

9-12



Housekeeping NC II

Quarter 4 – Module 1/Week 1-2: Landury Linen and Guest Clothes (LL)



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TLE/TVL 9-12 – Housekeeping NC II
Quarter 4 – Module 1/Week 1-2: Laundry Linen and Guest Clothes (LL)
First Edition, 2020

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Development Team of the Module

Writers: Joie Maine G. Berzabal

Editors: Feralyn V. Estrellado

Reviewers: Cosette C. Navales

Illustrator: -

Layout Artist: Wedzmer B. Munjilul

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 – Davao City

Office Address: DepEd Davao City Division, Elpidio Quirino Ave., Davao City

Telefax: 224-3274

E-mail Address: davaocity.division@deped.gov.ph

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Housekeeping NC II

**Quarter 4 – Module 1/Week 1-2:
Landury Linen and Guest
Clothes (LL)**

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 laundry linen for house 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 5 – Laundry Linen and Guest Clothes (LL)

LO1. Process laundry items - TLE_HEHK9- 12LL-IVa-h-1

- 1.1 Identify and explain types of linen used in housekeeping
- 1.2 Discuss the principles of laundering such as collection and transportation, arrival and sorting
- 1.3 Give the types and usage of washing machine and dryers used in housekeeping
- 1.4. Identify and discuss the types and usage of laundry chemicals and other cleaning agents
- 1.5 enumerate and discuss the classifications and usage of stain removing agents
- 1.6 Explain the wash cycle and its importance

After going through this module, you are expected to:

1. Discuss the types of linens.
2. Explain the sequence of laundry service.
3. Fill out different laundry forms templates.

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



Let Us Try

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

1. A chemical that removes wet or dry ink.
 - a. rust remover
 - b. ink remover
 - c. tannin remover
 - d. grease remover
2. This is a protective layer that slips over the duvet and has a closure.
 - a. napkins
 - b. sheets
 - c. duvet covers
 - d. bath towels
3. It is used to dry off your entire body after a shower.
 - a. napkins
 - b. sheets
 - c. duvet covers
 - d. bath towels
4. This is a rectangular piece of cloth used either singly or in a pair as bedding.
 - a. napkins
 - b. sheets
 - c. duvet covers
 - d. bath towels
5. A phase where linen and clothes are sorted out.
 - a. collection
 - b. arrival
 - c. transportation
 - d. sorting
6. An important phase of the laundry since a lot of things may happen during this time like a loss of laundry and the likes.
 - a. collection
 - b. arrival
 - c. transportation
 - d. sorting
7. A type of laundry equipment that is used to assist in feeding sheets and table linen onto the flatwork ironer.
 - a. spotting table
 - b. flatwork ironer
 - c. washer
 - d. steam presser
8. This is a small piece of table linen that is used to wipe the mouth.
 - a. napkins
 - b. sheets
 - c. duvet covers
 - d. bath towels
9. A chemical that is used to soften towels and reduce lint.
 - a. detergent
 - b. chlorine bleach
 - c. starch
 - d. fabric softeners
10. This type of linen is separated from sheets during washing for easier sorting after final extraction.
 - a. sheets
 - b. pillowcases
 - c. bathrobes
 - d. duvet covers







Let Us Study






The linen and Laundry Section is responsible for the processing of all requests for laundry service, including guest's laundry, employees' uniforms and linen used for banquet functions.




Hotels have many items that will need to be laundered or dry-cleaned. The most common items requiring laundering will include:

Types of Linens

<p><i>Sheets (all sizes)</i></p>  <p>https://www.pinterest.ph/pin/529173024964923589/</p>	<p>a rectangular piece of cloth used either singly or in a pair as bedding, being placed immediately below or above bed occupants.</p>
<p><i>Pillowcases</i></p>  <p>https://solorganix.com/collections/pillow-cases</p>	<p>(otherwise known as pillow covers) complete bedding sets in terms of both functionality and comfort.</p>
<p><i>Pillow protectors</i></p>  <p>https://www.pinterest.ph/pin/1337074879244466/</p>	<p>are pillow covers or pillowcases with fabric technology that offers advanced features for your health and comfort.</p>
<p><i>Duvet covers</i></p>  <p>https://www.ourhome.ph/products/boutique-supima-duvet-cover?variant=32571811659855</p>	<p>a protective layer that slips over the duvet and has a closure.</p>

<p>Mattress protectors</p>  <p>https://www.pinterest.ph/pin/184999497183760411/</p>	<p>an item of removable bedding that sits on top of, or encases, a mattress to protect it.</p>
<p>Mattress toppers</p>  <p>https://www.pinterest.ph/pin/817684876079898357/</p>	<p>a cushioned pad that sits on top of a mattress.</p>
<p>Duvets</p>  <p>https://www.pinterest.ph/pin/32580797293724616/</p>	<p>is made from cloth sewn to form a large bag, then filled with down or other soft materials. A duvet is used as the top layer of bedding to keep the sleeper warm as they rest.</p>
<p>Pillows (polyester or microfibre fill)</p>  <p>https://www.pinterest.ph/pin/295478425554838362/</p>	<p>support of the body at rest for comfort, therapy, or decoration.</p>
<p>Bath towels</p>  <p>https://www.pinterest.ph/pin/58828338863013202/</p>	<p>to dry off your entire body after a shower. They are less bulky than a bath sheet usually ranging from 20X40 to 30X58.</p>

<p>Hand towels</p>  <p>https://www.pinterest.ph/pin/6287447979127910/</p>	<p>a smaller towel used specifically to dry the hands and face.</p>
<p>Bathmats</p>  <p>https://www.thesprucecrafts.com/mat-patterns-free-crochet-bath-978754</p>	<p>a mat for someone to stand on after getting out of a bathtub</p>
<p>Bathrobes</p>  <p>https://www.pinterest.ph/pin/675469644103389334/</p>	<p>also known as a housecoat, is a robe, a loose-fitting outer garment, worn by people. Bathrobes may sometimes be worn after a body wash or around a pool.</p>
<p>Table cloths (all sizes)</p>  <p>https://www.pinterest.ph/pin/516014069802509500/</p>	<p>a cloth used to cover a table. Some are mainly ornamental coverings, which may also help protect the table from scratches and stains.</p>
<p>Table linen</p> 	<p>include tablecloths, placemats, napkins, and runners. They may be used for formal occasions, to elevate a holiday display, or to protect a table during everyday use, and they can be made from different fabrics</p>

https://www.pinterest.ph/pin/613193305515644943	and are available in a variety of sizes and colors.
<p>Napkins</p>  <p>https://www.pinterest.ph/pin/23432860570949705/</p>	<p>a small piece of table linen that is used to wipe the mouth and to cover the lap to protect clothing napkin, serviette bib - a napkin tied under the chin of a child while eating</p>
<p>Staff uniforms</p>  <p>https://www.vectorstock.com/royalty-free-vector/hotel-staff-uniform-set-vector-28379320</p>	<p>uniforms used by the staff during their shift</p>
<p>Guest laundry</p>  <p>https://www.pinterest.ph/pin/52846995615996226/</p>	<p>guest's personal clothing</p>

Principles of Laundering

Collection :

laundries that are collected came from either the guest or in-house.

- Guest Clothes – A guest may usually dial to request laundering from housekeeping, reception or from a valet runner. After getting the details on what room and when will the collection be, the valet runner will then schedule his collection on a laundry runner sheet. The valet runner then sets off and collects all laundries from the guests.
- In-house Linens– Most soiled and clean linens are handled in many ways. There will always a schedule of collection and delivery in every department so that there are never any shortages.

Transportation:

an important phase of the laundry since a lot of things may happen during transportation like a loss of laundry and the likes.

- Guest Clothes – The valet runner will be the one to transport the laundry to the laundry department.
- In-house Linens – transportation is usually done by the laundry staff, housekeeping or restaurant staff. Soiled linens may be delivered through laundry chutes.

Arrival:

during arrival, everything is counted. Cross-checking of accomplished forms from the guest or laundry staff. It is important to verify the numbers of clothes or linens from the forms to ensure that everything is complete.

Sorting:

- When the dirty linen arrives in the laundry it is sorted out according to size, type, extent of staining and color.
- Sorting is also to separate those articles that need dry cleaning from those that will go for a normal wash.
- Linen with stains are sorted and the stains are treated before the washing process.

The sequence of Guest laundry

1. Guest shall fill up the laundry list and shall request for pick-up either through the Housekeeping or Laundry office guest phone or through the Front desk or to any room supervisor or room attendant.
2. If the pick is coursed through the laundry clerk, the latter logs down the guest's instructions for the processing of items and calls the linen attendant, valet runner or room boy for the pick-up of the items.
3. The laundry list and laundry items are picked up by concerned staff.
4. Upon pick-up of the laundry items, the attending staff checks items on the list in front of the guest if he is around. If the guest is not around, he checks it in the presence of a floor guard or room boy/supervisor who will be serving as a witness for damages.

If stains or damage are found in the item, the valet runner or room attendant who picks up the laundry will fill up the guest notification for (Figure 1) to notify the guest of noted damage or any discrepancy. This notification is brought to the guest by the room boy or bellboy. The guest shall acknowledge receipt of said notification by signing his name.

Figure 1

CROWN HOTEL										
LAUNDRY DEPARTMENT										
DAMAGE ADVICE										
NAME OF GUEST : _____										
ROOM NO: _____	DATE: _____	TIME: _____								
<p>We are constrained to return to you the attached laundry items in as much as we have noticed the following on the garment when it was sent to us for laundry.</p> <table border="0"><tr><td><input type="checkbox"/> Discolored areas of spots</td><td><input type="checkbox"/> double creases</td></tr><tr><td><input type="checkbox"/> stains</td><td><input type="checkbox"/> deformity</td></tr><tr><td><input type="checkbox"/> with shrinkage</td><td><input type="checkbox"/> Worn-out</td></tr><tr><td><input type="checkbox"/> has shiny patches</td><td><input type="checkbox"/> with cut/tears</td></tr></table> <p>() not fit for the processing you requested (i.e not for machine wash but for dry cleaning to avoid damage.)</p> <p>As these are in excess of what is normal, we cannot guarantee that the garment will be laundered/Dry Cleaned/Pressed to your satisfaction. Please let us know what you would like us to do.</p> <p>() The other items are being processed to avoid further delay and will be delivered to you shortly.</p> <p>Your comments: _____</p> <p>_____</p> <p>Thank you!</p> <p>LAUNDRY DEPARTMENT</p>			<input type="checkbox"/> Discolored areas of spots	<input type="checkbox"/> double creases	<input type="checkbox"/> stains	<input type="checkbox"/> deformity	<input type="checkbox"/> with shrinkage	<input type="checkbox"/> Worn-out	<input type="checkbox"/> has shiny patches	<input type="checkbox"/> with cut/tears
<input type="checkbox"/> Discolored areas of spots	<input type="checkbox"/> double creases									
<input type="checkbox"/> stains	<input type="checkbox"/> deformity									
<input type="checkbox"/> with shrinkage	<input type="checkbox"/> Worn-out									
<input type="checkbox"/> has shiny patches	<input type="checkbox"/> with cut/tears									

Note: The form will be used to alert the guest of any noted damage on his garment that is sent for laundry. It is always best to inform him in advance about the status of his garment, otherwise, he might blame the hotel for said damage.

If the item is not suited for the requested processing method (dry cleaning, washing, etc.), the guest is also notified thru the same notification form, indicating therein the recommended method in processing the item.

5. Items for washing are endorsed to the washer for processing. Upon receipt of the items, the washer shall count and double-check items against the laundry list; sort and classify them, then place the appropriate tag.

- If the item is for dry-cleaning (color code it with a blue tag)
- If the item is for machine-washing, (color code it with a pink tag)

If the item is to be hand-washed, the washer should hand-wash with care. After washing the laundry items, the washer endorses the finished items to the other laundry staff (i.e. ironer or presser) for further processing

6. If the item is fit for other forms of processing, it is endorsed to other laundry staff, namely

Presser – for blouse, dresses, trousers, and related items

Hand ironer – for normal shirts

Utility presser – for trousers, skirt and long dresses

The attending staff shall double-check each item upon receiving them, and takes note of discrepancies in quantity and damaged parts.

7. If the item needs no further processing, it is placed inside the pigeon box (if any) according to the tag.
8. If the item is ready for delivery, the linen attendant or valet runner sorts them against the laundry list, collects altogether laundry items of each guest in a garment bag, attaches the laundry list to the bag and endorses it to the presser or linen attendant.
9. If the guest is on a cash basis, the laundry clerk prepares a voucher to be attached to the item for billing (see Figure 2). Payment must be made upon delivery of the items.
10. The processed items will now be delivered to the guest. If the guest is around, he is asked to sign in the delivery logbook for acknowledgment. Then the bill is presented to him for settlement.

If the guest is not around, the housekeeping supervisor acknowledges by signing in the logbook.

If the room is on the “Do Not Disturb” sign (DND) and said item is on special service. A notification is placed in the guest’s room through the door, (another copy to the front office) notifying him that an attempt to deliver his laundry was made while he is on DND.

Undelivered items are brought back to the laundry area to be redelivered upon the arrival of the guest.

Figure 2

CROWN HOTEL LAUNDRY VOUCHER					
(Partial list of items only)					Voucher No. _____
Name of Guest: _____		Room No. _____		Date/time _____	
Guest Count	Hotel Count	Articles	Price	Total Amount	Damages if any
FOR PRESSING (partial list)					
		Suit			
		Trousers			
		Jacket			
		Barong Tagalog			
		Shirt/long sleeves			
		Sport shirt			
		Vest			
		Necktie			
		Silk shirt			
		Others			
FOR WASHING OR DRY CLEANING					
		Suit			
		Trousers			
		Jacket			

		Barong Tagalog			
		Shirt/long sleeves			
		Sport shirt			
		Vest			
		Necktie			
		Silk shirt			
		Others			
		Remarks or instructions guests	Total	P	_____
			Extra charge		_____
			Sub total		_____
			Sales tax		_____
			Service charge 10%		_____
			Total Charge	P	_____

Laundry Equipment



<https://www.pinterest.ph/pin/521010250625427603/>

Washer

For washing clothes



<https://tsale.clearanceonline2021.com/category?name=electrolux%20best>

Dryers

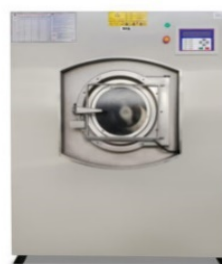
For drying washed items



<https://www.lead.co.za/dry-cleaning/spotting/f-793-cold-spotting-table/>

Spotting Table

For removal of spots/stains used with spotting chemical



<https://www.ndermakina.com.tr/30-kg-camasir-yikama-makinasi/>

Hydro Extractor




For extracting moisture from linen



<http://www.onelaundry.com/product/sfr-series-return-feed-flatwork-ironer/>



<https://www.pinterest.ph/pin/760123243347331336/>

<p>Flatwork Ironer For ironing flat sheets, linen, pillowcase and other flat linen</p>	<p>Steam Presser For pressing delicate fabrics like wool, silk, etc</p>
 <p>https://www.pinterest.ph/pin/522065781813061624/</p> <p>Laundry cart Used for the delivery of guest laundry</p>	 <p>https://www.pinterest.ph/pin/16818198597352374/</p> <p>Ironing board</p>
 <p>https://www.pinterest.ph/pin/10203536645958673/</p> <p>Iron</p>	

Laundry Chemicals

1. *Water* – This is a medium that when added a chemical would allow penetrating the soil.
2. *Water Temperature* – washing for 25 minutes at 70°C will kills most bacteria.
3. *Alkalis* – is used in the first part of the wash cycle to neutralize the soils since most soils in linens are acidic.
4. *Builders* – This can be added to both alkalis and detergents. It assists in water softening.
5. *Detergents* – In the commercial laundry, they use synthetic detergents. These detergents are used to wash the linen.
6. *Chlorine Bleach* – These are used to whiten linen and remove residual stains.
7. *Oxidizing Bleach* – These are also used to remove stains.
8. *Antichlors* – These are used to inactivate chlorine bleaches residuals.
9. *Fabric Softeners* – These are used to soften towels and reduce lint.
10. *Starch* – These are added to the final rinse to get a crisp and fresh appearance of the cotton table and chef's jacket.
11. *Sours or Acids* – These are added to the final rinse to neutralize alkalis residual.

Stain Removing

When pre-spotting clothes, one must be qualified. This person must be knowledgeable in fibers and fabrics and stain removing techniques.

Pre spotting is done on the spotting table with the following chemicals used:

- *Ink remover* – for wet and dry ink
- *Protein remover* – for blood, feces, egg, milk, perspiration and soil stains on collars
- *Pain, oil and grease remover* – for paint, lipstick, oils and greases
- *Rust remover* – for residual blood stains
- *Tannin remover* – for coffee, tea, red wine and some fruit juices
- *All-purpose spot remover* – for general light soiling stains

Washing Procedures

Steps	Procedures	Purpose
1. Check garments for stains and damages.	Check the pockets for valuables left by guests. Check if there are missing buttons or if there are stains or damages. Check also if the garment is already faded or has discolored.	Any deficiency must be indicated in a damage notice from which is sent to the guest for his information.
2. Segregate items according to color.	Segregate the white items from the colored ones; separate those that will be hand washed from those that will be machine-washed.	This is necessary to avoid contamination of colors during the washing process.
3. Endorse stained items to spotter for spotting.	Upon receiving the items, the spotter must acknowledge by signing in the endorsement form.	
4. Pre-scrub all heavily soiled parts of garments.	Use laundry brush with soap and water. Pay particular attention to the collars, cuffs, pocket, hemline, waistbands and armholes.	Pre-scrubbing helps to remove heavy soil.
5. Load all the items for machine washing into the washing machine. Use appropriate wash formula and the required chemical dosage.	Segregate white from colored items. Those with heavy color must not go with light-colored items to prevent contamination of colors. Use fewer detergents for lightly soiled items.	Use bleach for white items that are heavily soiled



Let Us Practice

Match column A with the appropriate words in column B. Choose the letter of the correct answer and write it on your activity sheet.

Column A

1. For washing clothes
2. For drying washed items
3. For removal of spots/stains
4. For extracting moisture from linen
5. For pressing delicate fabrics like wool, silk, etc.
6. Used for the delivery of guest laundry
7. For ironing flat sheets, linen, pillowcase and other flat linen
8. A cloth used to cover a table
9. A smaller towel used specifically to dry the hands and face.
10. A protective layer that slips over the duvet and has a closure

Column B

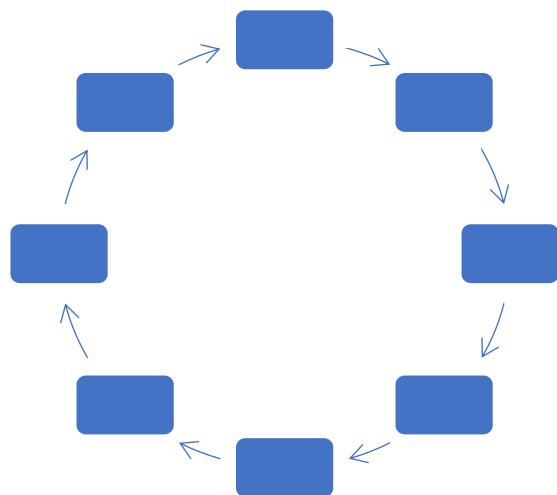
- A. Table cloth
- B. Hand towel
- C. Duvet cover
- D. Laundry cart
- E. Flatwork Ironer
- F. Steam presser
- G. Spotting table
- H. Hydro Extractor
- I. Washer
- J. Dryers



Let Us Practice More

Arrange the Laundry Cycle in proper order. Use and follow the diagram below as a guide.

1. Sorting dirty laundry
2. Delivering clothes in rooms
3. Repairing if required and ironing
4. Collecting dirty laundry
5. Drying
6. Folding Stacking
7. Pre-treating stains
8. Washing





Let Us Remember

➤ Principles of Laundering;

- (a) collection
- (b) transportation
- (c) arrival
- (d) sorting

➤ Laundry Equipment:

- (a) washer
- (b) dryers
- (c) spotting table
- (d) hydro extractor
- (e) flatwork ironer
- (f) steam presser
- (g) laundry cart
- (h) ironing board
- (h) iron

Laundry chemicals:

- (a) alkalis
- (b) builders
- (c) detergents
- (d) chlorine bleach
- (e) oxidizing bleach
- (f) antichlors
- (g) fabric softeners
- (h) starch
- (i) sours or acids



Let Us Assess

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

1. This is a rectangular piece of cloth used either singly or in a pair as bedding.
 - a. napkins
 - b. sheets
 - c. duvet covers
 - d. bath towels
2. This is a small piece of table linen that is used to wipe the mouth.
 - a. napkins
 - b. sheets
 - c. duvet covers
 - d. bath towels
3. This is a protective layer that slips over the duvet and has a closure.
 - a. napkins
 - b. sheets
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6. An important phase of the laundry since a lot of things may happen during this time like a loss of laundry and the likes.
 - a. collection
 - b. arrival
 - c. transportation
 - d. sorting

7. This type of linen is separated from sheets during washing for easier sorting after final extraction.
 - a. sheets
 - b. pillowcases
 - c. bathrobes
 - d. duvet covers
8. A type of laundry equipment that is used to assist in feeding sheets and table linen onto the flatwork ironer.
 - a. spotting table
 - b. flatwork ironer
 - c. washer
 - d. steam presser
9. A chemical that is used to soften towels and reduce lint.
 - a. detergent
 - b. chlorine bleach
 - c. starch
 - d. fabric softeners
10. A chemical that removes wet or dry ink.
 - a. rust remover
 - b. ink remover
 - c. tannin remover
 - d. grease remover



Let Us Enhance

Fill out the form and put a check (✓) mark on the items informing the guest of any noted damage on his garment that is sent for laundry. Use the name of hotel, guest & room no. of your choice as a dummy.

_____ HOTEL LAUNDRY DEPARTMENT										
DAMAGE ADVICE										
NAME OF GUEST : _____										
ROOM NO: _____	DATE: _____	TIME: _____								
<p>We are constrained to return to you the attached laundry items in as much as we have noticed the following on the garment when it was sent to us for laundry.</p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Discolored areas of spots</td> <td><input type="checkbox"/> double creases</td> </tr> <tr> <td><input type="checkbox"/> stains</td> <td><input type="checkbox"/> deformity</td> </tr> <tr> <td><input type="checkbox"/> with shrinkage</td> <td><input type="checkbox"/> Worn-out</td> </tr> <tr> <td><input type="checkbox"/> has shiny patches</td> <td><input type="checkbox"/> with cut/tears</td> </tr> </table> <p>() not fit for the processing you requested (i.e not for machine wash but for dry cleaning to avoid damage.)</p> <p>As these are in excess of what is normal, we cannot guarantee that the garment will be laundered/Dry Cleaned/Pressed to your satisfaction. Please let us know what you would like us to do.</p> <p>() The other items are being processed to avoid further delay and will be delivered to you shortly.</p> <p>Your comments: _____</p> <p>_____</p> <p>Thank you!</p> <p>LAUNDRY DEPARTMENT</p>			<input type="checkbox"/> Discolored areas of spots	<input type="checkbox"/> double creases	<input type="checkbox"/> stains	<input type="checkbox"/> deformity	<input type="checkbox"/> with shrinkage	<input type="checkbox"/> Worn-out	<input type="checkbox"/> has shiny patches	<input type="checkbox"/> with cut/tears
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<input type="checkbox"/> stains	<input type="checkbox"/> deformity									
<input type="checkbox"/> with shrinkage	<input type="checkbox"/> Worn-out									
<input type="checkbox"/> has shiny patches	<input type="checkbox"/> with cut/tears									

Rubric:

Criteria	Poor 1 pt	Fair 2 pts	Good 3 pts	Excellent 5pts	Total
Holistic	Not able to complete the task.	Able to complete the task with some errors or difficulty.	Able to complete the task with few errors	Able to complete the task successfully with no errors.	
Required Information	Does not provide the required information.	Provides some of the required information.	Provides most of the required information.	Provides all required information.	
Mechanics	Writing is illegible, and many errors are present.	Writing is somewhat neat and legible. Some errors present.	Writing is mostly neat and legible. Writes on lines with few errors.	Writing is neat and legible. Writes on lines.	
Total					

**Let Us Reflect**

Complete the sentence below.

In this module, the significant lesson that I have learned is...



Answer Key

<div>Let Us Try</div> <div>1. b 2. c 3. d 4. b 5. d 6. c 7. a 8. a 9. d 10. b</div>	<div>Let Us Practice</div> <div>1. I 2. J 3. G 4. H 5. F 6. D 7. E 8. A 9. B 10. C</div>	<div>Let Us Practice</div> <div>More 1. Collecting dirty laundry 2. Sorting dirty laundry 3. Pre-treating stains 4. Washing 5. Drying 6. Repairing if required and ironing 7. Folding stacking 8. Delivering clothes in rooms</div>	<div>Let Us Assess</div> <div>1. b 2. a 3. c 4. d 5. d 6. c 7. b 8. a 9. d 10. b</div>
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For inquiries or feedback, please write or call:

Department of Education – Davao City Division

Elpidio Quirino Ave., Poblacion District, Davao City, 8000
Davao del Sur

Telefax: (082) 224-3274, (082) 222-1672

E-mail Address: davao.city@deped.gov.ph