss) and to the probability of occurrence.

## **Control**

The process used to identify all practicable measures for eliminating or reducing the likelihood of injury, illness or disease in the workplace, to implement the measures in order to ensure their effectiveness.

## **Emergency Plans**

- A document describing a hotel's pre-determined intended response to a safety/security threat it may encounter.
- An emergency plan must be a written document. It is important because it must identify what management or employees should do in case of crisis.

Components of An Emergency Plan:

- Identify types of disasters that may occur, including natural disasters that may occur, including natural disasters (earthquake, landslide, floods)
- Provide a layout of the current hotel floor plan.
- Identify who should be notified for each emergency, and what method will be used.
- Establish specific duties and responsibilities of key individuals.

## **Hotel Emergency Procedures**

All hotels are required by law to provide their guests with a list of specific emergency procedures.

Because one of the most common emergency situations in a hotel is a fire, emergency procedures typically included:

- A detailed map of the floor and an outline of the route to closed exit.
- Emergency preparedness also includes a list of what to do once you've evacuated the hotel as well as what to do in the event that you're prevented from evacuating.

## **Evacuation**

- Hotels often post a room specific evacuation map at the back of the door to each room. The nearest exit is marked, as are all other exits on the floor in case the closest one is blocked
- Hotels that don't put individualized maps in each room are required by law to provide general floor plan maps.
- Front desk staff may highlight the nearest stairwells and exists to a guestroom on a paper copy.
- Emergency evacuation procedures begin by moving to exit when an alarm sounds, even if you suspect it's a drill
- Before opening the door, you should feel it for heat and look for smoke coming underneath the door.
- Barring any smoke or flames, hotel procedures dictate that you should exit via the safest, shortest route possible. If there's heavy smoke, you should stay low to the ground
- Never use elevator during an emergency evacuation, they may become stuck. Also, the fire brigade may need to use the elevators to assist people.

## Fire Alarm

- Should an alarm occur, hotel associates will conduct a rapid investigation of the alarms cause. Please remain calm and listen for instructions over the public address system. Trained hotel staff will advise all guests of the nature of the alarm and any actions that needs to be taken.
- In the rare event that a hotel evacuation is requested; follow the evacuation map that is located at the back of your guest room door. Take your guest key and leave the room. Walk to the closest stairway and leave the hotel
- If you are in a function room or food and beverage outlet, proceed directly to the nearest Emergency exit and exit the building.

## General Safety Information

- Never tell a stranger your room number
- When checking into your room, take time to study evacuation map at the back of the guest room door and note the location of the nearest emergency stairwell.
- Do not admit unexpected visitors into your room without first making identification. A view portal is provided in your door if there are any doubts about the person's true identity, please contact security.
- Guard your room key card. Do not set the key card down in a visible location when you are at a hotel pool or a dining room.
- Do not leave your room door open when carrying baggage into or out of the room or when using vending machine
- If you must leave valuable items in your room, use the guest room safe.
- Don't hesitate to ask a hotel employee to accompany to you to your room.



## Let Us Practice!

### Activity: Do the following.

Direction: Give your reaction on this hotel online review from a disappointed guest. Identify the hotel room defects mentioned. You may use your activity notebook to write your answers.



Your guest has a long trying day and all they are dreaming of is a relaxing blissful shower. Being presented with what looks like a master switchboard of shower and broken light bulb operations is certainly not what they were hoping for.



Answer 1. \_\_\_\_\_ 2. \_\_\_\_\_



Guest have paid for terrible nights it's not worth using, the Television doesn't work and even the air conditioning unit.



Answer 3. \_\_\_\_\_ Answer 4. \_\_\_\_\_

☹️ Guest arrives to what looks like their hotel room with jacuzzi, but the request is not granted due to the electric circuit and broken socket.

😊 Answer 5. \_\_\_\_\_ Answer 6. \_\_\_\_\_

☹️ The guest walking in the lobby going to his room it is terrible situation, happen to the guest he slips on the floor due to broken tiles.

😊 Answer 7. \_\_\_\_\_

☹️ Frankly speaking I found this hotel on online. We arrive this year at around 8:00pm. I noticed our room had a following defects the light socket in the shaver, bathroom was black with mold.

😊 Answer 8. \_\_\_\_\_ Answer 9. \_\_\_\_\_

☹️ We have stayed at the Darwin Hotel in Samal. I found out the balcony furniture's are shaky.

😊 Answer 10. \_\_\_\_\_



## Let Us Practice More!

Direction: Find the word/words below commonly found in the lesson. Write your answers on your activity notebook.

Defects  
Safety  
Hotel  
Broken tiles  
OSHA

Repair  
Procedures  
Maintenance  
Light  
Evacuation

Management  
Guest  
Practice  
Minor

Housekeeper

H	O	U	S	E	K	E	E	P	E	R	L	M	D
B	R	O	K	E	N	T	I	L	E	S	I	A	E
M	A	N	A	G	E	M	E	N	T	P	G	I	F
P	R	E	P	A	I	R	C	E	X	R	H	N	E
E	V	A	C	U	A	T	I	O	N	A	T	T	C
P	R	A	C	T	I	C	E	K	L	C	M	E	T
N	T	C	I	W	I	T	I	C	E	T	J	N	S
S	A	F	E	T	Y	Z	N	T	T	I	P	A	O
H	W	Y	E	B	M	I	N	O	R	C	L	N	S
P	R	O	C	E	D	U	R	E	S	E	C	C	H
G	U	E	S	T	H	O	T	E	L	D	V	E	A

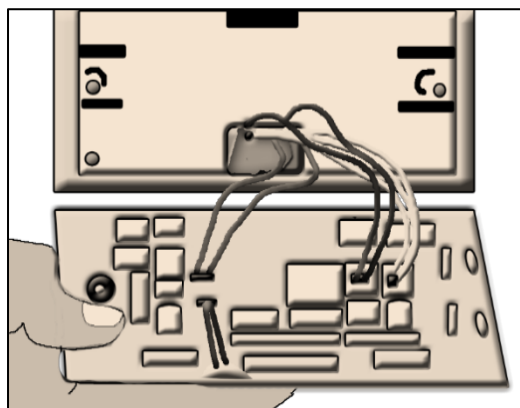
Note: The facilitator will be the one to check on your answer after you have returned this module.

## Role Play

Direction: Make your own video presentation with the given fact sheets of steps and procedure in repairing a defects socket. Apply how to do the given tasks. You can ask assistant from your brothers or sisters or anybody in the family. Rubrics are provided below as guide for video presentation. Just send your video through messenger or USB/CD.

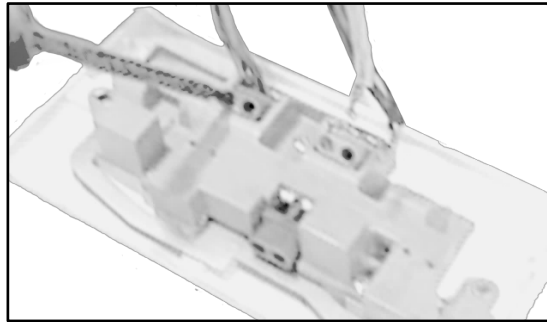
### Steps and Procedure in Repairing a Defects Socket

1. Loosen the retaining screws on the face plate of the socket in question. Put them to one side – making sure you don't lose them. You can use masking tape to stick them to the skirting board below for safekeeping.
2. Pull the socket outlet away from the socket box so that you can access the terminal connections on the back.
3. With the face plate away from the socket box you will be able to see three
  - Single or One pair of brown (live) conductors. These will be red if you are working with old cables
  - Single or One pair of blue (neutral) conductors. These will be black if you are working with old cables
  - Single or One pair of green and yellow (earth) conductors.
4. If the socket outlet is mounted in a metal pattress box, you might also see an earth tail connecting from the earth terminal on the socket to the earth terminal on the back of the metal box.
5. Using a small flat-head screwdriver undo each of the connection terminals at the top of the socket outlet so that you can release the conductors.
6. Loosen the terminal connections on the new socket outlet (live, neutral and earth).





7. Insert the live conductors into the hole in the live terminal marked 'L'. This will be the brown or red cable.

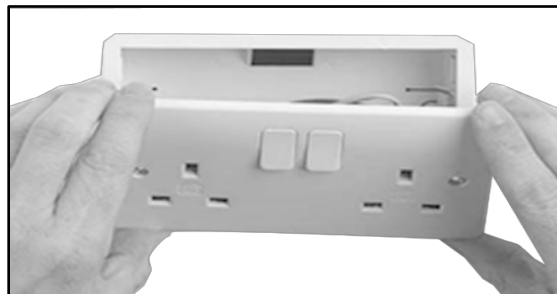


8. Make sure that there is no exposed wire showing, and don't twist the wires together.

9. Tighten the retaining screw to make sure the wires are 9. Repeat step 7 for the neutral cable fixing them into the neutral terminal, marked 'N'. This will be blue or black secured.

10. Make sure all your connections are made neatly into the correct terminals, with no stray wires and that they are securely fastened.

11. Ease the face plate back against the back box. Make sure the cables are not kinked and are sitting neatly inside the box so they won't get trapped when you screw on the face plate.



12. Line up the face plate and use the retaining screws to fasten it in place. Making sure the face plate is level as you tighten up the screws. Place a spirit level on top as you tighten up the screws alternately if you don't have a good 'eye' for checking the level.

13. Restore the power and test that your new electrical socket works we recommend plugging in that electric kettle and having a well-deserved cuppa.

RUBRIC FOR SKIT OR ROLE PLAY					
Task Description Identify ways of detecting and preventing diseases in the respiratory and circulatory systems Appreciate the importance of a healthy lifestyle in avoiding such diseases					
Criteria	Weight	Exceptional(10)	Admirable(7)	Acceptable(5)	Attempted (1)
Understanding of Topic	40%	<input type="checkbox"/> Factual information is accurate <input type="checkbox"/> Indicates a clear understanding of topic	<input type="checkbox"/> Factual information is mostly accurate <input type="checkbox"/> Good understanding of topic	<input type="checkbox"/> Factual information is somewhat accurate <input type="checkbox"/> Fair understanding of topic	<input type="checkbox"/> Information is inaccurate <input type="checkbox"/> Presentation is off topic
Cooperation	30%	<input type="checkbox"/> Accepts ideas of others; able to compromise <input type="checkbox"/> All members contribute	<input type="checkbox"/> Accepts most ideas without negative comments; able to compromise <input type="checkbox"/> Some members contribute	<input type="checkbox"/> Unwilling to compromise <input type="checkbox"/> Few members contribute	<input type="checkbox"/> Group does not work together <input type="checkbox"/> One person does all the work
Presentation	30%	<input type="checkbox"/> Shows confidence <input type="checkbox"/> Informative <input type="checkbox"/> Entertaining; engages audience <input type="checkbox"/> Speaks loudly and clearly <input type="checkbox"/> Appropriate use of body language	<input type="checkbox"/> Shows some confidence <input type="checkbox"/> Presents some information <input type="checkbox"/> Engages audience <input type="checkbox"/> Can be heard <input type="checkbox"/> Some use of body language	<input type="checkbox"/> Unsure of responsibility <input type="checkbox"/> Somewhat informative <input type="checkbox"/> Engages audience intermittently <input type="checkbox"/> Hard to hear <input type="checkbox"/> Some movement	<input type="checkbox"/> Portrayal stalls <input type="checkbox"/> Lacks information <input type="checkbox"/> Audience bored <input type="checkbox"/> Mumbles <input type="checkbox"/> Body language is lacking; inappropriate

Direction: Read and study the following question below. You may use a separate sheet of paper or your notebook to write your answer.

What is the importance of safety and security practices and procedure in a hotel?

### RUBRIC FOR ESSAY

FOCUS		CONTENT	ORGANIZATION	GRAMMAR	SCORE
4	Sharp, distinct controlling point made about a single topic with evident awareness of task	Substantial, specific, and/or illustrative content demonstrating strong development ideas	Very clear content with evident and/or subtle transitions.	Evident control of grammar, mechanics, spelling, usage and sentence formation.	
3	Apparent point made about a single topic with sufficient awareness of task.	Sufficiently developed content with adequate elaboration or explanation.	Clear content that sustains a logical order with some evidence of transitions.	Sufficient control of grammar, mechanics, spelling, usage and sentence formation.	
2	No apparent point but evidence of specific topic.	Limited content with inadequate elaboration or explanation.	Vague content with or without attempts at transition.	Limited control of grammar, mechanics, spelling, usage and sentence formation.	
1	Minimal evidence of a topic	Superficial and/or minimal content.	Minimal control of content arrangement.	Minimal control of grammar, mechanics, spelling, usage and sentence formation.	



## Let Us Remember!

Now that you have learned new ideas through the activities and discussion of the topic, you are now ready to express anything that you have learned by completing the given statement below. Each correct answer is equivalent to 2 points.

1. I understand that low quality and ineffective bulbs and electrical equipment will save you money at first.

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2. I believe that hotel defects either minor or major that if become a constant problem, they can deter people from.

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3. I fully know that there are various heads under maintenance work of each guest room/hotel defects. These are:

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4. I conclude that safety is the best protection of individual's physical well-being and health and Security protection of

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5. I fully agree hotel should choice and highly recommended to use as much protection to their guest and employees.

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Your score is



## Let Us Assess!

Direction: Go around the areas of your house and identify five defects that you think needs immediate attention. Use the table below to present your work. You can ask assistance from your brothers or sisters or anybody in the family. Write your answers in your activity notebook.

Items	Needs Repair
1.	
2.	
3.	
4.	
5.	

Your score is



**Let Us Enhance!**

### **Name Me!**

Direction: Arrange the jumbled letters to form a correct word. Write the correct answer on your activity notebook.

Jumbled Letters	Arranged Letters
1. SGULP CIRTCELE	
2. SEPIP GNIKAEL	
3. CONDITIONING AIR UNIT	
4. THGIL TEKCOS	
5. RETAEH ATERW	
6. GNINIART TFFAS	
7. NOITAMROFNI SEFATY	
8. YTREPORP STESSA	
9. GYLOONTHCE	
10.MPEEYEOLS	



## **Let Us Reflect!**

Congratulations! You did a great job in finishing the lesson in Housekeeping 9 quarter 1-module 8: Hotel Management:Safety Practices. Now that you have learned the steps and procedure in repairing a defects socket , so you may apply your learnings in your daily tasks specially doing housekeeping activities.



## Answer key to Activities

Let Us Remember

1. They will cause more financial problems down the road
2. Returning to your hotel which will end up profits
3. Electric work, Boiler work, Plumbing work
4. Of an individual or business property assets
5. By using technology and the information system and measures work

Let Us Practice More

Defects	H O U S E K E E P E R
Safety	B R O K E N T I L E S
Guest	M A N A G E M E N T
OSHA	P R O C E D U R E S
Repair	E V A C U A T I O N
Broken tiles	P L U M B I N G W O R K
Evacuation	E L E C T R I C W O R K
Minor	H O T E L M A N A G E M E N T
Housekeeper	M A I N T E N A N C E
Maintenance	P R O P E R T Y A S S E S T S
Practice	I N F O R M A T I O N S Y S T E M

Let Us Practice

1. SWITCH BOARD
2. LIGHT BULB
3. TELEVISION
4. AIR CONDITIONING
5. ELECTRIC CIRCUIT
6. BROKEN SOCKET
7. BROKEN TILES
8. LIGHT SOCKET
9. BATHROOM
10. FURNITURE

Let Us Enhance

1. ELECTRIC PLUGS
2. LEAKING PIPES
3. AIR CONDITIONING
4. SOCKET LIGHT
5. WATER HEATER
6. STAFF TRAINING
7. SAFETY
8. PROPERTY
9. TECHNOLOGY
10. EMPLOYEES

Let Us Try

1. D
2. A
3. D
4. D
5. B
6. A
7. D
8. D
9. B
10. B

Let Us Study

Picture Gallery:

1. Insecticides
2. Rodenticides
3. Fungicides
4. Herbicides
5. Insecticides
6. Herbicides
7. Insecticides
8. Fungicides
9. Rodenticides
10. Insecticides



## References

- Laarni A. Urbiztondo and Leonor D. Basbas, “*K to 12 Basic Education Program, TECHNOLOGY AND LIVELIHOOD EDUCATION – HOME ECONOMIS, Learner’s Material, Household Services*”: Department of Education, 2016.
- “*Marul Hotel*”, accessed June 26, 2020, [www.hotelmaru.hr>product>room](http://www.hotelmaru.hr/product/room).

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