

Basic Hospitality Operation (Housekeeping) Programme Details

Basic Hospitality Operation	
BHO-HSKP1	Provide housekeeping services to guests
BHO-HSKP2	Prepare rooms for guests

Programme Descriptor

This Programme equips individuals with the skills and knowledge required to provide a range of general housekeeping services to guests and to prepare rooms for guests in a commercial accommodation establishment.

BHO-HSKP1**Provide housekeeping services to guests**

Element	Performance Criteria	Competent	Not Yet Competent
1 Handle housekeeping requests	1.1 Handle requests in a polite and friendly manner in accordance with enterprise customer service standards and security procedures. 1.2 Acknowledge guest by use of name wherever possible. 1.3 Confirm and note details of requests made. 1.4 Make appropriate apologies where a request has arisen from breakdown in room servicing. 1.5 Agree with guests on timelines for meeting requests. 1.6 Locate and deliver requested items promptly within agreed timeframes. 1.7 Collect items for pick-up within agreed timeframes. 1.8 Set up equipment for guests when appropriate.		
2 Advise guests on room and housekeeping equipment	2.1 Advise guests courteously on correct usage of equipment. 2.2 Report malfunctions promptly in accordance with enterprise procedures, and where possible, make alternative arrangements to meet guest needs. 2.3 Where appropriate, agree on a collection time.		

Verification Details

Name of participant	
Signature of participant	
Date	
Name of Trainer	
Signature of Trainer	
Date	

Comments by Trainer

Comments by Trainee

BHO-HSKP2**Prepare rooms for guests**

Element	Performance Criteria	Competent	Not Yet Competent
1 Set up equipment and trolleys	<p>1.1 Select and prepare correctly for use equipment required for servicing rooms.</p> <p>1.2 Identify supplies for trolleys accurately and select or order them in sufficient numbers in accordance with enterprise procedures.</p> <p>1.3 Load trolleys safely with adequate supplies in accordance with enterprise procedures.</p>		
2 Access rooms for servicing	<p>2.1 Correctly identify rooms requiring service from information supplied to housekeeping staff.</p> <p>2.2 Access rooms in accordance with enterprise customer service and security procedures.</p>		
3 Make up beds	<p>3.1 Strip beds and mattresses and check pillows and linen for stains and damage.</p> <p>3.2 Remove stains in accordance with enterprise procedures.</p> <p>3.3 Replace bed linen in accordance with enterprise standards and procedures.</p>		

4 Clean and clear rooms	<p>4.1 Clean rooms in the correct order and with minimum disruption to guests.</p> <p>4.2 Clean and check all furniture, fixtures and fittings in accordance with enterprise procedures and hygiene/safety guidelines.</p> <p>4.3 Reset all items in accordance with enterprise standards.</p> <p>4.4 Check, replenish or replace room supplies in accordance with enterprise standards.</p> <p>4.5 Identify pests promptly and take appropriate action in accordance with safety and enterprise procedures.</p> <p>4.6 Check rooms for any defects, and accurately report them in accordance with enterprise procedures.</p> <p>4.7 Record damaged items in accordance with enterprise procedures.</p> <p>4.8 Report promptly any unusual or suspicious items or occurrences in accordance with enterprise procedures.</p> <p>4.9 Collect guest items which have been left in vacated rooms and store them in accordance with enterprise procedures.</p>		
5 Clean and store trolleys and equipment	<p>5.1 Clean trolleys and equipment after use in accordance with safety and enterprise procedures.</p> <p>5.2 Store all items correctly in accordance with enterprise procedures.</p> <p>5.3 Check supplies and items and replenish or re-order them in accordance with enterprise procedures.</p>		

Verification Details

Name of participant	
Signature of participant	
Date	
Name of Trainer	
Signature of Trainer	
Date	

Comments by Trainer

Comments by Trainee

Key Competencies Guide

Key Competencies are an integral part of all workplace competencies.
The table below describes those applicable to this unit.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies	Level	Examples	
Collecting, Organising and Analysing Information	1	Checking information in response to guest requests	Reviewing product use lists and hazard information Identifying OH&S requirements related to manual handling and room servicing.
Communicating Ideas and Information	1	Responding to guest questions Explaining to guests how the video works	Communicating repair needs and furniture/fittings problems to others for attention Interacting with guests and providing requested information or referral to other staff
Planning and Organising Activities	1	Organising the provision of unusual items requested by guests	Reviewing and following schedules and timetables for room servicing Working sequentially in servicing a room.
Working with Others and in Teams	2	Liaising with front office and food and beverage staff to provide services to guests	Co-coordinating with other room services staff Providing information to other staff about needs and problems.
Using Mathematical Ideas and Techniques	1	-	-
Solving Problems	1	Communicating with guests who do not speak English	Identifying problems related to room servicing Identifying and treating fabric and carpet stains.
Using Technology	1	Using or explaining use of the in-house computer or video	Using equipment for servicing guest rooms Recording information for quality improvement and statistical purposes.

Target Audience

- Students' registered in Hospitality & Restaurant Management Programme
- Individuals seeking for a competency based outcome learning

Intended Class Size

Minimum: 15 participants per class

Maximum: 20 participants per class

Trainer-Trainee Ratio

Theoretical trainer 1

20 participants (maximum)

Practical trainer 1

Assessment Methodology

- Observation of group discussions
- Assignments
- Audio Visual Presentation
- Practical Demonstration
- Oral Verification

System and Process to Administer

- Each participant will have to submit their programme work / assignment / written project to the trainer for marking and assessment.
- At the end of the module, each participant will have to be assessed in oral, underpinning knowledge and practical by the trainer.
- Practical assessment will be carried out at the end of each relevant unit.
- Each participant must obtain a minimum of 90% attendance in order to be eligible for successful completion.

Award of Certificate

Candidates who have successfully completed and satisfied Attendance, programme work / assignment / written project and have been assessed Competent will be awarded a Statement of Attainment for respective modules, for progression into :-

- Basic Hospitality, Operations - Duration 480 hrs

The Basic Operations, leads into

- Intermediate in Hospitality, Supervision - Duration 480 hrs

The Intermediate in Hospitality, Supervision leads into

- Employability Skills Training - 1 year

- Candidates who have misplaced or lost their Statement of Attainment MUST provide documents of report from Police / Relevant Authorities, clearly stating the Commencement and Completion period of the respective Programme.
- A replacement fee of 1,500 Php/= will be levied