

9-12



Housekeeping NC II

**Quarter 4 – Module 3/Week 5-7:
Deal with / Handle Intoxicated
Guests (IG)**



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TLE/TVL 9-12 – Housekeeping NC II
Quarter 4 – Module 3/Week 5-7: Deal with/handle intoxicated guests (IG)
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Guests (IG)**

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 understanding in dealing with/handling intoxicated 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 under the Home Economics component.

Lesson 6 – Deal with/handle intoxicate guests (IG)

LO 1. Determine the level of intoxication

LO 2. Apply appropriate procedures

LO 3. Comply with legislation

After going through this module, you are expected to:

1. Explain the level of intoxication;
2. Discuss the DO's and DON'T's in assisting intoxicated guests;
3. Identify laws governing the sale of alcoholic beverages.



Let Us Try

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

1. This is defined as a set of rules and regulations of an establishment.
 - a. Intoxication
 - b. House Policy
 - c. Legislation
 - d. Mocktails
2. It is a beverage that contains at least 10 grams of pure alcohol.
 - a. Standard Drink
 - b. Mocktails
 - c. cocktails
 - d. aperitif
3. What is the term used when a person is affected by alcohol?
 - a. Legislation
 - b. Intoxication
 - c. House Policy
 - d. Obligation
4. Which of the following is the best way to help ensure the safety of an intoxicated guest?
 - a. assist the intoxicated guest to his vehicle.
 - b. calmly seek assistance from his friends.
 - c. let him manage to walk home alone.
 - d. move him to a quiet corner if he passes out.

5. A guest comes into your hotel and asks to sit down at your lobby and smells of alcohol. He tries to walk and cannot do so in a straight line. You walk closer to this guest as you try to assist him to sit down. You recognize him as the guest checked in at room number 1432. What will you do next?
 - a. advice him to get his key card at the front desk.
 - b. tell him to leave the area as quickly as possible.
 - c. call the manager and let him decide.
 - d. offer him some warm water to drink.

6. How many grams of alcohol is in a 330 mL bottle of beer with a 5% alcohol by volume (ABV)?

a. 1.8g	c. 13.2g
b. 20g	d. 1.9g

7. A guest who is visibly intoxicated walked through your hotel lobby. He was slurring and approaching other guests to start conversations making the other guests feel uncomfortable. What should you do to manage this situation?
 - a. report to your immediate supervisor.
 - b. stay calm and remember the hotel policy
 - c. argue with the guest and embarrass him.
 - d. call the police station and report the guest.

8. Slow speech, a loud voice, vomiting, and clumsy movements especially when walking are some of the obvious signs of alcohol. What does all of these imply?

a. Intoxication	c. Mobility
b. Normal body function	d. Leaving the body

9. Martin had too much to drink and is tired and very emotional. He orders for another round more of his usual martini- for the road. The hotel barman says: "Instead of your usual, how about a light beer while I call you a taxi?" Did the barman handle the situation properly?

a. Yes	c. Maybe
b. No	d. None of the above

10. A bunch of guests has been drinking at the local bar and are all intoxicated. The bartender advises them to buy some take-out drinks and he will get them a cab to get them out of the establishment without making a disturbance. Is this an appropriate approach to the situation?

a. Yes	c. Maybe
b. No	d. None of the above



Let Us Study

Many hotel facilities sell alcohol in their numerous food and beverage outlets. Alcohol is offered with or without meals in most cultures. Customers may, for the most part, enjoy themselves and drink responsibly, although this is not always the case. The fundamental obligation of a business is to protect the health and safety of individuals who visit it or are influenced by its presence.

Ethyl alcohol, sometimes known as pure alcohol, is the intoxicating element in alcoholic drinks. This component is present in all alcoholic beverages; however, the concentration varies by drink. The potency of alcoholic beverages varies. Even the strength of a single alcoholic beverage, such as beer, varies.

A standard drink is often described as a beverage containing 10 grams of pure alcohol. This varies between 8 and 14 grams in different countries, and other nations do not have a “standard drink.” Some examples of “standard drinks” are 30ml of spirits, 100 ml of wine and 285ml of full-strength beer. In actuality, most alcoholic beverages are not served as a "standard drink." The size of the glass and pouring size may mean that it contains more.

If you want to find out how many grams of alcohol is in a beverage, you may use the formula below:

$$\frac{\{\text{Amount of drink (ml)} \times \text{Strength of drink (ABV)}\} \times 8}{1000}$$

The amount of drink should be in the standard of ml. On the other hand, ABV means alcohol by volume- which is the strength of the drink.

For example, this wine label is from a 750ml bottle; with an ABV of 10% Let us try to find out how many grams of alcohol is in this beverage:

WINE LABELS



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Source: <http://www.freepik.com>

$$\frac{\{\text{Amount of drink (ml)} \times \text{Strength of drink (ABV)}\} \times 8}{1000}$$

$$\frac{\{750\text{ML} \times 10\%\} \times 8}{1000}$$

$$\frac{75 \times 8}{1000}$$

$$= 0.6$$

So, the amount of alcohol in grams in the particular wine bottle (as per label) is 0.6 grams.

Alcohol is still a depressant. When alcohol is drunk irresponsibly, it may turn into a harmful and destructive chemical with significant consequences. It affects people differently. This is due to several factors, such as speed of drinking, the strength of the drink and blood alcohol concentration, the weight of the person who is drinking, amount of food eaten, alcohol tolerance as well as whether the guest drinking is a male or female. Because alcohol impairs physical and mental functioning, the more people who drink, the less likely they are to be able to make decisions about their own health. Thus, it is important to be able to identify signs of intoxication.

What is intoxication?

Different countries will prohibit the sale or supply of alcohol to someone who appears to be intoxicated or drunk. By what does this mean? When do you know someone has reached this level?

In summary, “intoxicated” is the body’s response to having alcohol in the human system. This is always hard to identify so what signs exist that may indicate intoxication?

Signs of Intoxication:

Loss of coordination	Change in speech	Mood, Conduct and Behavior
<ul style="list-style-type: none">✓ Clumsy✓ Unfocused✓ Bumps into furniture or people✓ Staggering✓ Tripping over easily✓ Falls easily✓ Inability to walk in a straight line✓ Inability to lift a glass✓ Knocking things over	<ul style="list-style-type: none">✓ Trouble talking normally✓ Slow and slurred speech✓ Loud volume of speech✓ Too outspoken	<ul style="list-style-type: none">✓ Change in personality✓ Isolation✓ Over affectionate even to strangers✓ Extremely outgoing✓ Troublemaking behaviors arise
*The strong smell of alcohol is also an indicator of intoxication.		

Once you've determined that a guest is drunk, it's your job to respond responsibly, timely and in a suitable manner.

Offering Assistance to Intoxicated Guests:

Guests should still be in a safe and secure environment, so it is important as a staff to monitor the guest's environment when aware that the guest is already intoxicated. As hotel staff, one should also assist. Although, this depends on the level of intoxication the guest is in. Assistance may include talking to the guest or if he or she is accompanied by a friend, briefly explaining your responsibilities which will also outline house policy to guests, offering them water or food and advise other staff to make them aware. If intoxicated guests become too difficult to handle yourself,

call appropriate personnel. This personnel can be your supervisor or manager or security. There are several communication systems to reach this personnel as each establishment have their standards. Supervisors, managers and security may be communicated through pagers, verbal or hand signals, call buttons or even phone calls. It is also important to know external emergency numbers such as the Police department, fire department and ambulance in extreme situations that pose a threat of safety or security to other guests, hotel properties or even to staff and other colleagues. As such, staff may also be required to make incident reports and appropriate documentation in the event any untoward situations happen.

HANDLING INTOXICATED GUESTS

Various policies and rules are developed according to different establishment standards when dealing with guests who are intoxicated. Hotels usually train their staff beforehand to be able to know what to do when a guest comes in the hotel and is showing signs of intoxication. As hotel staff, you may let the guest enter the hotel with assistance and seat him or her at the lobby. It is also helpful for an intoxicated person to drink warm water or tea, so you may also offer them to the guest. Bananas are known to replace lost electrolytes and are also good for dehydrated people. Drinking alcohol causes some dehydration, so it is also a good option to offer bananas to guests who are noticeably intoxicated.

DO's and DON'T's in assisting intoxicated guests.

- Stay calm.
- Don't argue with the intoxicated guest.
- Don't embarrass the guest, especially in front of other people.
- Invite the problem guest to an area away from the other guests, where you can talk.
- Deal with the situation in a calm, friendly way. Speak to the person directly, and firmly explain that what they are doing is unacceptable.
- Listen and empathize with your guest. Acknowledge your guest's anger or frustration.
- Point out that if they were sober, they would agree that they are doing is a bad idea.
- If you cannot calm the guest down or convince them to stop what they are doing, ask a friend of theirs to try.
- If you decide to ask this person to leave, remember that you are still responsible for their safety (call a cab, get someone to drive them home, or if the situation gets out of control – call the manager to get assistance from the police.

LEGAL CONSIDERATION

Every country will have a certain age at which individuals can lawfully use alcohol. This is because minors consuming alcohol is extremely harmful. This is due to their lack of prior drinking experience. They may also be too immature to conduct themselves in a drinking situation. The male brain does not fully mature until the age of 24, while the female brain does not mature until the age of 22. As a result, the effects of alcohol have a bigger influence on the brain. Similarly, the internal organs

of a minor are also not fully developed; as such effects of alcohol will be greater. Minors are more prone to binge drink, which is dangerous to their health, and they are more likely to become addicted to alcohol and heavy drinkers later in life. In the Philippines, a minor is considered someone who is below 18 years of age.

Some legal conditions may include:

- Alcohol cannot be sold to a person under the legal drinking age
- Alcohol cannot be supplied or consumed by a person under the legal drinking age
- Proof of age must be checked if a person looks under 25 years of age.
- Minors may be able to be on a premise that supplies alcohol if:
 - They are in the company of a responsible adult
 - Are eating a meal
 - Work on the premises in duties that do not involve the sale of alcohol
- Some venues may allow a minor to have an alcoholic drink if they are having a meal or with a spouse, parent or guardian
- Food containing alcohol may be consumed if below a certain percentage of the entire meal
- Minors may not be allowed into areas where their primary product sold is alcohol including bars and nightclubs.

License to sell

Most countries that have restrictions on who can buy alcohol, will also have restrictions on who can do the selling.

To sell alcohol, you may have to obtain a permit or license.

The license may simply permit you to sell alcohol in general or may have stipulations including:

- In which areas of the establishment it may be sold
- What may be sold – for consumption within the establishment or to be taken off the premises
- At what times sales can be made
- If alcohol is allowed to be brought into the venue for consumption.



Let Us Practice

Every establishment that provides alcohol should have rules and procedures in place to encourage responsible alcohol service and use. Staff should be given rules on appropriate behavior as part of their induction or code of conduct. Establishing

such policies and procedures also includes posting appropriate signs in their proper places.

With this, create a BULLETIN BOARD and post at least 5 COMMON HOTEL HOUSE RULES in DEALING WITH INTOXICATED GUESTS. You will be graded by the following rubric:

CRITERIA	5	10	15
RELATION TO LESSON	Established at least 1 suitable house rules	Established at least 2-3 suitable house rules	Established 4-5 suitable house rules
CREATIVITY	The bulletin board was made without creativity	The bulletin board was made creatively	The bulletin board was made exceptionally creative
CONCEPT	Has brainstormed their concept, but no clear focus has emerged.	Has a fairly clear picture of what they are trying to achieve.	Has a clear picture of what they are trying to achieve.

***You can use either recycled materials and submit them to your teacher or make use of technology by using an Editing program or Collage App from your phone, tablet or computers.*



Let Us Practice More

Familiarize and practice the following procedure.

HANDLING INTOXICATED GUEST

1. Assist the guest in entering the hotel.
2. Seat guests in the lobby.
3. Offer guest either Tea, warm water or banana.

You may record a video and ask one of your family members at home to be your “guest” and submit the video to your teacher. Be guided by the following rubric:

	5	10	15
1	Did not Assist the guest in entering the hotel	Assisted the guest in entering the hotel with minimal effort.	Assisted the guest in entering the hotel flawlessly

2	Did not seat guest at the lobby.	Seated guests at the lobby with minimal effort.	Seated guests at the lobby with ease.
3	Did not offered tea, warm water or a banana to the guest.	Offered tea, warm water, or banana to guest with minimal effort.	Offered tea, warm water, or banana to guest with ease.



Let Us Remember

- ✓ The intoxicating element in an alcoholic drink is pure alcohol
- ✓ The potency of alcoholic beverages varies
- ✓ A standard drink is often described as a beverage containing 10 grams of pure alcohol
- ✓ ABV is Alcohol By Volume
- ✓ Alcohol is a depressant
- ✓ There are several signs of an intoxicated guest, but by alcohol smell alone you will be able to know if the guest is intoxicated or not.
- ✓ There are also legal considerations when it comes to alcohol and its consumption.
- ✓ Minors are not allowed to buy and consume alcoholic beverages.
- ✓ Standard procedures in dealing with hotel guests who are intoxicated may include assisting in seating guests in the hotel lobby, offering tea, warm water and/or banana.



Let Us Assess

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

1. A bunch of guests has been drinking at the local bar and are all intoxicated. The bartender advises them to buy some take-out drinks and he will get them a cab to get them out of the establishment without making a disturbance. Is this an appropriate approach to the situation?
 - a. Yes
 - b. No
 - c. Maybe
 - d. None of the above
2. Martin had too much to drink and is tired and very emotional. He orders for another round more of his usual martini- for the road. The hotel barman says: "Instead of your usual, how about a light beer while I call you a taxi?" Did the barman handle the situation properly?
 - a. Yes
 - b. No
 - c. Maybe
 - d. None of the above
3. Slow speech, a loud voice, vomiting, and clumsy movements especially when walking are some of the obvious signs of alcohol. What does all of these imply?
 - a. Intoxication
 - b. Normal body function
 - c. Mobility
 - d. Leaving the body

4. A guest who is visibly intoxicated walked through your hotel lobby. He was slurring and approaching other guests to start conversations making the other guests feel uncomfortable. What should you do to manage this situation?
 - a. report to your immediate supervisor.
 - b. stay calm and remember the hotel policy
 - c. argue with the guest and embarrass him.
 - d. call the police station and report the guest.

5. How many grams of alcohol is in a 330 mL bottle of beer with a 5% alcohol by volume (ABV)?

a. 1.8g	c. 13.2g
b. 20g	d. 1.9g

6. A guest comes into your hotel and asks to sit down at your lobby and reeks of alcohol. He tries to walk and cannot do so in a straight line. You walk closer to this guest as you try to assist him to sit down. You recognize him as the guest checked in at room number 1432. What will you do next?
 - a. advice him to get his key card at the front desk.
 - b. tell him to leave the area as quickly as possible.
 - c. call the manager and let him decide.
 - d. offer him some warm water to drink.

7. Which of the following is the best way to help ensure the safety of an intoxicated guest?
 - a. assist the intoxicated guest to his vehicle.
 - b. calmly seek assistance from his friends.
 - c. let him manage to walk home alone.
 - d. move him to a quiet corner if he passes out.

8. What is the term used when a person is affected by alcohol?

a. Legislation	c. House Policy
b. Intoxication	d. Obligation

9. It is a beverage that contains at least 10 grams of pure alcohol.

a. Standard Drink	c. cocktails
b. Mocktails	d. aperitif

10. This is defined as a set of rules and regulations of an establishment.

a. Intoxication	c. Legislation
b. House Policy	d. Mocktails



Let Us Enhance

Answer the questions below by showing how many grams of alcohol are in the following. Show your solutions. **5 points** with the correct solution. **2 points** with an answer only. Do this on your answer sheet.

1. 700ml bottle of Vodka with a 37.5% ABV found at the minibar.

2. A Whisky bottle of 330ml with 15% ABV as part of the hotel's complimentary drinks were given to VVIP clients.

3. A 220ml can of beer with 7% ABV found in the hotel room mini-bar refrigerator.



Let Us Reflect

Alcohol awareness is a growing concern within the Hospitality Industry nationwide. By recognizing the “early” signs of intoxication, monitoring your customer’s consumption, and treating them as you would a guest in your own home, you fulfill your responsibility and protect the guest.



Answer Key

Let Us Practice

Teacher will rate the student's answer based on the rubric given.

- Let Us Try
- 1. B
 - 2. A
 - 3. B
 - 4. D
 - 5. D
 - 6. C
 - 7. B
 - 8. A
 - 9. A
 - 10. A

Let Us Practice More

Teacher will rate the student's answer based on the rubric given.

- Let Us Assess
- 1. A
 - 2. A
 - 3. A
 - 4. B
 - 5. C
 - 6. D
 - 7. D
 - 8. B
 - 9. A
 - 10. B

Let Us Enhance

- 1. 2.1 grams
- 2. 0.40 grams
- 3. 0.12 grams



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