

Technology and Livelihood Education - Housekeeping

Quarter 1 – Module 3:

Advise Guests on Room and Housekeeping Equipment



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Technology and Livelihood Education – Housekeeping Grade 9
Quarter 1 – Module 3: Advise Guests on Room and Housekeeping Equipment

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Technology and Livelihood Education Housekeeping

Quarter 1 – Module 3:
Advise Guests on Room and
Housekeeping Equipment

Introductory Message

For the facilitator:

Welcome to the Subject Technology and Livelihood Education (TLE) - Housekeeping Grade 9 of the Alternative Delivery Mode (ADM) Module for lesson: **Advise Guests on Room and Housekeeping Equipment.**

This module is collaboratively designed, developed, and evaluated by select secondary TLE teachers with the help of expert-teachers, school heads, and division program supervisor who specialize in EPP/TLE of the Schools Division of the Island Garden City of Samal. It will serve as your aid and guide in helping students achieve the standards set by the K to 12 Curriculum. Through this, students will be able to meet and overcome personal, social, and economic challenges in learning.

This course aims to guide and enable students to become independent learners in going through the various learning activities based on their abilities, speed, and time. It also targets to assist students achieve 21st-century skills with utmost consideration of their needs and living conditions.

As a facilitator, you are expected to provide students with an orientation or preliminary information on how they will use this module. You need to also monitor and record their progress while allowing them to manage their own learning. Aside from this, you are expected to further encourage and guide the students as they carry out the activities included in this module.

For the learner:

Welcome to the Subject Technology and livelihood Education (TLE) – Housekeeping Grade 9 of the Alternative Delivery Mode (ADM) Module for lesson: **Advise Guest on Room and Housekeeping Equipment.**

This module is created to meet your educational needs. It aims to help you in your studies while you are not inside the classroom. Also, it seeks to give you meaningful work and opportunities to learn lessons.

This module has components and icons that you must go through to process your learning.



Let Us Learn

In this section, you will know the skills that you must learn in this module.



Let Us Try

This section will test your previous knowledge or skills of the lesson in the module through a preliminary assessment.



Let Us Study

There will be brief exercises to help you connect your previous knowledge to the current lesson. In this section, the new lesson will be introduced through a story, poem, play, introductory problem, task, or situation.



Let Us Practice

There will be a short discussion in this section. This aims to help you understand new concepts and skills.



Let Us Practice More

This section consists of guided activities and free practices that will further enhance your understanding and skills of the subject matter. You can check your answers in the practice activities using the answer key in the last section of this module.



Let Us Remember

This section contains questions or sentence or paragraph completion that will process what you have learned in the lesson.



Let Us Assess

This section contains activities that will help you translate new knowledge or skills into real situations or realities of life.



Let Us Enhance

In this section, you will be given additional activity to enhance your learning or skill in the lesson.



Let Us Reflect

This section is an activity that aims at assessing or measuring the level of learning in acquiring meaningful knowledge and skills through reflective questions.



Answer Key to Activities

This section contains the correct answers in all the activities in this module.



References

This is located on the last page of the module where it contains a record of the sources of data/authorship in the creation or writing of this module.

The following are important reminders in utilizing this module:

1. Handle this module with care. Do not write or put other marks in any part of this module. Use a separate sheet of paper in answering the practice activities.
2. Do not forget to answer the *Let Us Try* before proceeding to the other practice activities inside this module. Maintain honesty and integrity in doing or performing the practice activities and in checking the answers.
3. Read carefully the instructions before doing each practice activity.
4. Finish the current practice activity before going to the next ones.

5. Return this module to your teacher or facilitator after answering all the activities.

If ever you find it hard to answer the practice activities in this module, do not hesitate to refer to your teacher or facilitator. You can also ask for help from your mother or father, or from your older siblings, or from anyone else in the house who is older than you. Always remember that you are not alone.

We hope, through this module, that you will experience meaningful learning and will fully acquire your desired knowledge. You can do this!



Let Us Learn!

This module was designed and written for you. It is here to help you to master the housekeeping. The scope of this module permits it to be used in many different learning situations. The language used recognizes the diverse vocabulary level of students. The lessons are arranged to follow the standard sequence of the course. But the order in which you read them can be changed to correspond with the textbook you are now using.

LO2: Advise guests on room and housekeeping equipment

(TLE_HEHK9-12HS-Id-2)

After going through this module, you are expected to:

1. describe the use of different types of housekeeping and front office forms;
2. explain the use of different types of housekeeping and front office forms;
3. demonstrate the use of different types of housekeeping and front office forms;
4. state the importance of different types of housekeeping and front office forms;
5. perform proper handling of clients' queries through telephone, fax machine, email, etc.;
6. identify useful tips in handling clients' queries;
7. express the importance of proper handling of clients' queries through telephone, fax machine, email, etc.;
8. identify common problem related to Housekeeping Service;
9. learn how to resolve problems related to Housekeeping Service; and
10. observe proper handling of different problems in Housekeeping Services.



Let Us Try!

DIAGNOSTIC ASSESSMENT

A. MULTIPLE CHOICE

Direction: Read and analyze the statement carefully. Identify the letter that corresponds to the correct answer. Write the letter of your choice in your activity notebook.

1. Room size is too small.
 - A. Noisy hotel
 - B. Bad Mannered Staff
 - C. Housekeeping Staff Look
 - D. Maintenance and Housekeeping Issues

2. Staff are not properly wearing uniform.
 - A. Noisy hotel
 - B. Bad Mannered Staff
 - C. Housekeeping Staff Look
 - D. Maintenance and Housekeeping Issues

3. Repair or removal of broken equipment.
 - A. Noisy hotel
 - B. Bad Mannered Staff
 - C. Housekeeping Staff Look
 - D. Maintenance and Housekeeping Issues

4. Not greeting guests by name when known.
 - A. Noisy hotel
 - B. Bad Mannered Staff
 - C. Housekeeping Staff Look
 - D. Maintenance and Housekeeping Issues

5. Birds outside the room which stops guest getting to sleep.
 - A. Noisy hotel
 - B. Bad Mannered Staff
 - C. Housekeeping Staff Look
 - D. Maintenance and Housekeeping Issues

6. I used when there are requests work to be done.
 - A. Lost and found slip
 - B. Housekeeping Status Report
 - C. Guest room cleaning checklist
 - D. Housekeeping work order form

7. The following is not part of the guest room cleaning sequence
 - A. Post charges to guest folio
 - B. Dust, vacuum and empty trash
 - C. Load the housekeeping cart with supplies
 - D. Restock amenities a. Wait there, I'll be back

8. Is an important document to keep track of records for lost and found item.
 - A. Lost and found slip
 - B. Housekeeping status report
 - C. Housekeeping work order form
 - D. Guest room cleaning checklist

9. Is used whenever there are problems reported by the guest to the housekeeping department.
 - A. Lost and found checklist
 - B. Guest room cleaning checklist
 - C. Maintenance request form
 - D. Housekeeping Attendant's Daily Assignment Sheet

10. Is a form used by housekeepers or room attendants to record the task done during the shift.
 - A. Lost and found checklist
 - B. Guest room cleaning checklist
 - C. Maintenance request form
 - D. Housekeeping Attendant's Daily Assignment Sheet

11. Is used by the housekeeping supervisor to check on daily basis on how the cleaning service for every guest room was done.
 - A. Lost and found checklist
 - B. Guest room cleaning checklist
 - C. Maintenance request form
 - D. Housekeeping Attendant's Daily Assignment Sheet

12. _____ are services or items offered to guests or placed in guestrooms for convenience and comfort at no extra cost such as soap, shampoo, and stationery.
 - A. Items
 - B. Linens
 - C. Fixtures
 - D. Amenities

13. Guestrooms must meet the guest expectation of staying in a clean, safe, and pleasant hotel property. The responsibility for meeting this expectation falls to the
 - A. Front Desk
 - B. General Manager
 - C. Security Department
 - D. Housekeeping Department

14. When a guest arrives at a hotel, he or she wants to be greeted by a clean, comfortable, and safe place to stay. The majority of these items are under the control of the executive housekeeper and the _____.
- A. Security Staff
 - B. Front Office Staff
 - C. Maintenance Staff
 - D. Housekeeping Staff
15. Housekeeping is responsible for keeping public spaces, front of house areas, meeting rooms, banquet rooms, and _____ areas clean, fresh, and attractive.
- A. Back alley
 - B. Back parking lot
 - C. Front of the house
 - D. Back of the house

B. TRUE OR FALSE

Direction: Write **T** if the statement is correct and **F** if the statement is wrong. Write your answer on your activity notebook.

- _____ 1. Answer a telephone call within 3 rings.
- _____ 2. When answering a call, it is optional for the assistant to identify the caller.
- _____ 3. You should always have pen or pencil and small note books to write down message or notes.
- _____ 4. If you can't find that person then offer the caller to receive any message on behalf of that person.
- _____ 5. Housekeeping Work Order form displays the housekeeping and occupancy status of units on specified dates
- _____ 6. The purpose of the telephone greeting is to address callers with courtesy and help them know that they have reach the correct party.
- _____ 7. Maintenance Request form Is used to gather and document for required maintenance or repair requests reported by the guest to the housekeeping department.
- _____ 8. Housekeeping Status Report is used once the work is completed. The work done by the maintenance is later checked by the housekeeping supervisor to make sure the work has been done properly or not.
- _____ 9. Lost and found Slip is a form contains every useful information about an item left behind by guest identified by any staff and brought under the notice of Housekeeping is termed as "Lost and Found" item
- _____ 10. Housekeeping Attendant's Daily Assignment Sheet is given to each housekeeper after their morning briefing. In this form they can record the tasks done during their shift on this sheet and also help them to plan their work for the day.

C. IDENTIFICATION

Direction: Analyze the question carefully and arrange the jumble letters to form the correct word. Write your answer in your activity notebook.

- LTTEER** 1. A written, typed, or printed communication, especially one sent in an envelope by mail or messenger.
- LAIME** 2. _____ messages distributed by electronic means from one computer user to one or recipients via a network.
- ENOHPELET** 3. It is a telecommunications device that permits two or more users to conduct a conversation when they are too far apart to be heard directly.
- LLEC ENPHO** 4. A _____ with access to a cellular radio system so it can be used over a wide area, without a physical connection to a network; a mobile phone.
- AFX CHINEMA** 5. A _____ is designed to both send and receive documents so it has a sending part and a receiving part. The sending part is a bit like a computer scanner, with a CCD (charged-coupled device) that scans only one line of a document at a time, and only in black and white.

Lesson 3	Advise Guests on Room and Housekeeping Equipment
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Let Us Study!

2.1 Types of Housekeeping and Front Office Forms

Knowing and familiarized the types of housekeeping and front office forms is important. Forms and reports play a vital role in operating and managing the housekeeping activities because not too many things can go wrong, but there are certain difficulties that occur during an operation so often. This forms and reports serve as evidence in a specific incident, situation and happening and are a very useful method for keeping track of important information.

A housekeeper should be knowledgeable in filling out housekeeping forms which includes:


1. Housekeeping Attendant's Daily Assignment Sheet

This form is given to each housekeeper after their morning briefing. In this form they can record the tasks done during their shift on this sheet and also helps them to plan their work for the day.

Housekeeping Attendants												
Property <input type="text"/>												
Attendant ID	Attendant Name	Section	Floor	Job Title	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
101	Housekeeper 1	1000			N	Y	Y	Y	Y	Y	N	
102	Housekeeper 2	1000			Y	N	N	Y	Y	Y	N	
103	Housekeeper 3	1000			Y	N	N	Y	Y	Y	Y	
104	Housekeeper 4	1000			Y	N	N	Y	Y	Y	Y	
105	Housekeeper 5	1000			Y	Y	Y	N	N	Y	Y	
106	Housekeeper 6	1000			Y	Y	Y	N	N	Y	Y	
107	Housekeeper 7	1000			Y	Y	Y	Y	Y	N	Y	
108	Housekeeper 8	1000			Y	Y	Y	Y	Y	N	Y	
109	Housekeeper 9	1000			Y	Y	Y	Y	Y	N	Y	

2. Maintenance Request form

Is used to gather and document for required maintenance or repair requests reported by the guest to the housekeeping department. This could include malfunctioned appliance, plumbing issue things such as broken handle, leaky sink hose, even normal wear-and-tear that would necessitate replacement.

			
Date		Time:	
Room No.			
Location			
Reported by			
Problem			
Assigned to			
Date Completed		Time Spent:	
Completed by			
Remarks			
Shift In-Charge		Sign	

3. Housekeeping Work Order form

This is used once the work is completed. The work done by the maintenance is later checked by the housekeeping supervisor to make sure the work has been done properly or not.



Casa de Balacio

WORK ORDER FORM

UNIT: _____

WORK REQUESTED (JOB DESCRIPTION):

DATE: _____

CHARGE TO: (CIRCLE ONE)

TENANT

OWNER

MANAGEMENT

ASSIGNED TO: _____

WORK COMPLETED: _____

DATE COMPLETED: _____

APPROVED BY: _____

IF INCOMPLETE, EXPLAIN:

4. Guest Room Cleaning Checklist

The housekeeping supervisor must check every guest room on the daily basis, this will help the hotel to attain high guest satisfaction in terms of room comfort and ensure every guest there will be no defects and missing amenities. This checklist will not only improve the quality of service, but also quicken the process. Another utility of maintain a hotel room cleaning checklist is for supervision- to check if everything has been attended.

 Casa de Palacio									
Guest Room Cleaning Checklist									
Date			Housekeeper/Inspected By				Room #		
Guest Room Checklist									
Item	Yes	No	Item	Yes	No	Item	Yes	No	
Door lock works properly			□ Mattress firm □ turned regularly						
Door opens easily & quietly			Bedspreads free of rips & stains						
Light switches work properly			Upholstery clean & in good condition						
Windows open & close properly			Furniture scratched or stained						
Window glass clean			Walls clean & free of cobwebs						
Window glass free of cracks			Walls scratched or nicked						
Drapes straight & working properly			Luggage racks in good condition						
Controls for air conditioning/heat work properly			Pictures and mirrors straight						
Air conditioning filters clean			Furniture drawers slide easily						
Lamps work			Telephone working						
Wall lights work			Clean ashtrays & matches						
Lamp shades clean & straight			Mattress pads clean & free of stains						
Beds correctly made			Light bulbs with proper wattage						
Bedspreads straight			Minimum of 6 hangers (3 suit, 3 dress)						
Fluffed/Even pillows			Drapes partially closed						
Rate cards posted									
Item	Yes	No	Item	Yes	No	Item	Yes	No	
Desk tops			Mirrors			Lamps & shades			
Dresser Tops			Rim of baseboard			Light bulbs			
Table Tops			All drawers			Window cornice			
Headboards			Closet shelves			Window frame			
Chairs			Closet rods			Corners			
Picture Frames			Telephone			Window sills			
Bathroom Checklist									
Item	Yes	No	Item	Yes	No	Item	Yes	No	
Clean toilet seat (both sides)			Shower curtain clean			Faucets leaking			
Underside of lavatory clean			Pop up stopper clean			Broken Tile			
Shower rod in good condition			Water spots on tile			Toilet seat firm			
Commode clean under rim			Tub grouting missing			Fixtures firm			
Commode flushes properly			Tub grouting clean			Chrome sparkling			

5. Lost and found Slip

This form contains every useful information about an item left behind by guest identified by any staff and brought under the notice of Housekeeping is termed as "Lost and Found" item. All items received to be recorded in a lost and found register.

 Casa de Palacio										
LOST AND FOUND SLIP										
Sl No.	Date	Time Found	Area / Room where Item Found	Item	Description	Found By	Item collected by	Address	Date	Signature

6. Housekeeping Status Report

The Housekeeping Status Report displays the housekeeping and occupancy status of units on specified dates. This provides fast and easy at-a-glance update for the housekeeping staff, e.g. Vacant Rooms. clean, not clean, or inspected.



HOUSEKEEPING STATUS REPORT

Date:				
Room No.	Room Status	Room Type	Arrive	Depart
101	OOO	Single		
102	VC	Single		
103	VD	Single		
104	OOO	Double		
105	OD	Double		
106	OOO	Double		
107	OCC	Single		
108	OOO	Single		
109	OOO	Adjacent room		
110	OCC	Family		
111	VDR	Deluxe		
112	VC	Suite		
113	CO	Sunset view (family)		
114	OOO	Poolside (Single)		



Let Us Practice!

“ROLE PLAYING”

Direction: Ask someone in your family to have a role playing with you and make a video. You will be given one type of housekeeping and front office form and prepare a short skit showing the use of each form. Criteria below will be the basis of evaluation for your performance. Your video will be sent through messenger.

CRITERIA	4	3	2	1
Content	Great job! You offered creative new insights on the topic!	Your role-play is on-topic, but it is missing some creativity and insight.	The role-play is somewhat off-topic. Pay more attention to the directions next time!	The role-play is completely off-topic, as if your group did not even read the directions.
Roles	Excellent work! You stayed in character, and it was clear you took your roles seriously.	You stayed in character, but some members didn't seem to really be "into" what they were doing.	For the most part, you stayed in character. Next time, spend more time preparing for how the characters might think or act.	You failed to stay in character, and it looked like you had not prepared for how the characters might think or act.

Preparation	You did an excellent job preparing and rehearsing your role-play, and it shows - everything went very smoothly.	You obviously spent some time preparing for the role-play, but some rehearsal might have helped things run more smoothly.	You need to spend more time preparing for the role-play. Reading lines from a script is a sure sign you're not prepared.	It seems that you used the preparation time for something else.
Overall Impression	Excellent! Your presentation was entertaining and informative!	Good! Your presentation, while it was fun to watch, could have been more informative.	Keep working! Don't forget that, though the process is entertaining, you're also supposed to learn something from it.	Argh! I expect much better work from you next time.



Let Us Practice More!

Direction: Given a lost and found slip fill it up and be able to prepare lost and found slip.

LOST AND FOUND SLIP										
Sl No.	Date	Time Found	Area / Room where Item Found	Item	Description	Found By	Item collected by	Address	Date	Signature



Let Us Remember!

Direction: In a half sheet of paper state the importance of the different types of housekeeping and front office forms.

RUBRIC FOR ESSAY

FOCUS		CONTENT	ORGANIZATION	GRAMMAR	SCORE
4	Sharp, distinct controlling point made about a single topic with evident awareness of task	Substantial, specific, and/or illustrative content demonstrating strong development ideas	Very clear content with evident and/or subtle transitions.	Evident control of grammar, mechanics, spelling, usage and sentence formation.	
3	Apparent point made about a single topic with sufficient awareness of task.	Sufficiently developed content with adequate elaboration or explanation.	Clear content that sustains a logical order with some evidence of transitions.	Sufficient control of grammar, mechanics, spelling, usage and sentence formation.	
2	No apparent point but evidence of specific topic.	Limited content with inadequate elaboration or explanation.	Vague content with or without attempts at transition.	Limited control of grammar, mechanics, spelling, usage and sentence formation.	
1	Minimal evidence of a topic	Superficial and/or minimal content.	Minimal control of content arrangement.	Minimal control of grammar, mechanics, spelling, usage and sentence formation.	



Let Us Assess!

Direction: Enumerate and discuss the use of the different types of housekeeping and front office forms. Put your answer on a sheet of paper.

Types of Housekeeping and front Office Forms	Discussion



Let Us Enhance!

Direction: You will be asked to identify what types of housekeeping and front office form on the given statement. Choose your answer in the box. Write your answer in your notebook.

Guest room cleaning checklist	Lost and found slip
Housekeeping work order form	
Maintenance request form	Housekeeping status report
Housekeeping Attendant's Daily Assignment Sheet	

1. The sheets show which attendants have to clean which rooms, and what time or point value is available per room for the tasks involved.
2. Housekeeper checklist to help the cleaning staff prepare rooms quickly and efficiently.
3. The lost items must be secured in a locked closet or area that has highly restricted access.

4. This form filters the report by specifying room status, housekeeping status, housekeeper name, floor, loyalty program, and loyalty level.
5. It can also be used to place rooms Out of Order for scheduled maintenance, or to hold rooms over for housekeeping or various other reasons.
6. Is provided by the organization in order to organize and comply with the request of the client.
7. This report is useful for not only the front desk or management, but the maintenance or housekeeping staff.
8. Items should be put in a plastic bag noting the serial number from the register, place found, date, name of the person found the item etc.
9. Is a tool used to ensure that the workplace is well organized, hygienic, and safe for all employees?
10. The sheets can be created on a daily basis and distributed in paper form to the respective attendants.



Let Us Reflect!

Congratulations! You did a great job in finishing the lesson in Housekeeping 9 quarter 1-module 3: Advise Guests on Room and Housekeeping Equipment. Now that you have learned how to resolve problems related to Housekeeping Service, so you may apply your learnings in your daily activities.



Answer key to Activities

Let us try!	DIAGNOSTIC ASSESSMENT	A. Multiple Choice	1.D 2.C 3.D 4.B 5.A 6.D 7.A 8.A 9.C 10.D 11.B 12.D 13.D 14.B 15.D	B. True or False	1.T 2.F 3.T 4.T 5.F 6.T 7.T 8.F 9.T 10.T C. Identification	1. Letter 2. Email 3. Telephone 4. Cell Phone 5. Fax Machine
<div>2.1 Let Us Practice More!</div> <div><div>Facility Name Today's Date Item Description secured by a zipper.</div><div>: JMP HOTEL : June 18,2020 : A buckkebag,bluecolor,thtop part</div><div>Location Found Room No Name Of Finder Supervisor who received the Item(s)</div><div>: Inside the hotel room : Rm.105 : Marie Santos : Anna Delos Santos</div><div>DISPOSITION OF PROPERTY</div><div>Owner name Owner address Owner telephone No.</div><div>: June 20,2020 : Jose Rizal St. Manila : 02-309501</div><div>2.1 Let Us Enhance</div><div>1 Housekeeping Attendant's Daily Assignment Sheet 2. Guest Room Cleaning Checklist 3. Lost And Found Slip 4. Housekeeping status report 5. Maintenance request form 6. Housekeeping Work Order Form 7. Housekeeping Status Report 8. Lost And Found Slip 9. Guest Room Cleaning Checklist 10. Housekeeping Attendant's Daily Assignment Sheet</div></div>						



References

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E-sources

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<https://www.youtube.com/watch?v=KsDqa3eqvuw/> Answering Telephone in Hotel and Restaurant Dos And Don'ts-Tutorial 65

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