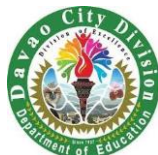


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Housekeeping NC II

**Quarter 3 – Module 1/Week 1-2:
Provide Valet/Butler Service**



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TLE/TVL – Housekeeping NC II
Quarter 3 – Module 1/Week 1-2: Provide Valet/Butler Service
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Housekeeping NC II

**Quarter 3 – Module 1/Week 1-2:
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 industries' 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**

- 1.1 Discuss basic roles of valet and butler service within the Philippine hospitality industry
- 1.2 Establish rapport and enhance feelings of goodwill between the guest and the establishment through principles of good communication in accordance with the establishment standards
- 1.3 Practice good grooming and personal hygiene of valet service provider

After going through this module, you are expected to:

1. Identify the roles of a valet.
2. Explain the role of communication in valet service.
3. Describe grooming and personal presentation standards for a valet.

Start your journey now and enjoy the rest of the activities ahead!



Let Us Try

Let us try to check your prior knowledge on the lesson about display professional valet standards. Take this test by choosing the letter of the best answer. Do this on your answer sheet.

1. A “gentleman’s gentleman” is a male’s servant while for female equivalent is one of the following.
 - a. lady's maid
 - b. chambermaid
 - c. room attendant
 - d. none of the above
2. How can you establish rapport with the guest?
 - a. Greet them with the mood of today with a smile.
 - b. Say hello and welcome mam/sir.
 - c. Escort him/her to the table.
 - d. Greet him/her and look in the eyes and say welcome back.
3. Which of the following role of a valet that oversees the work of both co-employees and outside workers that give service to the guest?
 - a. supervisor
 - b. guide
 - c. supervisor
 - d. organizer
4. A role of a valet that becomes a trusted person by the guest to confide any personal or business matters.
 - a. concierge
 - b. confidant
 - c. guide
 - d. housekeeper
5. A term referring to intangible elements of the relationship involving a blend of sentiments.
 - a. rapport
 - b. goodwill
 - c. communication
 - d. good grooming
6. A role of a valet that gives the guest information of activities to when, where and how of both inside and outside the hotel.
 - a. concierge
 - b. guide
 - c. confidant
 - d. housekeeper
7. What is the benefit of practicing good personal hygiene?
 - a. improved self-esteem
 - b. gain more friends
 - c. gain more customers
 - d. maintain good relation to manager
8. What do we mean when we say, “good personal hygiene”?
 - a. Caring for our body to promote good health
 - b. Washing our hands
 - c. Doing something to improve our self-esteem
 - d. All the answers are correct
9. Why is communication needed in the hospitality industry?
 - a. Effective communication is needed to resolve the confusion
 - b. There is a high level of interaction with people
 - c. Effective communication is needed to resolve the anger
 - d. Effective communication is needed to resolve the disagreement
10. A role of a valet that performs services that are normally done by room attendants in rooms.
 - a. concierge
 - b. guide
 - c. confidant
 - d. housekeeper



Let Us Study

Valet and varlet are terms for male servants who serve as personal attendants to their employer. In the Middle Ages and Regime Valet was a role for junior courtiers and specialists such as artists in a royal court, but the plain term most often refers to a normal servant responsible for the clothes and personal belongings of an employer and making minor arrangements.

A valet or "gentleman's gentleman" is a gentleman's male servant; the closest female equivalent is a lady's maid. The valet performs personal services such as maintaining his employer's clothes, running his bath and perhaps (especially in the past) shaving his employer. (<https://en.wikipedia.org/wiki/Valet>)

A valet that is employed by a hotel is sometimes called a "butler" which provides a personalized and specialist service to guests for the duration of their stay.

The Roles of a Valet

Housekeeper - performs services that are normally done by room attendants in rooms.

Confidant - become a trusted person by the guest to confide in any personal or business matters.

Guide - give the guest information of activities to when, where and how of both inside and outside the hotel.

Concierge - doing concierge jobs like arranging tours, making restaurant reservations, etc.

Organizer - organizing activities like meetings, events, tickets to shows and reservations.

Supervisor - oversees the work of both co-employees and outside workers that give service to the guest.

Guest relations - ensuring to meet the guest's expectation and dealing with problems that may arise during their stay.

A valet may indeed be all these and more. Exactly what a valet is or the services they provide, depends greatly on the needs of the individual guests.

The valet is always:

- A front-of-house member of staff – they are not “back of the house” staff who work “behind the scenes”
- A guest contact staff member – as opposed to a manager or administration officer
- A service provider – while they perform some liaison and supervision duties their primary role is one of service provision.

The Role of Communication in Valet Service

Communicating with guests is a critical aspect of the valet's role because it is the basis of the trust and confidence necessary in the relationship between valet and guests.

Good communication between valet & guest also enhances the relationship between the valet and their guests which must be characterized by agreement and harmony. This is called "the **rapport**". "**Goodwill**" is a generic term referring to intangible elements of the relationship involving a blend of sentiments.

Goodwill and rapport comprise:

- Friendliness towards the guests
- Approval of the guests and who they are what they do
- Willingness to help and be of service
- Adding value to transactions and dealings under the human level contact and the personal feelings involved
- Positive feelings towards the guest
- Interest in the guest and what they have done, are doing and are going to do.

Important standards of communication:

- Listen – always be alert to:
 - What is the guest is saying
 - What others around the guest are saying
 - Questions asked by the guest
 - Any sound giving rise for concern or action – the room door or telephone ringing or crashing noise
- Observe – constantly monitor:
 - What the guest is doing – or appears about to do
 - The activities of others in the company of the guest
 - The performance of equipment – such as lights and appliances
- Know when to speak and when not to speak – being a valet is not the same as being a bar attendant, waiter or other frontline staff member and different protocol applies.

Principles of effective communication:

- All messages must have a purpose
- Messages should match interest & ability of guest
- Eliminate unnecessary words
- Use words the guest will know/understand
- Speak calmly & slightly slower than normal

Why is good communication important?

Good communication between valets and guests is important to:

- Meet guest expectations – regarding service delivery
- Identify guest needs, wants and preferences – so they can best be addressed
- Assist the guests – in whatever ways they may want

- Create the desired atmosphere – of service, dignity and exclusivity
- Facilitate all relationships between the guest and the venue – and enhance rapport, trust and goodwill.

Grooming & Personal Presentation Standards of a Valet

Valets need to be professionally groomed and are required to comply with the venue requirements about personal presentation, personal hygiene and uniform.

A valet's presentation will have a lasting impression on the guest and this impression must be of the highest standard at all times.

How you stand and move reflects on the image of your personal presentation. be aware of your posture, body language and the speed of your movement. Dignity is a good word to bear in mind. A valet should carry themselves and discharge their duties with dignity.

Wearing of uniform

The correct wearing of the venue uniform is a key to personal presentation.

Strict standards must be observed concerning:

- Wearing the uniform, ensuring:
 - ✓ it fits properly
 - ✓ it is clean
 - ✓ it is in good condition

Personal Hygiene

Grooming activities ensure your personal presentation and hygiene.

Basic grooming requirements include:

- Regular washing/bathing
- Use of a suitable deodorant
- Use of lightly scented perfumes or after-shave lotion
- Use of neutral make-up for women
- Good personal hygiene habits & practices
- Men must be clean-shaven
- Hair must be neat & tidy
- Neat & clean hands & nails
- Good dental health



Let Us Practice

Directions: Complete the sentences with an appropriate word. Write your answers on your answer sheet.

1. _____ is a term for male servants who serve as personal attendants to their employer.
2. A valet that is employed by a hotel is sometimes called a _____ which provides a personalized and specialist service to guests.
3. _____ is the one who organizes activities like meetings, events, tickets to shows and reservations.
4. Good _____ between valet & guest enhances the relationship between the valet and their guests.
5. _____ is a generic term referring to intangible elements of the relationship involving a blend of sentiments.



Let Us Practice More

Direction: Write the word **TRUE** if the statement is correct and write **FALSE** if the statement is wrong. Write your answers on your answer sheet.

1. Goodwill and rapport comprise friendliness towards the guest.
2. Valets must never communicate hotel secrets to their guests, nor communicate the guest secret to others.
3. As a valet always think before talking and plan what you are going to say and how you are going to say it.
4. It is okay not to use correct words and correct pronunciation as a valet if you are friends with the guests.
5. Good communication between valets and guests is important to identify the guest needs.



Let Us Remember

The roles of a valet:

- (a) housekeeper
- (b) confidant
- (c) guide
- (d) concierge
- (e) organizer
- (f) supervisor
- (g) guest relations

Good communication between valet & guest enhances rapport and goodwill. Basic grooming requirements include:

- (a) regular washing/bathing
- (b) use of a suitable deodorant
- (c) use of lightly scented perfumes or after-shave lotion
- (d) use of neutral make-up for women
- (e) good personal hygiene habits & practices
- (f) men must be clean-shaven
- (g) hair must be neat & tidy
- (h) neat & clean hands & nails
- (i) good dental health.

Important standards of communication:

- (a) listen
- (b) observe
- (c) know when to speak and when not to

Preferences and requirements by guests can be determined before their arrival and once the guests arrive. Billable chargers are any charges incurred by the guest while at the venue that can be legally, legitimately, and ethically recovered from them.



Let Us Assess

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

1. A role of a valet that performs services that are normally done by room attendants in rooms.
 - a. concierge
 - b. guide
 - c. confidant
 - d. housekeeper
2. Why is communication needed in the hospitality industry?
 - a. Effective communication is needed to resolve the confusion.
 - b. There is a high level of interaction with people
 - c. Effective communication is needed to resolve the anger
 - d. Effective communication is needed to resolve the disagreement.
3. What do we mean when we say, “good personal hygiene”?
 - a. Caring body to promote good health
 - b. Washing our hands
 - c. Doing something to improve our self-esteem
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 - c. Escort him/her to the table.
 - d. Greet the guest and look in the eyes and say welcome back
10. A “gentleman’s gentleman” is a male’s servant while for female equivalent is one of the following.
 - a. lady's maid
 - b. chambermaid
 - c. room attendant
 - d. none of the above



Let Us Enhance

Word Search. Search the words corresponding to the Roles of a Valet.



Let Us Reflect

Reflect on the saying “A good relationship starts with good communication”.



Answer Key

<p>Let Us Try</p> <p>1. a 2. a 3. a 4. b 5. b 6. b 7. a 8. d 9. b 10. d</p>	<p>Let Us Practice</p> <p>1. Valet 2. Butler 3. Organizer 4. Community 5. Goodwill</p>	<p>Let Us Practice</p> <p>1. True 2. True 3. True 4. False 5. True</p>	<p>Let Us Assess</p> <p>1. d 2. b 3. d 4. a 5. b 6. b 7. b 8. a 9. a 10. a</p>
<p>Let Us Enhance</p> <p>W J F J T L F D S D S E B R E P E E K E S U O H G U T H B T Q F D D S R N R X A N A G C Q Z D E H T E Q F F A W Y Q E Z N M T I X E H N D N Z I A W V E C L V T L W I N H G M G P N E H F Z S A F B J K Q S O G S K R G U W V V N C U P H R A C O W O G U I D E F O Y Z Y Z M X C V U G I V L Q N G D S Z D D E I I O V Z T A I F F E T M W Z</p> <p>GUIDE CONCIERGE CONFIDANT ORGANIZER HOUSEKEEPER</p>			



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