

Technology and Livelihood Education Housekeeping

Quarter 1 – Module 1:
Housekeeping Services to Guests



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Technology and Livelihood Education – Housekeeping Grade 9
Quarter 1 – Module 1: Housekeeping Services to Guests
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Development Team of the Module

Writer: Chriselin M. Pacaldo

Editor: Irish V. Zartiga

Reviewers: Franklin D. Contreras, Hilve B. Canuto, Prince Rhino M. Morga

Illustrator: Lilian L. Avance

Layout Artist: Zaldy B. Devibar

Template Developer: Neil Edward D. Diaz

Management Team: Winnie E. Batoon
Filomena M. Lopez
Chona M. Calatrava
Teresita E. Helgason
Mary Ann O. Eliseo
El Sheba F. Alcano
Jennie D. Rivera

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Department of Education – Region XI, Division of Island Garden City of Samal

Office Address: Sitio Pasig, Brgy. Peñaplata, District II, Island Garden City of Samal

Contact Number: 0961-2130-766

E-mail Address: lrms.samalcity@deped.gov.ph

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Technology and Livelihood Education Housekeeping

Quarter 1 – Module 1:
Housekeeping Services to Guests

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 **Housekeeping Services to Guests**.

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 21st-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 **Housekeeping Services to Guests**.

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.



Let Us Learn!

This module was designed and written for you. The purpose is to help the learners to understand the field of Technology and Livelihood Education- Housekeeping 9. This also assist the teachers and facilitator in imparting the knowledge and skills to our 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.

LO1: Handle Housekeeping Requests (TLE_HEHK9-12HS-Ia-c-1)

This lesson in Housekeeping aims the students in Grade 9 TLE class to:

1. define housekeeping;
2. explain in handling housekeeping requests;
3. explain on how to advise guests on room and housekeeping equipment;
4. acquire knowledge on Hotel codes, rules and regulations;
5. differentiate the skills of good housekeeper such as the interpersonal and intrapersonal;
6. list the functions of each personnel in the housekeeping department; and
7. discuss nature and scope of guestroom cleaning, care and management.



Let Us Try!

Direction: Choose the letter of the correct answer. Write the letter of the answer on a separate sheet of paper.

1. This is a type job in commercial establishments is more complex to manage as compared to domestic housekeeping.
A. Cooking
B. Banking
C. Gardening
D. Housekeeping
2. These are designed to instill discipline among hotel staff, thereby ensuring guest satisfaction.
A. Hotel house rules
B. Citywide rules & regulations
C. School rules & regulations
D. None of these
3. This is being able to manage and handle differences in opinions and always seeking win-win solutions.
A. Ability to listen
B. Ability to manage conflict
C. Ability to solve problems
D. Demonstrate responsibly
4. This is the ability to cope with change.
A. Adaptability
B. Ability to listen
C. Ability to solve problems
D. Demonstrate responsibly
5. The ability to build relationship based on mutual trust and respect.
A. Adaptability
B. Ability to solve problems
C. Demonstrate responsibly
D. Relationship Management
6. This is for the room only and is exclusive of any government taxes applicable. Meals and other services are available at extra cost.
A. Bills
B. Tariff
C. Check-in
D. Departure
7. Check out time is (mention your checkout time here) please inform the reception if you wish to retain your room beyond this time.
A. Bills
B. Tariff
C. Check-in
D. Departure
8. Subject to availability of the storage space, the guest can store luggage in the luggage room, at the guest's sole risk as to loss or damage from any cause.
A. Tariff
B. Check-in
C. Departure
D. Luggage storage

9. This is a trait that is highly valued in the workplace. This includes specialized skills, good judgment, polite behavior, honesty, and integrity.
- A. Politeness
 - B. Managerial skills
 - C. Good listener
 - D. Professionalism
10. This is the head of a given shift and is responsible in managing the resources provided by the executive housekeeper to achieve its goal of cleanliness, maintenance, and attractiveness of the hotel during a given shift.
- A. Floor Supervisor
 - B. Desk Supervisor
 - C. Head-Housekeeping
 - D. Assistant Housekeeper

<h1>Lesson 1</h1>	<h2>Handle Housekeeping Requests</h2>
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Let Us Study

Activity 1: Based from your own experienced and observation, list down 15 things related to housekeeping. Name these things and draw in your activity notebook. You may use also any coloring materials to make your output more beautiful and interesting. Score will be based on the given rubrics below. Highest possible score is 30 points.

--

Rubrics:

Indicators	10	6	3
Reflection and knowledge	The drawing skills given or presented expresses complete thought or ideas needed in the lesson.	The drawing skills given or presented expresses not clear ideas/thought needed in the lesson.	The drawing skills given or presented expresses impartial thought or ideas needed in the lesson.
Drawing Skills	The drawing exhibits attention to detail and a variety of drawing techniques.	The drawing contents some strong elements and needs further refinement.	The drawing lacks details/contents and no variety in drawing techniques.
Layout, craftsmanship, and work quality	Layout & proportion are properly sketched, and presents all works well & neatly.	The drawing has few areas that need for refinement, and presents all works well but not so neat.	The elements are out of place or out of proportion.

Please answer the guide questions below. Write your answer in your activity notebook. Scores will be based on the given rubrics below. Highest possible score is 20 points.

Rubrics:

Indicators	10	6	3
Main idea or opinion	The content of the answers is written in very	The content of the answers is written in	The content of the answers has no new ideas

	informative and well-organized ideas.	somewhat informative and organized.	and information and poorly organized.
Quality of writing	The handwriting is legibly written, observed proper indention and punctuation.	The handwriting is legibly written, but has no proper indention and punctuation.	The handwriting, observed no proper indention and punctuation.

1. What can you say about the activity? Does it ignite your drawing capacity? Defend your answer.

2. How are all these things relate to our new lesson?

Note: This activity will be check by the teacher after you have submitted this module on the scheduled time. Please answer religiously.

What is Housekeeping?

1. The management of household affairs.

"I took care of the housekeeping and cooked most of the meals"

2. Housekeeping job in commercial establishments is more complex to manage as compared to domestic housekeeping. With a lot of guests to attend to, housekeeping responsibilities have to be distributed to several sections of the housekeeping department. One section attends to the maintenance of guestrooms; another to public areas while separate one takes care of efforts have to be well coordinated among the various sections to ensure efficient housekeeping maintenance.

3. **Housekeeping** is an operational department in a **hotel**, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public area, back area and surroundings. A **hotel** survives on the sale of room, food, beverages and other minor services such as the laundry, health club spa and so on.

4. What is housekeeping in hotel definition?

(noun) The **definition of housekeeping** is doing basic cleaning tasks in a house, **hotel** or other locations, or the department of employees who manage and perform cleaning tasks. An example of **housekeeping** is the cleaning of your bathroom. An example of **housekeeping** is the maid in the **hotel** who cleans rooms.

Implementing Hotel Codes, Rules and regulations

Hotel House Rules

Hotel follow different approaches in giving the best service they can provide for their guests. Hotel house rules are designed to instill discipline among hotel staff, thereby ensuring guest satisfaction in terms of comfort, safety, and security. Well-mannered staff is an asset of the hotel as they can help build hotel guests' contentment and trust. Every guest coming and checking in wants security thus providing security is one of the most important duties of a hotel. (Source: Housekeeping Module in TechVoc)

Hotels in the different areas of the country and in the world have their own hotel rules and regulations being followed. These rules and regulations help them a lot in entertaining their guests and customers. The staff and crew of these hotels are well-trained and well-mannered people; they are considered as the best assets in their management.

Hotel Rules and Regulation (House Rules) Sample

- **Tariff.** The tariff is for the room only and is exclusive of any government taxes applicable Meals and other services are available at extra cost.
- **Settlement of Bills**
- **Company's Lien on Guest's Luggage and Belongings**
- **Check-in**
- **Departure**
- **Luggage Storage**
- **Guest's Belongings**
- **Pets**

Hotel Rules and Management policies

In Order to make your stay as pleasant as possible, the Management requests your co-operation in observing the following as an agreement between the guest and the " Mention your Hotel Name here" (hereinafter called 'Management') under which rooms are permitted to be used by the guest(s):-

1. Tariff

The tariff is for the room only and is exclusive of any government taxes applicable Meals and other services are available at extra cost. To know your room tariff, please contact the Duty Manager, guest registration forms must be signed on arrivals.

2. Settlement Of Bills

Bills must be settled on presentation; personal cheques are not accepted.

3. Company's Lien on Guest's Luggage and Belongings

In the case of default in the payment of dues by a guest, the management shall have the lien on their luggage and belongings, and be entitled to detain the same and to sell or auction such property at any time without reference to the guest. The net sale proceeds will be appropriate towards the amount due by the guest without prejudice to the management's rights to adopt such further recovery proceedings as may be required.

4. Check-in

Please present your ID card, Passport or Temporary Residence Card upon Check-in. By Law visitors must present personal documents for hotel records. These documents will be returned upon departure.

5. Departure

Check out time is (mention your checkout time here) please inform the reception if you wish to retain your room beyond this time. The extension

will be given depending on the availability. If the room is available, the normal tariff will be charged. On failure of the guest to vacate the room on expiry or period the management shall have the right to remove the guest and his/her belongings from the room occupied by the Guest.

6. Luggage Storage

Subject to availability of the storage space, the guest can store luggage in the luggage room, at the guest's sole risk as to loss or damage from any cause, Luggage may not be stored for a period of over 30 days.

7. Guest's Belongings

Guests are particularly requested to lock the door of their rooms when going out going to bed. For the convenience of the Guest, electronic safety lockers are provided in the room to store any valuables.

The Management will not in any way whatsoever be responsible for any loss / or damage to the Guest's belongings or any other property from either the hotel room or the locker or any other part of the hotel for any cause whatsoever including theft of pilferage.

8. Pets

Mention your policy for Pets (allowed or not- allowed) / (Allow us to make separate arrangements.)

9. Hazardous Go

Bringing goods and/or storing of raw or exposed cinema films, or any other article of a combustible or hazardous nature and/or prohibited goods and/or goods of objectionable nature is prohibited.

The Guest shall be solely liable and responsible to the management, its other guests, invited visitors, agents and servants for all loss financial or otherwise and damage that may be caused by such articles or as a result of the guests' own negligence and non-observance of any / instructions.

Gambling, contraband, prostitution, weapons, explosives, flammable objects, poisons, drugs, animals and pungent food are strictly prohibited on hotel premises.

10. Damage to Property

The guest will be held responsible for any loss or damage to the hotel property caused by themselves, their guests or any person for whom they are responsible.

11. Management's Rights

It is agreed that the guest will conduct him/ herself in a respectable manner and will not cause any nuisance or annoyance within the hotel premise.

The Management has the right to request any guest to vacate his/her room or other areas of the hotel forthwith, without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of the default, the Management has the right to remove the Guest luggage and belongings from the room occupied by him/her.

12. Relation between Management and Guest

Nothing hereinabove shall continue or be deemed to constitute, or create any tenancy or sub-tenancy, or any other right to interact in the hotel premises or any part of portion thereof, in favor of any Guest or resident or visitor, and the Management shall always be deemed to be in full and absolute possession of the whole of the hotel premises .

13. Government rules and regulations and application of laws

Guest are requested to observe, abide by confirming to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

14. Photographs and Video's

Using photographs and video's taken in the hotel for commercial or public purposes is illegal. Those who do so will be subject to prosecution.

THE MANAGEMENT RESERVES TO ITSELF THE RIGHT TO ADD TO, OR ALTER OR AMEND ANY OF THE ABOVE TERMS, CONDITIONS AND RULES WHICH ARE A PART AND AN ABSTRACT OF THE LODGING ACT .

Different Skills of Good Housekeeper needs such as Inter and Intrapersonal Skills

Professionalism



This is a trait that is highly valued in the workplace. This includes specialized skills, good judgment, polite behavior, honesty, and integrity. As housekeepers, how one carries oneself and how one performs the job make a statement about the hotel's standard. Housekeepers are expected to perform their job well. They have to wear their uniform at all times during work. They are also expected to comply with cleaning request of guests. Going above and beyond a guests' expectations while staying within professional boundaries ensure guests continued patronage.

Interpersonal and Intrapersonal Skills of a good Housekeeper

Interpersonal skills or people skills are the life skills we use in communicating and interacting with people while intrapersonal skills or personal skills are the abilities and talents that exist within the individual, which aids him or her in problem solving. According to Stephen Fiore, a professor at the University of Central Florida, the two skills have long been recognized as important factors to be successful in school and in workplace.

There are different interpersonal and intrapersonal skills that one needs to master to be able to stand with the demands of the job in housekeeping.

Interpersonal Skills

1. Ability to manage conflict – being able to manage and handle differences in opinions and always seeking win-win resolutions.
2. Ability to solve problems – ability to choose the best course of action in situations while considering the needs and perspective of others.
3. Ability to communicate clearly – being able to speak with clarity and directness and at the same time being sensitive to the need of the

receiver.

4. Ability to listen – ability to hear other people's perspective by setting aside judgment.
5. Demonstrate responsibility – being able to do the things you say you will do.
6. Being accountable for your actions – being able to face the consequence of your action and not blaming others.
7. Showing Appreciation – being able to show people that you value them and their contribution.
8. Flexibility – ability to be open to new and different way of doing things.

Intrapersonal Skills

1. Adaptability – the ability to cope with change.
2. Self-awareness – being aware of your own values, needs, and emotions and their impact to your behavior.
3. Self-management or Self-development – the ability to work autonomously and to motivate and monitor oneself. It also includes the ability to acquire new information and skills related to work.
4. Relationship management – the ability to build relationship based on mutual trust and respect.
5. Social awareness – being tune with other's feelings and needs.

The personnel in the housekeeping department

The duties and responsibilities of all the personnel in a housekeeping department differ from each other but there is one common denominator in all of their functions-ensuring guest's safety, security, and satisfaction. We all know that no hotel can exist without the patronage of its guest, and it is also true that the only reason for the existence of the staff is to provide service for their guests' comfort and convenience. Thus, all personnel in a housekeeping department must not only assemble as a team, but should work as a coordinated group of people cooperating or working together for a common goal, that is to create a satisfied guest.

Organizational Structure of a Housekeeping Department

Housekeeping department represents the largest workforce of a hotel. The following is an example of housekeeping organizational chart of a small hotel.

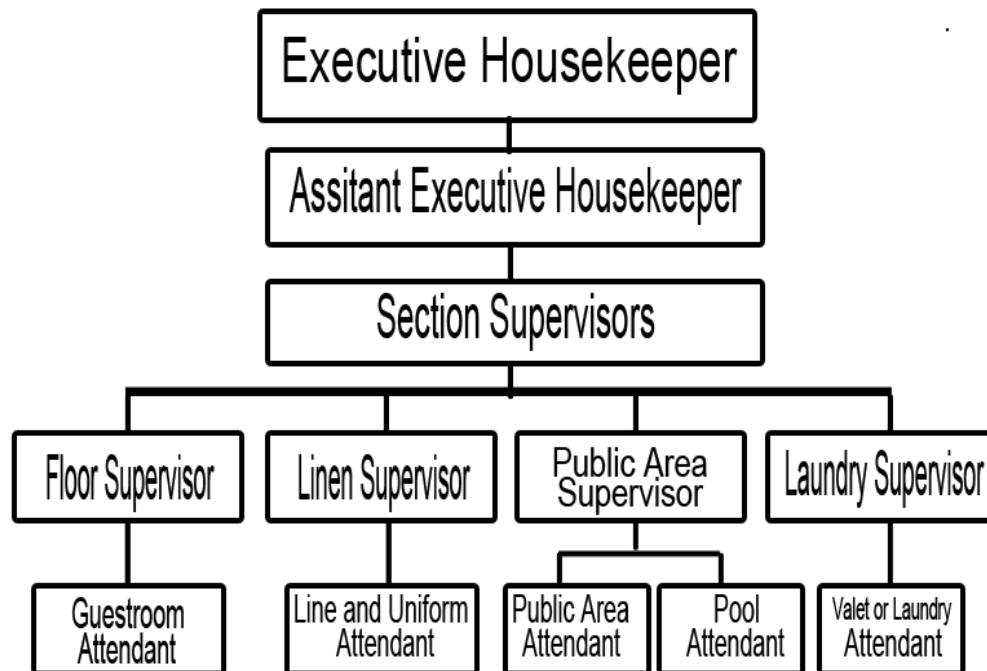


Fig.1 Housekeeping Organization Chart of a Small Hotel

The Executive Housekeeper

Anybody who is the Executive Housekeeper is the head of the housekeeping and has many responsibilities which are the following:

1. Managing housekeeping Team
2. Translating all hotel policies, procedures, and standards into housekeeping operations.
3. Serving as the representative of the department during top management meetings.
4. Ensuring all resources are effectively utilized.



Assistant Housekeepers

Hotels provide 24 hours services. An assistant housekeeper is the head of a given shift and is responsible in managing the resources provided by the executive housekeeper to achieve its goal of cleanliness, maintenance, and attractiveness of the hotel during a given shift. It is also his or her responsibility to translate into practice all the housekeeping supervisors and executive housekeeper's policies, procedures, and standards making sure that executive housekeepers actualize them at the grass root level of operations. In the absence of a housekeeper, an assistant housekeeper will take over.

Floor Supervisors

Responsible in checking the cleanliness and maintenance of the guest rooms on allotted floors for quality assurance; responsible in controlling the housekeeping personnel which compose of room attendants and housemen. They are also responsible in controlling the material assets of the floor such as bed and bath linen, guest and room amenities, cleaning equipment and detergents. They are the ones who supervise the changing of floor linens with the assistance of laundry department and ensure their proper storage in the floor pantry. They also give feedback to the front desk office of the availability of guest rooms in each shift for occupancy.

Control Desk Supervisor

Housekeeping control desk is considered as the main communication center of the housekeeping department. A control desk supervisor has a very important role to play, that is to ensure the communication with housekeeping personnel is coordinated to all staff of the hotel. The major responsibility of a control desk supervisor is to coordinate with the maintenance department to make sure that all maintenance requests are attended to and done.

Public Area Supervisor

The public area supervisor is responsible for ensuring that the public area attendants or housemen are doing their job in maintaining the cleanliness, orderliness, and upkeep of the aesthetic image of all public areas in the hotel like the lobby, hallways, banquets space, and public restrooms.

Linen Room Supervisor

Responsible in coordinating the exchange of soiled linen for clean ones. He or she is also the custodian of all linens used and the one responsible for the maintenance and proper storage of linens to minimize loss. The linen room supervisor is tasked to coordinate closely with the laundry supervisor for the supply of clean linens.

Laundry Supervisor

Laundry supervisor is responsible for ensuring that laundry attendants are doing their job like washing, drying, folding, and pressing items properly.

Uniform Room Supervisors

The major responsibilities of a uniform room supervisor include keeping all uniforms in safe conditions and to issue laundered uniforms to hotel staff.

Room Attendants

They are also called chambermaids since mostly women are employed for the job. They are the ones who are responsible for the cleaning and maintenance of assigned guest rooms. They serve as the eyes and ears of the security team to report any untoward incidents. Room attendants also make sure that the privacy of all their guests are not invaded.

Laundry and Linen Room Attendants

Laundry and linen room attendants are responsible for laundering linens, towels, napkins, aprons, uniforms, and any other items.

Tailor or Upholsterers

Tailor is employed on-site to mend uniforms, linens, and upholstery or repurpose ripped linens into aprons and rags.

Nature and Scope of Guestroom cleaning, care and maintenance

Guest Room Cleaning, Care and Maintenance

Guests want their hotel room to be clean and to smell good and not only that they also want that all of the things found inside their room are organized and well-arranged. To be able to efficiently perform the job as housekeeper, one is expected to complete a series of cleaning and sanitizing procedure. It is also expected that cleaning of room is finished within the given time frame. As a housekeeper, he or she must possess also a well-committed attitude towards their work so that the guest may also feel contented for whatever services they may render.

Points to Remember When Doing Cleaning Service to a Guest's Room

1. Clean in one direction
2. Clean from top down
3. Clean from farthest point out
4. Check for damage, if there is something that requires maintenance, or if a property is lost
5. Use correct equipment and cleaning agents to clean surfaces

Phases of Cleaning a Hotel Guest Room

Phase 1

1. Opening the windows to air out the room and turning off of air-conditioning system
2. Washing hands and putting on protective disposable gloves
3. Emptying out the trash cans or bins
4. Stripping the bed and removing dirty linens

Phase 2

1. Removal of dirty towels from the bathroom (bath towels, hand towels and face towels)
2. Spraying the cleaning products necessary for disinfection
3. Removal of gloves

Phase 3

1. Making up the bed

Phase 4

1. Dusting all surfaces such as bedside table, desk, chair, TV, etc.
2. Checking TV, air-conditioning, and lights to make sure they function properly

Phase 5

1. Cleaning the bathroom

Phase 6

1. Replacing all free hotel products such as brochures, mints, shampoo, soap, etc.
2. Vacuuming the room
3. Checking over the room, making sure that everything is in place



Let Us Practice



Direction: Observe the illustration below and answer the following questions given. Write your answer in your activity notebook. Scores are based on the given rubrics below. Highest possible score is 20 points.

Rubrics:

Indicators	10	6	3
Main idea or opinion	The content of the answers is written in very informative and well-organized ideas.	The content of the answers is written in somewhat informative and organized.	The content of the answers has no new ideas and information and poorly organized.
Quality of writing	The handwriting is legibly written, observed proper indention and punctuation.	The handwriting is legibly written, but has no proper indention and punctuation.	The handwriting, observed no proper indention and punctuation.



1. What do you see on the images inside the rounded rectangle?

2. Why is it that there's the need for Housekeeping task in the hotels, or in other establishments?



Let Us Practice More



Find and encircle the words which are commonly found in the lesson.
Write your answers on your activity notebook.

Aprons
Cleaning
Sanitizing
Lobby

Uniforms
folding
Ability
hotel

Linens
drying
utilize
managing

housekeeper
rooms
light

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

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



Let Us Remember

Modified True or False: Write True if the statement is correct and if it is False, encircle the word/words in the sentence which is/are not correct and write the correct word/words in your activity notebook.

_____ 1. Housekeeping is the management of household affairs.

_____ 2. Domestic housekeeping is more complex to manage compare to other housekeeping establishments.

- _____ 3. Hotel house rules are designed to instill discipline to all their staff to ensure guest satisfaction and security.
- _____ 4. The guests of the hotel are not liable for any loss or damage to the hotel property.
- _____ 5. Flexibility is the ability to cope with change.
- _____ 6. Adaptability is being able to show people that you have value them and their contribution.
- _____ 7. Ability to listen is the ability to hear another people's perspective by setting aside judgment.
- _____ 8. Social awareness is being tune with other's feelings and needs.
- _____ 9. Self-management is same as self-development.
- _____ 10. The kitchen department represents the largest workforce of a hotel.



Let Us Assess

Make your own video presenting at least 3 different housekeeping personnel in a hotel situation. Your video must contain at least 3-5 minutes presentation. You can ask assistance from your brothers or sisters or anybody in the family. Just send your video through messenger. You will be rated using the rubrics given.

The Rubrics:

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



Let Us Enhance

Rumbled letter Word. Re-arrange the letters to form a correct word/words based on the given meaning and write the correct word/words in your activity notebook.

1. ROPEFIOSSANILMS – The trait that is highly valued in the workplace.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

2. PADAATBIILYT – This is the ability to cope with change.

--	--	--	--	--	--	--	--	--	--	--	--

3. OSIACL WAAERESNS – This is being tune with other's feelings and needs.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

4. LFORO USERPIVOSSR – They are responsible in checking the cleanliness and maintenance of the guest rooms on alooted

floors for quality assurance.

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5. OCNRTLO USERPIVOSR – They ensure the communication with housekeeping personnel is coordinated to all staff of the hotel.

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6. HCAMERBAIMSD - The other name or term for room attendants.

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7. ATOLR – Is employed on-site to mend uniforms, linens, and upholstery or repurpose ripped linens into aprons and rags.

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8. AUNLRYD USERPIVOSR – Is responsible for ensuring that laundry attendants are doing their job like washing, drying, folding, and pressing items properly.

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9. ESFL WAAERSENS – Being aware of your own values, needs, and emotions, and their impact to your behavior.

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10. NIERTERPOSANL KSILSL – Also called the people skills, are the life skills we use in communicating and interacting with people.

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One Act Play.

This is another video presentation by yourself following the Nature and scope of Guestroom cleaning, care and maintenance. Your video must contain at least 3-5 minutes presentation. Select only one phase out of Six (6) phases found in the module. This video presentation must be submitted to your teacher through messenger. You will be rated using the rubrics given.

Rubrics for One-Act Play

Criteria	10	7	5
Concentration	Maintained character through whole play even when not speaking	Maintained character through most of play even when not speaking	Maintained character through some of play even when not speaking

Presentation	Showed confidence and appropriate use of body language throughout the whole play.	Showed confidence and appropriate use of body language most of the whole play.	Showed a little confidence and inappropriate use of body language throughout the whole play.
Understanding of the Performance/Task	Showed total & clear understanding of the task presented.	Showed only good understanding of the task presented.	Showed only fair understanding of the task presented.



Let Us Reflect

Congratulations! You did a great job in finishing the lesson in Housekeeping quarter 1-module 1:Housekeeping Services to Guests.Now that you have learned how to handle housekeeping requests so you may apply your learnings in your daily household chores specifically in housekeeping.



Let Us Remember

1. True	Commercial
2. False	establishments
3. True	4. False-liable
5. False	adaptability
6. False	showing
7. True	appreciation
8. True	10. False-
9. True	housekeeping
	department

Let Us Practice More

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<https://setupmyhotel.com/formats/house-keeping/123-hotel-rules.html>

For inquiries or feedback, please write or call:

Department of Education – Region XI, Island Garden City of Samal

Address: Sitio Pasig, Brgy. Peñaplata, District II, IGaCoS

Contact No.: 0926-692-8349

Email Address: lrms.samalcity@deped.gov.ph