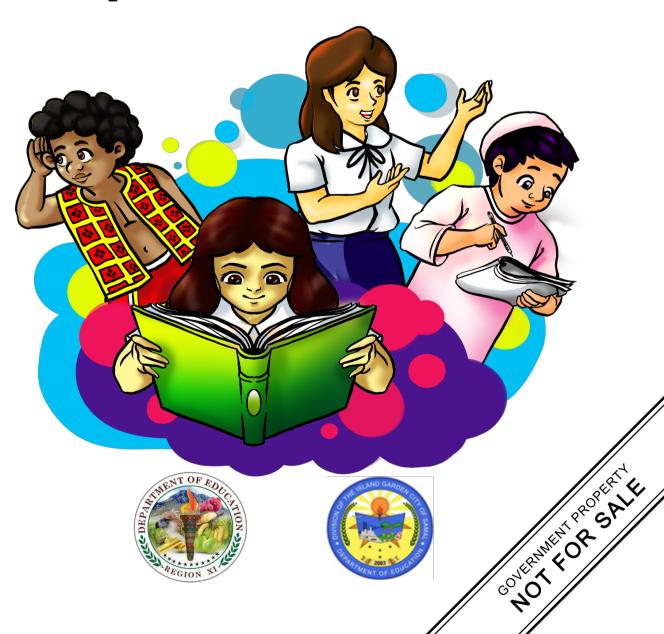




Technology and Livelihood Education Housekeeping

Quarter 1 – Module 7: Prepare Rooms for Guests



Technology and Livelihood Education – Housekeeping Grade 9 Quarter 1 – Module 7: Prepare Rooms for Guests

First Edition, 2020

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Technology and Livelihood Education Housekeeping

Quarter 1 – Module 7: Prepare Rooms for Guests



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: **Prepare Rooms for Guests**.

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 $21^{\rm st}$ 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-Housekeeping Grade 9 of the Alternative Delivery Mode (ADM) Module for lesson: **Prepare Rooms for Guests**.

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.

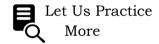


Let Us Study

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.



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



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.



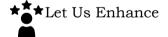
Let Us Remember

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



Let Us Assess

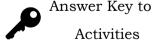
This section contains activities that will help you translate new knowledge or skills into real situations or realities of life.



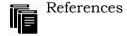
In this section, you will be given additional activity to enhance your learning or skill in the lesson.



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



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



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!



Welcome! This module is designed to help the learners to understand Technology and Livelihood Education-Housekeeping 9 especially the tools, materials, supplies, and equipment. This will also help the teachers and facilitators in imparting the knowledge and skills to the learners.

As you go further in this lesson you will be able to **(TLE_HEHK9-12RG-IIa-b-6)**:

- a) identify tools, materials, supplies and equipment needed in cleaning guest rooms;
- b) follow standard operating procedures in institutional cleaning; and
- c) identify common insects and pests and their control measures.



Let Us Try!

Direction: Imagine you move to your newly furnish mansion house. You woke up early in the morning. Your task on that day is to clean your new mansion house. So, you think and plan what you will do. But before you start cleaning, you noticed that you have to answer these questions:

	at tools, materials, supplies and equipment do I need to prepeast 5 items)	are? (Give
- - -		
3. Do I	have to follow procedures in doing my tasks? Why? (3 point	s)
C. If th	ere's any pest or insect, what will I do? (2 points)	
-		

Lesson

7

Prepare Rooms for Guests



Let Us Study!

Continue your imagination!

Direction: Fill in the blanks to complete the selection given below. Write your answers on your activity notebook.
To start cleaning, you get first the 1) to sweep the floor. In
order to scoop the dirt and dusts on the floor, you must use 2) Plug-
in the 3) to pick up dirt and dusts in the carpet. If you noticed that
a part of the floor is wet, get the 4) to absorb the water.
While enjoying and focusing your task in cleaning the floor, you noticed an embedded stubborn dirt remained on top of the floor and carpet. So, you get the 5) to remove that dirt and mop the floor using 6)
afterwards.
Your floor and carpet are now clean. However, you still want that your floor to
look shine and bright so apply 7) using a 8) After a
few minutes, turn the on the 9) to scrub, strip, and polish the floor.
Finally, plug-in the 10) to remove the remaining dust particles on the
floor, carpet surfaces, upholstered furniture, and hard surfaces.
Nove you are ready to entertain incoming visitors

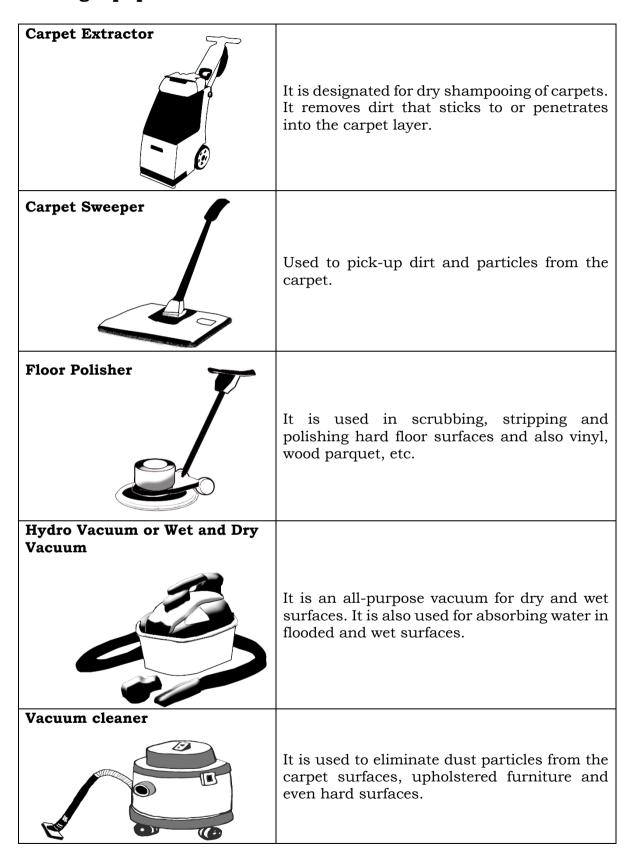
Now you are ready to entertain incoming visitors.

Congratulations!

What can you say about the look of your new house? What do you think would be the comment of your incoming visitors about the cleanliness of your mansion? What will be the result of the cleanliness and hygiene you have shown to your visitors? The answers to these questions depend on how you've done your task. Therefore, it is important to know how to clean and maintain our house. Know the use of the different tools, materials, supplies and equipment so that we can perform our daily tasks properly.

Let's imagine again, but this time you will be a housekeeper. Before performing the task, you have to identify first the tools, materials, supplies, and equipment available in the hotel.

Cleaning Equipment



Cleaning Tools and Materials

Pro com
Broom
It is used for sweeping the floor. It can be plastic or stick broom.
Cleaning Cloth
It is used for cleaning and dusting the floor.
Dust Pan
It is used to collect dust and any type of dirt.
Hand Brush
It is used to remove embedded dirt on the top of the hard floor and stubborn dirt on the top of the carpet.
Floor Scrapper
It is used to scrap hardened dirt.
Mop with Mop Handle
It is used for manual floor mapping.
Mop Head
It is used to remove embedded on the sides and corners.
Mop Wringer
It is used for wringer/squeezing mops.
 Push Brush
It is used to maintain the cleanliness of the finish floor or some of the hard floor.

Scrubbing Pads It is used for floor scrubbing and polishing.
Stripping Pad It is used to remove stubborn dirt on top of hard floors.
It is a tool with a flat, smooth rubber blade, used to remove or control flow of liquid on a flat surface. It is used for cleaning and in printing.

Cleaning Supplies (Chemicals and Agents)

7	All-purpose Spray
	It is a cleaning agent, usually a liquid, used to remove dirt, grime, and stains from surface.
	Disinfectant
Biograph .	It is a chemical agent designed to inactivate or destroy microorganisms on inert surfaces.
	Cream Cleansers
Cream	It is a versatile non-abrasive cleaning chemical that provides quick and easy removal of stubborn soil and stains.
	Detergent
D-desperal T	It is a substance containing soap and/or surfactants (any organic substance/mixture) that is used for washing or cleaning jobs.

	Polish
Multi-Surface Polish	It is used to give sheen on the surface from which the light is reflected evenly.
Floor Wax	Wax It is used for polishing the floor.

Now that you are familiar of the cleaning equipment, tools and supplies and materials, you are now ready to start your cleaning. Here is the Standard Operating Procedures (SOP) in housekeeping.

What is Standard Operating Procedure (SOP) in Housekeeping?

A housekeeping SOP is a documented, step-by-step process on how to effectively perform housekeeping procedures, such as daily cleaning and maintenance tasks. SOP in housekeeping is primarily used by hotel housekeeping supervisors to help maids and commercial cleaners observe housekeeping standards, deliver consistent quality service, and support positive reviews.

Importance of Housekeeping SOPs

Housekeeping SOPs are critical because they uphold the standards of an organization's housekeeping procedures. The benefits of having cleaning standard operating procedures include:

Continuous Education – It can be used as a teaching tool to educate workers on the correct housekeeping procedures and keep them updated regarding any process changes.

Accountability – SOPs in housekeeping encourage compliance with organizational standards through accountability. They provide intuitive, easy-to-follow steps to avoid any discrepancy or misunderstanding.

Branding – Maintaining high standards of housekeeping procedures is the first step toward maintaining credibility with customers by providing a consistent customer experience.

Improved compliance rates – Clear and defined housekeeping SOPs help ensures that an organization's processes comply with health and safety laws.

Best Housekeeping SOPs for Hotels

Housekeeping procedures (SOPs) are particularly important in the hospitality industry as cleanliness is a basic expectation of any hotel guest. A hotel housekeeping standard for cleaning rooms upon check out, for example, helps ensure that the housekeeper always changes the bedsheets and empties the trash bins before allowing the next guest to check in.

Well-implemented hotel housekeeping SOPs can help establish a welcoming atmosphere for the guests and ensure reliable and courteous service from staff. Here are some of the best hotel SOPs for three of the most common housekeeping room status:

Room for Check-In

These are standard housekeeping procedures for hotel staff when preparing rooms for new set of guests:

- 1. Make bed with fresh linen and pillowcases.
- 2. Check power switches and other electronic appliances for any damages.
- 3. Clean up ashtrays and trash bins.
- 4. Restock desk stationery and vanity supplies
- 5. Clean the bathroom: floor, walls, toilet, shower area, and tub.

Occupied

Perform the following sample proper housekeeping procedures for an occupied room and use the housekeeping SOP checklist to record task completion:

- 1. Clear the dustbins.
- 2. Collect and replace used bedroom and bathroom linen.
- 3. Make the bed.
- 4. Vacuum floor carpets and rugs.
- 5. Clean the bathroom and replenish bathroom supplies.

Room for Check-out

It can be used as a teaching tool to educate workers on the correct housekeeping procedures and keep them updated regarding any process changes.

- 1. Assemble bed, chairs, settees, and other furniture and placing it appropriately.
- 2. Wipe guest room floor with a wet mop.
- 3. Cleaning the writing tables, assembling and placing stationery appropriately.
- 4. Check for any articles the guest left behind.
- 5. Clean bathroom equipment and ensure adequate supply of toiletries according to SOPs for bathroom cleaning.
- 6. Clean all electric appliances such as microwave, fan, refrigerator, and others.

Housekeeping SOP in Other Industry

Housekeeping SOP is not limited to hotels, it also applies across other industries such as manufacturing, medical, education, construction, and others. It helps maintain a safe and secure environment not just for customers but for employees as well. Here's how housekeeping SOP helps the following businesses:

1. Housekeeping SOP for Hospitals

A <u>hospital housekeeping</u> SOP aims to maintain a sterile environment in all areas of the hospital. It guides cleaning personnel in prioritizing the task to maintain high standards of cleanliness especially in the crucial areas including high-touch surfaces and high-risk areas.

2. Housekeeping SOP for Restaurants

A restaurant housekeeping SOP ensures high standard cleaning operations to avoid food contamination and foodborne illnesses. It helps restaurants build exceptional ambiance and cleanliness to impress their clients.

3. Housekeeping SOP for Warehouses

A warehouse housekeeping SOP helps maintain a clean workplace that is free of debris and clutter to keep a safe environment. It helps prevent workplace hazards including incidents, near misses and injuries.

4. Housekeeping SOP for Public Areas

A public area housekeeping SOP helps maintain a safe and hygienic community. It ensures proper waste management is in place to eliminate environmental pollution and pathogenic diseases.

Common Insects and Pests and their Control Measures

Insects and Pests	Characteristics	Prevention
Ants	 These insects generally invade in large numbers in search of food especially sweets. They enter by crevices, along definite track in procession and can by systematically trapped where it enters the establishment. 	spread over the shelf until it ceases to come. • If nest is seen, it can be destroyed by placing 2 tbsp. of carbon bisulfide at the entrance (vapor kills ants), but highly inflammable

Flies	 Filthy insects which are very dangerous to health as they contaminate food. It causes disease such as typhoid, cholera, dysentery and so on. It also carries germs on their legs and saliva and transfer to food on which they sit. 	 Try to destroy all passible breeding grounds before egg laying begins. Burn all garbage. Keep dustbins covered. Maintain good standard of cleanliness in the surrounding. Fly poison concocted of 3 tbsp. of formalin in one pint of milk/water with sugar added in saucers should be kept in susceptible areas to trap and kill flies. Aerosol fly killer sprays are also effective.
Cockroaches	 Nocturnal insect They are present in drains and dark secluded places. Types of Cockroaches German cockroaches – 10- 15 mm. in length, lighter yellowish brown, can climb smooth vertical surfaces, prefers warm and humid places. Oriental cockroaches – 20- 22 mm. in length, dark brown, found in cooler less humid areas such as drains. Generally, causes disease such as dysentery and gastroenteritis.	 Most difficult pest to eradicate. Proprietary cockroaches' killer preparations can be used in infested areas. Pest control experts need to be called if it persists.
Mosquitoes	Transmit diseases such as malaria, filarial and yellow fever.	 Do not allow water to stagnate in and around the surrounding of the hotel. Repair and fill all pits and puddles. Cover drains and pour kerosene to prevent larvae from thriving and growing into adult mosquitoes. Eco friendly method – place water around the property. Allow mosquitoes to lay eggs.

		Before the eggs develop
Bed Bugs	 Tiny parasite creature that feed human bloods. Presence - beds, cloth, furniture, upholstery, etc. Activity is seen only at night. Size varies from 4 to 5 mm. long, flat head with oval body. Color - yellow to white, light red/brown (mature). Gives unpleasant odor 	 discard the water. Fumigation. Thick application of kerosene oil. Pouring boiling water in crevices (temporary)
Rats and mice	 They are potential hazardous. Mice – smaller, slender, big ears with respect to their bodies, brown color with grey underbellies, thin tail equal to the length of their body and head. Causes – food poisoning, infections, jaundice, etc. Nibbles and contaminate food stuffs, utensils, worktops with urine, dropping and fur which spread disease and some are fatal to humans. Droppings – black and look like apple pips but smaller. They also tend to gnaw on everything from electrical appliances and floorboards. 	 Poisoning. Trapping. Fumigating. Rat proofing buildings. Proprietary infestation.
Silver Fish	 Silvery gray insects look like minute fish without fins and one centimeter long. Nocturnal, found in most areas. Feeds on cellulosic materials (papers and fabrics). 	 Should kept moist areas clean. Treatment with insecticides. Pyrethrum and sodium fluoride crystals are effective.
Termites	Social insects. Also called as white ants. There are two types – dry wood and ground termites. Both feed on cellulose found in wood	 Use treated lumber for construction. Coat any untreated exposed wood with insecticides.

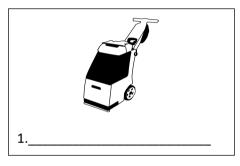
and wood products for nutrition. Ground termites damage more by creating mud tubes from soil to wooden portion of the building. It may access through construction joints, cracks, plumbing, electrical joints, etc.

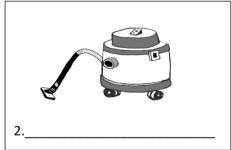
Seal all cracks and crevices. case In of infestation, kick out holes, inject with appropriate insecticides (orthodichlorobenzene), finally wax and varnish and coat with linseed oil to cover the pores.

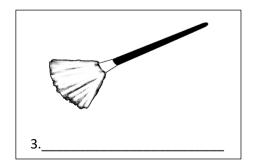


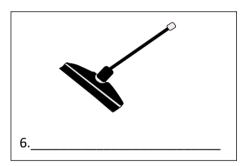
Let Us Practice!

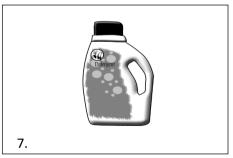
Direction: Imagine that you are cleaning a guest room. Identify the pictures shown below in order to know what appropriate tool, material, and equipment must you use when cleaning. Write your answers on your activity notebook.

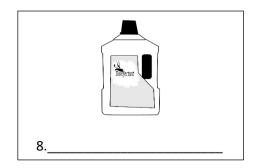


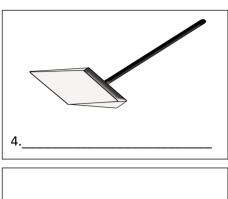


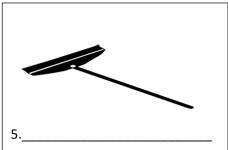


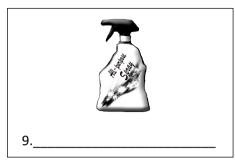


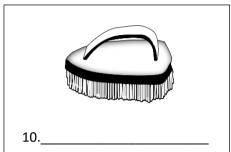












Direction: Discuss the best hotel Standard Operating Procedures (SOPs) for the <u>Occupied</u> housekeeping status. Write your answer on your activity notebook.

Occupied

- _____
- •
- •

Direction: Identify Common Insects and Pests. Write your answer on your activity notebook.

- ______ 1. These insects generally invade in large numbers in search of food especially sweets.
 - 2. They are present in drains and dark secluded places.
 - 3. Transmit diseases such as malaria, filarial and yellow fever.
 - 4. Silvery gray insects look like minute fish without fins and one centimeter long.
 - 5. Social insects. Also called as white ants.

Let Us Practice More!



	w the following tools, r		nd equipment.
Draw your ans	wer on your activity n	отероок.	
	Rubrics (or Scoring	
	Creativity	40%	
	Originality	40%	
	Cleanliness	10%	
	Timeliness	10%	
	Total	100%	
first step, then	nge the Standard Ope <i>B</i> for the second step ver on your activity no	, and C and so on fo	
Room for Cl	neck-In		
Clean u	p ashtrays and trash l	bins.	
·	ne bathroom: floor, wa		ea, and tub.
	ower switches and oth		
damages		ier electronic applia	need for arry
_	ed with fresh linen and	i nillow cases	
	desk stationery and v	-	

Matching Type

Direction: Match the item in Column A with those in Column B. Write your answer on your activity notebook.

Column A Column B

- 1. It causes disease such as typhoid, cholera dysentery and so on.
- 2. Transmit disease such as malaria, filarial and yellow fever.
- 3. Used treated lumber for construction for its prevention.
- 4. It is the most difficult pest to eradicate.
- 5. They also tend to gnaw on everything from appliances and floorboards.

A. Mosquitoes

- B. Cockroaches
- C. Rats and Mice
- D. Termites
- E. Flies



Let Us Remember!

Now that you can identify the different tools, materials, supplies and equipment used in housekeeping, know the standard operating procedure in institutional cleaning and control measures on pests and insects, you can now do your task as housekeeper. It is unlikely that you have all the knowledge on this topic.

Direction: Now try to remember to things that had been discussed in this module by answering the following. Write your answer on your activity notebook.

Name —	the Cleaning Too	ls and Materi ————————————————————————————————————	als:		
_ _ _					
lame –	the Cleaning Sur				
_					
In ho three		are three (3)	most common	housekeeping statu	ıses.

Let Us Assess!

Direction: Take a picture of different cleaning tools and materials, supplies and equipment found in your home or immediate community. Create a booklet and submit your output to your teacher on or before the deadline.

Rubrics for Scoring

Creativity	-	15%
Originality	-	20%
Content	-	40%
Cleanliness	-	15%
Timeliness	_	10%



Let Us Enhance

Direction: In your home, ask your mother or any member of the family (who always do the housekeeping) the following questions. Write your answers on your activity notebook.

What are the steps does he/she follows when cleaning? (You may enumerate 3 – 5 steps.)	
Do they use preper cleaning equipment tools and materia	ale and cumpling? Why
Do they use proper cleaning equipment, tools and materia	as and supplies? why:
If there were any insect or pest she found during housel done?	xeeping, what does she
How frequent he/she does the housekeeping? Why?	- - -
	(You may enumerate 3 – 5 steps.) Do they use proper cleaning equipment, tools and material of there were any insect or pest she found during housely

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.		
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.	of grammar, mechanics,	
2	No apparent point but evidence of specific topic.	Limited content with inadequate elaboration or explanation.	Vague content with or without attempts at transition.	of grammar,	
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.	

4

Let Us Reflect!

Well done learner! Identifying cleaning tools and materials, supplies and equipment is one of the essentials that you have to learn in housekeeping. It helps you understand the specific task you will do. Following standard operating procedures in cleaning also helps you become effective as a housekeeper. Lastly, you will also give importance on the proper control measures on insects and pests in housekeeping.

Answer Key to Activities



```
Let us practice more

J. Stripping pad2. Floor Scrapper

3. Dust Pan

5. Carpet Sweeper

B. Room for Check-In

1. C. 2. E. 3. B 4. A 5. D

C. 1. E. 2. A 3. D 4. B 5. C
```

```
5. Termites
                    4. Silvery fish
                      3. Mosquito
                  2. Cockroaches
                          i. Ants
                               C.
             replenish bathroom.
       5. Clean the bathroom and
4. Vacuum floor carpets and rugs.
                 3. Make the bed.
    bedroom and bathroom linen.
       2. Collect and replace used
             1. Clear the dustbin.
                                B'
                  10. hand brush
             9. all-purpose spray
                   8. disinfectant
                     7. detergent
                  6. floor scrappe
                      5. squeegee
                      4. dustpan
                        3. broom
               2. vacuum cleaner
               1. carpet extractor
                   Let us practice
```

```
Let us study
1. broom
2. dustpan
3. carpet sweeper
4. hydro vacuum or wet and dry
5. stripping pad
6. mop
7. scrubbing pad
8. wax
9. floor polisher
10. vacuum cleaner
```

1. broom
2. detergents
3. dustpan
4. cleaning cloth
5. brush
6. mop
7. scrub (polisher)
B. Yes/No (self-explanation

Let us try

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