

9-12



# Housekeeping NC II

## Quarter 3 – Module 3/Week 5-7: Provide Valet/Butler Service



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**TLE/TVL – Housekeeping NC II**  
**Quarter 3 – Module 3/Week 5-6: Care for the guest property**  
**First Edition, 2020**

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Regional Director: Evelyn R. Fetalvero  
Assistant Regional Director: Maria Ines C. Asuncion

**Development Team of the Module**

**Writers:** Joie Maine G. Berzabal

**Editors:** Feralyn V. Estrellado

**Reviewers:** Cosette C. Navales

**Illustrator:**

**Layout Artist:**

**Template Developer:** Neil Edward D. Diaz

**Management Team:** Reynaldo M. Guillena

Jinky B. Firman

Marilyn V. Deduyo

Alma C. Cifra

Aris B. Juanillo

Marcelo O. Roco

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**Department of Education – Department of Education Region XI**

Office Address: Deped Davao City Division, E. Quirino Ave.,

Davao City, Davao del Sur, Philippines

Telefax: (082) 334 0100

E-mail Address: info@deped-davaocity.ph

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**Housekeeping NC II**  
**Quarter 3 – Module 3/Week 5-7:**  
**Provide Valet/Butler Service**

## **Introductory Message**

### **For the facilitator:**

As a facilitator, you are expected to orient the learners on how to use this module. You also need to keep track of the learners' progress while allowing them to manage their own learning at home. Furthermore, you are expected to encourage and assist the learners as they do the tasks included in the module.

### **For the learner:**

As a learner, you must learn to become responsible of your own learning. Take time to read, understand, and perform the different activities in the module.

As you go through the different activities of this module be reminded of the following:

1. Use the module with care. Do not put unnecessary mark/s on any part of the module. Use a separate sheet of paper in answering the exercises.
2. Don't forget to answer *Let Us Try* before moving on to the other activities.
3. Read the instructions carefully before doing each task.
4. Observe honesty and integrity in doing the tasks and checking your answers.
5. Finish the task at hand before proceeding to the next.
6. Return this module to your teacher/facilitator once you are done.

If you encounter any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator. Always bear in mind that you are not alone. We hope that through this material, you will experience meaningful learning and gain deep understanding of the relevant competencies. You can do it!



## Let Us Learn

Great day to you dear learner! This module deals with the skills and knowledge required to provide valet services to guests in a range of settings within the hotel and travel industry's workplace context.

This module was anchored on the Curriculum Guide in TLE/TVL – Housekeeping NCII under the Home Economics component.

### **Lesson 4 – Provide Valet/Butler Service (VS)**

#### **LO2. Care for the guest property - TLE\_HEHK9- 12VS-IIIa-j-2**

- 2.1 Perform packing, unpacking, storing, and storing, and preparing guest luggage management
- 2.2 Observe institutional standards in preparing guest clothes and shoes
- 2.3 Make simple repairs on cloth and linen in accordance with the establishment procedures
- 2.4. Value the set ethical standards for guest security and confidentiality

After going through this module, you are expected to:

- 1. Explain how to present guest's clothes
- 2. Discuss the ways in cleaning guest's shoes
- 3. Demonstrate how to unpack and pack guest luggage

Begin your journey now and enjoy the rest of the activities ahead! Happy learning!



## Let Us Try

Let us try to check your prior knowledge on the lesson about display professional valet standards. Take this test!

Direction: Choose the letter of the best answer. Write the chosen letter on your answer sheet.

1. What is the first step in unpacking guest luggage?
  - a. obtain hangers for clothes
  - b. obtain shoe polish for shoes
  - c. obtain sewing kit for repairing clothes
  - d. obtain keys to the luggage
2. Which of the following should be readily available when there are repairs needed?
  - a. glue
  - b. scissor
  - c. log sheet
  - d. repair kit
3. Which of the following helps retain the shape of the shoe?
  - a. shoelace
  - b. shoe brush
  - c. shoe tree
  - d. shoe polish
4. The following are some requests from guests when unpacking *except* for
  - a. need for shoe care, cleaning or polishing
  - b. needing plates for room service
  - c. hanging of suit in wardrobes or on hooks
  - d. brushing clothing to remove lint
5. All jumpers, casual shorts and underwear must be placed in this location.
  - a. drawers
  - b. wardrobe
  - c. make-up room
  - d. bottom of the wardrobe
6. This is where the shoes are placed.
  - a. drawers
  - b. wardrobe
  - c. make-up room
  - d. bottom of the wardrobe
7. These are the people who usually take the guest luggage to guest rooms *except* for
  - a. porters
  - b. housemen
  - c. chambermaid
  - d. valet
8. This is where toilet bags and make-up cases are placed.
  - a. drawers
  - b. make-up room
  - c. wardrobe
  - d. bottom of the wardrobe
9. Before ironing this must be checked first to ensure the appropriate way to iron the item.
  - a. care label
  - b. ironing label
  - c. price tag
  - d. none of the above
10. This is where the shirts, trousers, coats, suits, skirts, gowns are placed.
  - a. drawers
  - b. make-up room
  - c. wardrobe
  - d. bottom of the wardrobe



## Let Us Study

### **Packing, Unpacking, Storing and Preparing of Guest luggage**

In dealing with guest luggage, a valet or butler must treat it with care and respect. Most importantly, avoid any damages and losses. Overseeing the activities will ensure that nothing is forgotten or misplaced during the transportation of the guest luggage to their room.

#### **Dealing with guest luggage includes:**

- unpacking of luggage storing of items either in a room or in another place within the premises, including the organization of items for safety deposits;
- storage of guest luggage;
- liaison with porters; and
- repairs of luggage and/or replacement of same if essential

### **Getting guest luggage to their rooms**

Usually, Porters or Housemen take guest luggage to guest rooms.

Valets maybe with the guest in their room at this time, so porters may do this independently. Alternatively, the valet may accompany them and oversee or supervise this process.

One valet may stay with the guest and another valet accompanies the luggage.

Treat luggage with care since it is extremely expensive. The following must NOT be done:

- Do not treat the luggage roughly.
- Do not throw luggage around and ensuring the way items are stacked on trolleys could not do any damage.
- Do not double-stack as this can damage suitcases and crush its contents.
- Ensure luggage does not fall off the trolley.

*Remember the following when transferring luggage to rooms:*

- Must organize sufficient staff
- Prepare sufficient trolleys
- Making sure rooming sheets are available
- Must service the VIP guest first
- Never solicit gratuities
- Must clean luggage trolleys and in good condition
- Must make VIP guest luggage delivery priority

### **Unpacking Luggage**

It is always the guest's instructions and requests that must be followed when unpacking and storing items in their luggage as each guest has personal needs,

individual habits and their way of doing things. A valet is there to serve and not to dictate.

#### *The first step*

Obtaining the key of the luggage to open the locks is the first step in unpacking guest luggage if there is evidence of tampering, advise the guest immediately.

#### **Guest requests during unpacking**

When unpacking and storing items guests may request the following:

- Sending clothing to be dry cleaned or laundered
- Sending clothing to be pressed
- Need for shoe care, cleaning or polishing
- Hanging of suit and clothing bags in wardrobes or on hooks
- Brushing clothing to remove lint
- Hanging individual clothes in wardrobes on appropriate hangers
- Folding clothes and placing them in drawers
- Providing or arranging basic clothing repairs such as sewing on of buttons, mending tears and stitching.

#### *Additional Notes:*

When unpacking the guest's luggage, the following must be observed:

- Check the outsides of the luggage and clean the luggage
- Place luggage on luggage rack inside the room to avoid damage
- Remove all items from the luggage and make sure that dirty items must sent to laundry.
- Place clothing and items appropriately:
  - *Drawers* – jumpers, casual shorts, T-shirts, underwear: ensure all clothes are neatly folded and stacked according to color
  - *Wardrobe* – shirts, trousers, coats, suits, skirts, gowns, hang similar items together like all suits together, all shirts together
  - Bottom of wardrobe – shoes:
  - Place aside shoes requiring attention
  - Position polished shoes in pairs and stack according to color and occasions
- Bathroom or make-up room:
  - Toilets bags
  - Make-up cases

#### **Storing Guest Luggage**

After unpacking, storing guest luggage is the next step and there are many ways to store them, but guest preferences and directions must always be followed.

Dealing unpacked luggage:

- Store empty luggage to “Luggage Room”. Every luggage is tagged to identify the room it came from so that retrieval of the correct luggage for the correct room when re-packing and departure time arrives



- Suites and VIP rooms commonly have specific areas for storing of empty luggage.
- Sometimes, only chosen items of luggage are stored in the room and the others are taken to the Luggage Room
- Empty items of luggage are moved to rooms occupied by members of the guest's entourage.

### *Damaged luggage*

It is a part of a valet's job to deal with situations like damaged luggage during travel.

Identifying the damage of luggage:

- Advise of the damage straight away so they are aware of it as soon as possible. Advice may be provided to the guest or their staff
- Ask if the guest wants the luggage repaired or offer to have it repaired
- Enquire if the guest wants a substitute item of luggage obtained
- Liaise with the guest to determine if they require you to follow-up on the damage by contacting an airline and seeking compensation.

## **Sample Butler Service Conversation/Dialogue**

### **The arrival of the Guest**

*Butler: Good morning Ma'am/Sir! Welcome to Waterfront Hotel, my name is \_\_\_\_\_, how may I help you?*

*Guest: I want to check-in. Is there any available room?*

*Butler: Yes Ma'am/Sir. Let me assist you at the front desk. May I carry your luggage?*

*Guest: Sure! Thanks.*

### **Unpacking clothes**

*Butler: Ma'am/Sir, may I unpack your clothes and place them in the cabinet?*

*Guest: Yes, you can.*

*Butler: Okay Ma'am/Sir.*

### **After unpacking**

*Butler: I am done unpacking your clothes Ma'am/Sir. Is there anything else I can do to assist you?*

*Guest: No, I think that's enough. Thank you so much.*

*Butler: It's my pleasure Ma'am/Sir, if you need further assistance during your stay with us, do not hesitate to contact me with speed dial 2121*

*Guest: Okay. Thank you.*

### **Packing of clothes**

*Butler: Good Morning Ma'am/Sir. I am here to pack your clothes.*

*Guest: Okay.*

*(Start packing)*

*Butler: I am done packing your clothes Ma'am/Sir.*

*Guest: Thank you.*

*(Assist the guest to the front desk to check out. After check out....)*

*Butler: This is the way to the parking lot, Ma'am/Sir.*

*(After putting the luggage in the compartment)*

*Butler: Thank you for staying with us, Ma'am/Sir. We look forward to seeing you at your next check-in. Have a good day!*

## **Dealing with Guest Clothes**

Dealing with guest clothes is a major part of valet service.

### ***Preparing clothes***

There will be cases that the valets are required to prepare and present guest's clothing for them to wear. The guest will be requested to lay out the clothes they wish to wear. The responsibility of the valet at this time is to identify the right clothing and present them to the guest for approval.

Lots of information about the guest's preferences is vital for the preparation.

- Some guests will provide specific information about what they want to wear and this will be easier for the valets
- Some guests will provide you a general idea and the decision will be up to the valets.

### ***Presenting guest clothes***

- A. Before presenting:
  - The clothing must be in good condition with no rips, tears, missing buttons, hanging hems, loose threads and split seams
  - It is clean and free from stains, lint, dust and other marks
  - It is pressed and looks presentable.
  - Valets must make sure that the clothes that have been prepared will make sure that they will not be embarrassed.
- B. Layout clothes of the guest in sequence.
  - Underwear
  - Tie
  - Blouse
  - Dress
  - Skirt
  - Jacket
  - Coat
  - Scarf
  - Hat
  - Gloves
- C. Place items on a valet chair, on the bed, or an item of furniture within the room.
  - Do not lay items out in the bathroom.
  - Personal requests made by guests that are conflicting with the above must be considered.
  - Check all items as you lay them out to verify they are presentable, clean, pressed and appropriate.
- D. Be prepared for all manner of feedback and comments. All guests are individuals and as such potentially have different preferences.

### ***Ironing guest clothes***

Keeping the guest clothes presentable is vital to a Valet's service. One way of making it presentable is by pressing items that require ironing.

Three ways in achieving this:

- Ironing in the guestroom by the valet– using a standard iron and ironing board with all the necessary accompaniments such as spray bottles for starch and water, and lint removing brushes
- Ironing in the guestroom by the laundry attendant – and iron clothes in the room using specialist equipment and products as required.
- Ironing is done at the laundry area – this is commonly only done where there are large quantities of clothing to be pressed or where the items require the use of special bucks

Ironing TIPS:

- Before starting to iron the clothes, shake them out.
- Make sure that the iron and the ironing surface are clean before using.
- Don't forget to iron the underliner first.
- Before ironing, check "Care Label" first.
- Set the iron to the appropriate temperature and setting according to the type of cloth being ironed.
- Use appropriate ironing chemicals.

### **Making or organizing repairs**

#### **A. Minor repairs**

Sometimes guests may ask valets to do small repairs and should carry a comprehensive repair kit readily available to assist the repairs.

Example:

- sewing on a button
- putting a stitch in a hem

#### **B. Dealing with bigger repair jobs**

For larger repair jobs, the valet organizes the repairs rather than doing the repairs.

- sending the item to an in-house department such as laundry, housekeeping, or the maintenance department.
- sending it out-of-house for attention by a professional organization specializing in that area.

Charges must be incurred and posted to the guest's account. Relevant and supporting documentation must also be attached to the charges.

### **Dealing with Guest's Shoes**

Valet is often required to clean and polish guest shoes may it be leather or canvass.

#### ***Equipment required:***

- Shoe-tree – this helps to retain shoe shape.
- Shoe polish - different types and colors
- Shoelaces - different types of shoelaces. Replace shoelaces that are already worn out.

- Brush Number 1 – to brush away dirt
- Brush Number 2 – to add polish
- Brush Number 3 – to polish and shine the shoes
- Soft cloth – this buffs the shoes after polishing

### ***Procedure***

A standard and effective way to polish shoes is:

- Place shoe onto shoe-tree – where appropriate to do so
- Remove dirt from shoes – with the dirt brush
- Remove laces – check the way the shoes are laced into the shoes before removing the laces. This is the way the laces should be replaced when the shoes have been cleaned
- Apply the appropriate polish with polish application brush
- Wait for a minute to allow the shoes to dry
- Work the polish into the surface of the shoes with a shine brush
- Use the soft cloth to polish and buff shoes until they shine all over
- Check laces – replace with new ones if necessary and re-lace the shoe.

### ***Remember, when cleaning shoes:***

- Use the right polish for the right shoe surface
- Clean brushes regularly so they do not transfer dirt and so they look clean to anyone watching the process
- Keep all shoe-cleaning equipment together for easy access and retrieval.



## **Let Us Practice**

Identify the following if it is dealing with luggage, dealing with guest's clothes or dealing with guest's shoes. Write **L** for luggage, **C** for clothes and **S** for Shoes. Write your answers on your answer sheets.

- \_\_\_\_\_ 1. The clothing must be in good condition
- \_\_\_\_\_ 2. Prepare sufficient trolleys
- \_\_\_\_\_ 3. Before ironing, check "Care Label" first
- \_\_\_\_\_ 4. Clean brushes regularly so they do not transfer dirt.
- \_\_\_\_\_ 5. It is pressed and looks presentable
- \_\_\_\_\_ 6. Keep all shoe-cleaning equipment together
- \_\_\_\_\_ 7. Suites and VIP rooms commonly have specific areas for storing of empty luggage
- \_\_\_\_\_ 8. Use the right polish for the right shoe surface
- \_\_\_\_\_ 9. Do not lay items out in the bathroom
- \_\_\_\_\_ 10. Sometimes, only chosen items of luggage are stored in the room and the others are taken to the Luggage Room



## Let Us Practice More

Direction: Create a video presentation on how to clean and care for guest's shoes using the right materials. Send your video output through email or any other platform convenient to you.

**Your performance will be rated using this RUBRIC**

	<b>25 pts</b>	<b>20 pts</b>	<b>15 pts</b>	<b>10 pts</b>	<b>5 pts</b>
Shoe Strings	Clean and in every hole		Clean but not in every hole		Dirty and not in every hole
Tongue of Shoe	Clean and highly shined	Shined	Meets minimum standards of black minor scuffs	Dull polish scuffed	No recent shining severely scuffed
Heel and sole	Clean, highly shined edge dressed	Cleaned, shined	Clean, black, minor scuffs	Dirty, dull scuffed	No recent cleaning, severely dirty, scuffed
Shoes	Highly shined	Shined	Meets minimum standards of black, minor scuffs	Dull polish scuffed	No recent shining severely scuffed



## Let Us Remember

Remember the following important points in this module:

- In dealing with guest luggage, a valet or butler must treat it with care and respect.
- Porters or Housemen take guest luggage to guest rooms.
- Guest's instructions and requests must be followed when unpacking and storing items in guest's luggage.
- When cleaning shoes always remember to use the right polish.



## Let Us Assess

Choose the letter of the best answer. Write the chosen letter on your answer sheet.

1. This is where the shirts, trousers, coats, suits, skirts, gowns are placed.
  - a. drawers
  - b. make-up room
  - c. wardrobe
  - d. bottom of the wardrobe
2. Before ironing this must be checked first to ensure the appropriate way to iron the item.
  - a. care label
  - b. ironing label
  - c. price tag
  - d. none of the above
3. This is where toilet bags and make-up cases are placed.
  - a. drawers
  - b. make-up room
  - c. wardrobe
  - d. bottom of the wardrobe
4. These are the people who usually take the guest luggage to guest rooms, *except* for
  - a. porters
  - b. housemen
  - c. chambermaid
  - d. valet
5. This is where the shoes are placed.
  - a. drawers
  - b. make-up room
  - c. wardrobe
  - d. bottom of the wardrobe
6. All jumpers, casual shorts and underwear must be placed in this location.
  - a. drawers
  - b. make-up room
  - c. wardrobe
  - d. bottom of the wardrobe
7. The following are some requests from guests when unpacking, EXCEPT.
  - a. need for shoe care, cleaning or polishing
  - b. needing plates for room service
  - c. hanging of suit in wardrobes or on hooks
  - d. brushing clothing to remove lint
8. Which of the following helps retain the shape of the shoe?
  - a. shoelace
  - b. shoe brush
  - c. shoe tree
  - d. shoe polish
9. Which of the following should be readily available when there are repairs needed?
  - a. glue
  - b. scissor
  - c. log sheet
  - d. repair kit
10. What is the first step in unpacking guest luggage?
  - a. obtain hangers for clothes
  - b. obtain shoe polish for shoes
  - c. obtain sewing kit for repairing clothes
  - d. obtain keys of the luggage



Congratulations! You have completed this module. To develop and deepen your skills in providing valet service, create a short film at home on **Butler Service** using the guide below.

- a. Arrival of the Guest
- b. After checking-in of the guest
- c. Guiding guest to the room
- d. Unpacking of clothes
- e. Packing of clothes

***Safety Reminder:***

During this pandemic, health and safety are an important consideration for any performance activities done at home. To have an effective and efficient performance follow the proper and safety guidelines below.

1. Always observe safety measures.
2. Follow the health protocols by wearing face mask and face shield.
3. Take a clear video recording of the performance.
4. Send your video output to your teacher for evaluation via email or messenger or any other platform convenient to you.

**Your performance will be rated using this RUBRIC**

Criteria:	Rating:				
	100	90	80	75	70
Speech was clear with appropriate volume and inflection.					
Role was played in a convincing, consistent manner.					
Arguments and viewpoints expressed fit role played.					
Costumes and props were effectively used.					
Role-play was well prepared and organized.					
Role-play captured and maintained audience interest.					





## Let Us Reflect

After going through this module, summarize your learnings by sharing with us your experiences in providing valet/butler service by creating a video film. Do this on your answer sheet.

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Answer Key

<div>Let Us Try</div> <div>1. d 2. d 3. c 4. b 5. a 6. d 7. c 8. b 9. a 10. c</div>	<div>Let Us Practice</div> <div>1. C 2. L 3. C 4. S 5. C 6. S 7. L 8. S 9. C 10. L</div>	<div>Let Us Practice</div> <div>More Answers may vary.</div>	<div>Let Us Assess</div> <div>1. c 2. a 3. b 4. c 5. d 6. a 7. b 8. c 9. d 10. d</div>
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**For inquiries or feedback, please write or call:**

Department of Education – Region XI

F. Torres St., Davao City

Telefax:

Email Address: [lrms.regionxi@deped.gov.ph](mailto:lrms.regionxi@deped.gov.ph)