

9-12



# Housekeeping NC II

## Quarter 3 – Module 2/Week 3-4: Provide Valet/Butler Service



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**TLE/TVL 9-12 – Housekeeping NC II**  
**Quarter 3 – Module 2/Week 3-4: Provide Valet/Butler Service**  
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# **Housekeeping NC II**

**Quarter 3 – Module 2/Week 3-4:**

**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 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)**

LO1. Display professional valet standards - **TLE\_HEHK9- 12VS-IIIa-j-1**

1.5 Follow standard operating procedures in keeping laundry area clean in accordance with the establishment standards

1.6 Prepare reports and endorsements of the valet service provider

After going through this module, you are expected to:

1. Identify the procedures in cleaning the laundry area according to standard operating procedures;
2. Explain the different types of housekeeping reports;
3. Prepare housekeeping inspection reports;

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. Which of the following ensures all work is done appropriately without anything left to be completed?  
a. reports                      b. checklist                      c. schedule                      d. organizer
2. It is used to study past records of occupancy, cleaning schedules, and predict the future status of the rooms  
a. reports                      b. checklist                      c. schedule                      d. organize
3. Which of the following reports requires for scheduling the room attendants and recording the room inspections?  
a. Assignment Report                      c. Occupancy Report  
b. Room status report                      d. Housekeeping report
4. Which of the following reports shows a list of guests who have checked-in in the hotel with details such as number of adults and children, number of nights, and housekeeping status?  
a. Assignment Report                      c. Occupancy Report  
b. Room Status Report                      d. Housekeeping Report
5. Which of the following reports provides information on the occupancy or condition of the property's room on a daily basis?  
a. Assignment Report                      c. Occupancy Report  
b. Room Status Report                      d. Housekeeping Report
6. It is a member of the housekeeping team who checks the room after it is cleaned.  
a. supervisor                      c. housekeeper  
b. Inspector                      d. house staff
7. Which of the following room status tells that no guest is registered for that room and no guest or belongings are in the room?  
a. vacant      b. occupied                      c. out of order                      d. in repair status
8. Which of the following room status tells that the room is being renovated or repaired; it does not need to be cleaned and is not available to sell?  
a. occupied                      b. vacant                      c. out of order                      d. full
9. It is a state of being free from disease-causing pathogens or having a safe level of pathogens.  
a. clean                      b. mildew                      c. sanitary                      d. bleach
10. It is a place where clothes are washed and dried.  
a. bedroom                      b. lobby                      c. reception area                      d. laundry area



## Let Us Study

Most of the time when in the laundry room you are only focused on cleaning clothes, not the room itself. The laundry area also must be clean and sanitary so that germs and bacteria won't linger and cause illness and allergies to the guests.

To help you keep the laundry area clean, the following are the procedures you need to make in cleaning the laundry area.

### Procedures in Keeping Laundry Area Clean

#### Keep it clean

- Wipe down shelves with a wet rag. Stray sprays and splashes of detergent leave the surface sticky, making them a great landing spot for lint and dust.
- Run your washing machine without a load, on a hot cycle, using two cups of vinegar to keep your machine fresh and clean inside.
- Remove the dryer lint trap and soak it in hot water and dish soap. Scrub to remove buildup. You can do this with the knobs on your washer and dryer as well if they are removable.
- Wipe the outside surfaces of your washer and dryer with glass cleaner to make them shine.
- Remove the dryer hose and use your vacuum attachment to remove any lint buildup on the inside.
- Use your vacuum attachment to clean under, behind and between your washer and dryer.
- Sweep and mop the floors.

#### Keep it organized

- Store bleach, detergents, and other products inside the shelves.
- Keep similar products together.
- Hang ironing board on the wall when not in use to give more working space.
- Use several baskets or divided bins for storing and separating dirty laundry.
- Use a basket or box for unused hangers.
- Keep a small container for storing items left in pockets.
- Keep a trash can in the laundry room so you have a place for lint, tags, dryer sheets and other items that might otherwise end up on your floor.

### Checklists and Reports in Housekeeping

There are various housekeeping checklists and reports automatically generated by the hotel management software.

#### Checklists

Checklists help to ensure all work is done appropriately without anything left to be completed. There are various checklists referred and filled by the housekeeping staff. Some important ones are:

##### ❖ Guest supplies checklist

- ✓ If possible, open the windows and air out the room
- ✓ Check the thermostat, air conditioner, and lights to ensure they work properly
- ✓ Replace any flickering or burnt-out bulbs
- ✓ Test the drapes to make sure they slide easily
- ✓ Look over the walls and ceilings for dust or cobwebs
- ✓ Dust all appliances, fixtures, and furniture
- ✓ Clean the coffee maker
- ✓ Check the refrigerator for any items left behind by previous guests
- ✓ Clean the microwave
- ✓ Clean mirrors and glass surfaces
- ✓ Wipe down the telephone
- ✓ Ensure closet is stocked with hangers and luggage racks
- ✓ Remove trash from trash cans and fit with new liners
- ✓ Vacuum the room
- ✓ Deodorize the room
- ❖ **Guest room cleaning checklist**
  - ✓ If possible, open the windows and air out the room
  - ✓ Check the thermostat, air conditioner, and lights to ensure they work properly
  - ✓ Replace any flickering or burnt-out bulbs
  - ✓ Test the drapes to make sure they slide easily
  - ✓ Look over the walls and ceilings for dust or cobwebs
  - ✓ Dust all appliances, fixtures, and furniture
  - ✓ Clean the coffee maker
  - ✓ Check the refrigerator for any items left behind by previous guests
  - ✓ Clean the microwave
  - ✓ Clean mirrors and glass surfaces
  - ✓ Wipe down the telephone
  - ✓ Ensure closet is stocked with hangers and luggage racks
  - ✓ Remove trash from trash cans and fit with new liners
  - ✓ Vacuum the room
  - ✓ Deodorize the room
- ❖ **Guests bathroom cleaning checklist**
  - ✓ Remove any used towels
  - ✓ Look for any signs of water leaks from bathroom fixtures
  - ✓ Clean the shower and bathtub then wipe down with a dry cloth
  - ✓ Scrub and disinfect the toilet bowl
  - ✓ Clean and sanitize the toilet seat, lid, and handle
  - ✓ Clean mirrors
  - ✓ Clean the vanity top and sink
  - ✓ Clean floor tiles and grout
  - ✓ Inspect the bathroom and remove any stray hairs
  - ✓ Remove trash from trash cans and fit with new liners
  - ✓ Deodorize the bathroom
- ❖ Beach area cleaning checklist
- ❖ Swimming pool cleaning checklist
- ❖ Garden keeping checklist
- ❖ Housekeeping standard checklist for SPA
- ❖ Housekeeping standard checklist for fitness center



## Reports

The reports are useful to study past records of occupancy, cleaning schedules, and predict the future status of the rooms. Let us see the reports generated for the housekeeping department.

### Housekeeping Report

This can be generated at the end of each shift to report the housekeeping status of each room.

Housekeeping Report						
Room No.	Room Type	Check-Out Date	Turnover	Room Occupancy	H/K Status	Housekeeper

### Housekeeping Assignment Report

It is required for scheduling the room attendants and recording the room inspections.

Assignment Report											
Rm No.	Rm Type	Guest Name	Adult	Child	Check-in	No. of Nights	Check – out	Turn over Date	Room Occupancy	H/k Status	Housekeeper

### Housekeeping Occupancy Report

This report shows the list of guests who have checked-in the hotel with details such as number of adults and children, number of nights, and housekeeping status. This report is generated for the occupied rooms, rooms expected to be occupied, checked-out rooms, and vacant or blocked rooms. This report is generated for scheduling rooms for cleaning.

OCCUPANCY REPORT							
Rm No.	Rm Type	Guest Name	Adult	Child	No. of Nights	Turn Over Date	H/K Status

## Room status report

The room status report is sometimes called the **housekeeping report**. It provides information on the occupancy or condition of the property's room daily. It is generated through two-way communication between the front office and the housekeeping department. For example, when a guest checks out, the front desk notifies housekeeping by phone or through the computer system. Housekeeping then knows that the room is vacant and ready for cleaning. Once this has been done and the room is clean, the housekeeping department then notifies the front desk, either by telephone or the computer system, to tell them the room is clean and ready for sale.

Code	Meaning
VC	Vacant and clean
OC	Occupied and clean
RS	Refuses service
CO	Check out
DR	Dirty Room
U	Unavailable
OOO	

*Note: different hotels may use different codes – you will have to get to know these in each hotel, but they always refer to similar room status even if the codes are slightly different.*

## Sample or Room Status Report

112 (Classic double room)

Arrival (1 PAX)  
Teresa  
Hennecke  
Sat. 14-08 - Sat

1. Green arrow icon (top right)

2. Vacant button

3. Cleaned button

4. Star icon (bottom left)

5. Bed icon (bottom left)

6. Arrow icon (bottom left)

7. Room status icon (bottom right)

Source: [http://help.protel.net/housekeeping/en\\_US/web/index.htm#t=Hausdamenliste.htm](http://help.protel.net/housekeeping/en_US/web/index.htm#t=Hausdamenliste.htm)

The image above shows the individual symbols used in the housekeeping report. The various symbols are explained below using the numbers in the image.

1. **Stay status:** the green arrows indicate that the guest has checked in; a red arrow indicates that the guest has checked out. There will be no symbol shown here if the room is not occupied.
2. **Housekeeping Status:** In this section, housekeeping can enter whether the room is vacant or occupied.

3. **Room Status:** This field indicates whether the room is cleaned, dirty, touched, checked, or currently being cleaned. After cleaning the room, housekeeping marks it as "Cleaned".
4. **VIP Status:** This symbol indicates whether a VIP status has been entered for the guest.
5. **Laundry:** This symbol indicates whether the lines should be changed that day.
6. **Movement:** Should guests move to another room during their stay, this symbol will be displayed (red arrow for the room the guests are moving from and a green arrow for their new room).
7. **Work orders:** This symbol indicates work orders. The number in the red circle indicates the number of pending work orders for this room.
8. **Traces:** This symbol indicates the traces. The number in the red circle indicates the number of pending traces for this room used.
9. **Detailed view:** This symbol can be used to open the detailed view. The detailed view has all the information about the room, and can also be used to change the housekeeping status and the room status.

*Source: [http://help.protel.net/housekeeping/en\\_US/web/index.htm#t=Hausdamenliste.htm](http://help.protel.net/housekeeping/en_US/web/index.htm#t=Hausdamenliste.htm)*

## **Guestroom inspection**

Each establishment will have a system for inspecting rooms that have been cleaned. They do this to ensure that standards are maintained and guests are not disappointed. If inspectors do not inspect the work, problems could arise that may make guests unhappy.

The inspector should submit a room inspection report that includes space where he can write notes on:

- ❖ the condition of furniture, fixtures and equipment
- ❖ the appearance of the ceiling and walls
- ❖ the condition of the carpet and other floor coverings
- ❖ the cleanliness of window interiors and exteriors.

During a room inspection, you enter the room and carefully inspect everything, moving in a clockwise direction so that nothing is missed. You will check that:

- ❖ all fixtures, fittings and furnishing are clean and in good working order
- ❖ all guest items have been replenished
- ❖ all surfaces are clean and free from marks
- ❖ floors and floor coverings are clean and the appropriate finish has been achieved
- ❖ beds have been made according to the establishment specifications
- ❖ lighting, heating and cooling systems are in good working order
- ❖ bathrooms may have been thoroughly cleaned

- ❖ there are no signs of pests
- ❖ the finished room meets the standards set by the organization

Once the inspector has completed the inspection and has approved the room, the person responsible will notify the front office that the room is ready for use.

Room Inspection Report					
Room no: _____ Type: _____					
Date inspected: _____					
Condition:   E   excellent            A   Acceptable            U   unacceptable					
	Bedroom	Condition		Bathroom	Condition
1	Doors, locks, chains stops		21	Doors	
2	Lights, switches, plates		22	Lights, switches, plates	
3	Ceiling		23	Walls	
4	Walls		24	Tiling	
5	Woodwork		25	Ceiling	
6	Curtains and railings		26	Mirror	
7	Windows		27	Bath, grouting, grab rails	
8	Heating/air conditioning		28	Shower, shower head, curtain	
9	Phone		29	Bath mat	
10	TV and radio		30	Vanity unit	
11	Headboards		31	Fixture, taps, drains	
12	Spreads, bedding, mattress		32	Toilet: flush, seat	
13	Dresses, nightstand		33	Towels: face, hand, bath	
14	Hotel information		34	Tissue: face, hand, bath	
15	Lamps shades, bulbs		35	Tissue: toilet, facial	
16	Chairs, couch		36	Soap	
17	Carpet		37	Amenities	
18	Pictures and mirrors				
19	Dusting				

20	Cupboard				
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Other: \_\_\_\_\_

\_\_\_\_\_

Inspected by: \_\_\_\_\_

(signature): \_\_\_\_\_



## Let Us Practice

Directions: Create a checklist for general inspection on the following housekeeping workplace. A minimum of five (5) lists per area.

1. Floor area
2. Aisles and Stairways
3. Storage



## Let Us Practice More

Direction: Create a guestroom inspection report that indicates the following:

- a. Name of hotel (of your choice)
- b. Guestroom number
- c. Date of inspection
- d. Inspection item
- e. Condition
- f. Inspected by:



## Let Us Remember

Remember the following important points in this module:

- The laundry area must be clean and sanitary so that germs and bacteria won't linger and cause illness and allergies to the guests.
- **Checklists** help to ensure all work is done appropriately without anything left to be completed.
- **Report** is useful to study past records of occupancy, cleaning schedules, and predict the future status of the rooms.
- **Housekeeping Occupancy Report** shows the list of guests who have checked-in the hotel with details such as number of adults and children, number of nights, and housekeeping status.
- **Room Status Report** provides information on the occupancy or condition of the property's room on a daily basis.



## Let Us Assess

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

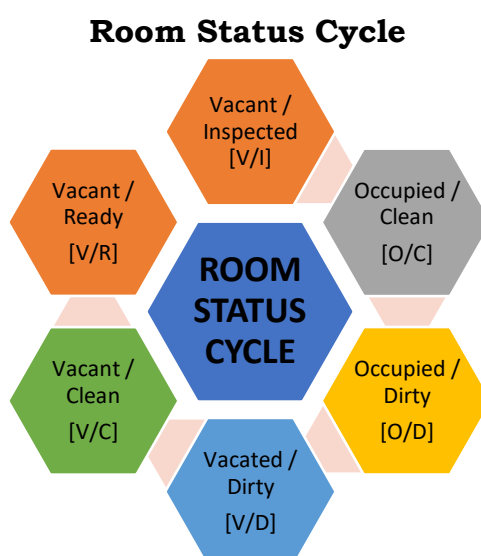
1. It is a place where clothes are washed and dried.  
a. bedroom      b. lobby      c. reception area      d. laundry area
2. It is a state of being free from disease-causing pathogens or having a safe level of pathogens.  
a. clean      b. mildew      c. sanitary      d. bleach
3. Which of the following room status tells that the room is being renovated or repaired; it does not need to be cleaned and is not available to sell?  
a. occupied      b. vacant      c. out of order      d. full
4. Which of the following room status tells that no guest is registered for that room and no guest or belongings are in the room?  
a. vacant      b. occupied      c. out of order      d. in repair status
5. It is a member of the housekeeping team who checks the room after it is cleaned.  
a. supervisor      c. housekeeper  
b. inspector      d. house staff
6. Which of the following report that provides information on the occupancy or condition of the property's room on a daily basis?  
a. Assignment Report      c. Occupancy Report  
b. Room Status Report      d. Housekeeping Report

7. Which of the following report shows the list of guests who have check-in in the hotel with details such as number of adults and children, number of nights, and housekeeping status?
  - a. Assignment Report
  - b. Room Status Report
  - c. Occupancy Report
  - d. Housekeeping Report
8. Which of the following reports requires for scheduling the room attendants and recording the room inspections?
  - a. Assignment Report
  - b. Room Status Report
  - c. Occupancy Report
  - d. Housekeeping Report
9. It is used to study past records or occupancy, cleaning schedules, and predict the future status of the rooms.
  - a. reports
  - b. checklist
  - c. schedule
  - d. organizer
10. Which of the following ensure all work is done appropriately without anything left to be completed?
  - a. reports
  - b. checklist
  - c. schedule
  - d. organizer



## Let Us Enhance

Direction: Explain the Room Status Cycle in Hotel Housekeeping. Be brief and concise. Do this on your answer sheet.



Scoring Rubric:

Content	Very Good (5 points)	Good (4 points)	Fair (3 points)	Needs Improvement (2 points)
Knowledge and Understanding	Students were able to convey several ideas on the topic with a good degree of knowledge	Students were able to convey a few ideas on the topic with some degree of knowledge	Students were able to convey limited ideas on the topic with little knowledge	There is an attempt to answer but irrelevant to the topic. Incomplete sentence



## Let Us Reflect

After going through this module, you learned the proper procedures in cleaning the laundry area and the different types of housekeeping reports.

To find out the knowledge and skills acquired in this lesson, say something about this quote - “**Honesty and integrity are very important attributes of a Housekeeper**”. Explain how will you apply this to a real-life situation. Write your answer on your answer sheet.

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Answer Key

<div>Let Us Enhance</div> <div>Answers may vary. Please refer to the rubric.</div>		<div>Let Us Assess</div> <div>1. d</div> <div>2. c</div> <div>3. c</div> <div>4. a</div> <div>5. b</div> <div>6. b</div> <div>7. c</div> <div>8. a</div> <div>9. a</div> <div>10. b</div>
<div>Let Us Practice</div> <div>More</div> <div>Answers may vary.</div>		<div>Let Us Try</div> <div>1. b</div> <div>2. a</div> <div>3. a</div> <div>4. c</div> <div>5. b</div> <div>6. b</div> <div>7. a</div> <div>8. c</div> <div>9. c</div> <div>10. d</div>



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