

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
5. Provide effective customer service	5.1 Greet customers 5.2 Identify customer needs 5.3 Deliver service to customer 5.6 Handle queries through use of common business tools and technology 5.5 Handle complaints/conflict situations, evaluation and recommendations	<ul style="list-style-type: none"> • Lecture • Demonstration • Role-play • Simulation 	<ul style="list-style-type: none"> • Demonstration • Interviews/ Questioning • Observation

CORE COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Provide Housekeeping Services to Guests	1.1 Receive housekeeping requests 1.2 Provide/Service housekeeping requests 1.3 Provide advice to guest 1.4 Liaise with other departments	<ul style="list-style-type: none"> • Lecture – Discussion • Interaction • Demonstration 	<ul style="list-style-type: none"> • Interviews/ questioning • Demonstration • Observation
2. Clean and Prepare rooms for incoming guests	2.1 Set up equipment and trolleys 2.2 Access rooms for servicing 2.3 Make up beds 2.4 Clean and clear rooms 2.5 Clean and store trolleys and equipment	<ul style="list-style-type: none"> • Lecture – Discussion • Interaction • Demonstration 	<ul style="list-style-type: none"> • Demonstration • Observation • Inspection • Written examination (optional)
3. Provide Valet/ Butler Service	3.1 Provide valet services to guests 3.2 Display professional valet standards 3.3 Care for guest property	<ul style="list-style-type: none"> • Lecture – Discussion • Interaction • OJT 	<ul style="list-style-type: none"> • Demonstration • Observation • Written examination (optional)

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
4. Laundry Linen and Guest Clothes	4.1 Collect laundry for laundering functions 4.2 Perform laundering functions 4.3 Process laundered item 4.4 Return laundered item	<ul style="list-style-type: none"> • Lecture – Discussion • Interaction • Demonstration • Simulation 	<ul style="list-style-type: none"> • Demonstration • Interview/ Questioning • Observation • Written examination (optional)
5. Clean public areas, facilities and equipment	5.1 Select and set up equipment and materials 5.2 Apply cleaning technique 5.3 Clean dry and wet areas 5.4 Maintain and store cleaning equipment and chemicals	<ul style="list-style-type: none"> • Lecture – Discussion • Interaction • Demonstration 	<ul style="list-style-type: none"> • Demonstration • Interviews/ questioning • Observation • Written examination (optional)
6. Deal with/ handle intoxicated guests	6.1 Determine the level of intoxication 6.2 Apply appropriate procedures 6.3 Comply with legislation	<ul style="list-style-type: none"> • Lecture – Discussion • Interaction • Demonstration • Simulation 	<ul style="list-style-type: none"> • Oral questions • Written questions • Work projects • Workplace observation of practical skills • Practical exercises/ Role Play/ Demonstration • Formal report from supervisor