



Republic of the Philippines  
**CAVITE STATE UNIVERSITY**  
**Imus Campus**

Cavite Civic Center, Palico IV, Imus City, Cavite  
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**LEARNING JOURNAL**

Name: \_\_\_\_\_

Date Started: \_\_\_\_\_

Date Finished: \_\_\_\_\_

Number of Hours: \_\_\_\_\_

Department	Activity/Assigned Task
	Week 1 (April 13- 19, 2023)
Housekeeping Department	<ol style="list-style-type: none"><li>1. Attended daily briefing.</li><li>2. Assigned as a Room Attendant.</li><li>3. Familiarization on the tools and equipment use in housekeeping department.</li><li>4. Attended actual demonstration in proper service sequence in cleaning rooms.</li><li>5. Cleaned checked out rooms.</li><li>6. Stripped the bed and removed soiled linens in the bathroom.</li><li>7. Threw out the trash from the rooms.</li><li>8. Set up beds.</li><li>9. Washed down bathrooms.</li><li>10. Replenished bathroom amenities (toothbrush, vanity kit, toilet paper, and soap) and bath linens (hand towels, face towels, bath towels and bath mat.</li><li>11. Cleaned Executive office.</li></ol>

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Department	Activity/Assigned Task
	Week 2 (April 20- 26, 2023)
Housekeeping Department	<ol style="list-style-type: none"><li>1. Attended daily briefing.</li><li>2. Cleaned checkout rooms.</li><li>3. Dusted guestrooms.</li><li>4. Collected and threw out garbage.</li><li>5. Set up beds.</li><li>6. Washed down bathrooms.</li><li>7. Refilled bathroom amenities and replenished minibar consumables (Coffees, White sugars, Brown sugars, Creams, Teas, and Stirrers.</li><li>8. Set up table in family room's dining area.</li><li>9. Washed bed runner and throw pillow case.</li><li>10. Cleaned 4<sup>th</sup> floor pantry.</li><li>11. Collected garbage, washed dishes, swept and mopped the floor in Executive office.</li><li>12. Dust mopped hallways in 4th, 5th, and 6th floor.</li><li>13. Washed cleaning rags in the pantry.</li></ol>

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Department	Activity/Assigned Task
	Week 3 (April 27-May 04, 2023)
Housekeeping Department	<ol style="list-style-type: none"><li>1. Attended daily briefing.</li><li>2. Assigned in the public area and in the guest rooms.</li><li>3. Dusted elevator.</li><li>4. Swept and mopped floors in the bathrooms of Front Office and Café.</li><li>5. Swept the floor in lobby entrance and wiped the railings.</li><li>6. Arranged flyers in the waiting area.</li><li>7. Swept and dust mopped ballroom wood and stone.</li><li>8. Dusted, swept floors washed down bathrooms, wet mopped and refilled waters in superior twin rooms.</li><li>9. Collected and threw out garbage.</li><li>10. Cleaned trolleys.</li><li>11. Counted consumables for inventory in every room except in-housed guest rooms.</li><li>12. Refilled body wash and shampoo.</li><li>13. Washed cleaning rags in the pantry.</li><li>14. Dust mopped and wet mopped hallways in 4<sup>th</sup> and 5<sup>th</sup> floor.</li></ol>

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Department	Activity/Assigned Task
	Week 4 (May 06-May 11, 2023)
Housekeeping Department	<ol style="list-style-type: none"><li>1. Attended daily briefing.</li><li>2. Assigned as public attendant.</li><li>3. Refilled tissues in the bathrooms.</li><li>4. Swept and mopped the bathroom's floor in the Front office and Café.</li><li>5. Wiped the mirror in the elevator.</li><li>6. Foot brushed the basement parking.</li><li>7. Washed down the bathrooms in the 6<sup>th</sup> floor.</li><li>8. Washed cleaning rags in the pantry.</li><li>9. Touched up 6<sup>th</sup> floor's bathroom and lobby hallway.</li><li>10. Cleaned the pantry in the 4<sup>th</sup>, 5<sup>th</sup>, and 6<sup>th</sup> floor.</li><li>11. Wiped glass doors, dusted windows, polished furniture, swept the floors in the foyer and 6<sup>th</sup> floor hallway.</li><li>12. Swept and mopped the floor in the fire exit.</li><li>13. Swept floor in the café and outside the café.</li><li>14. Wiped the door's handle in the lobby</li><li>15. Arranged the flyers in the waiting area at the lobby.</li></ol>

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Department	Activity/Assigned Task
	Week 5 (May 11- May 16, 2023)
Housekeeping Department	<ol style="list-style-type: none"><li>1. Attended daily briefing.</li><li>2. Refilled tissues in the bathrooms.</li><li>3. Swept and mopped the bathroom's floor in the Front office and Café.</li><li>4. Brushed the basement parking.</li><li>5. Washed cleaning rags in the pantry.</li><li>6. Cleaned the pantry in the 4<sup>th</sup>, 5<sup>th</sup>, and 6<sup>th</sup> floor.</li><li>7. Dust mopped and wet mopped hallways of 4<sup>th</sup> and 5<sup>th</sup> floor.</li><li>8. Swept and mopped the floor in the fire exit.</li><li>9. Swept floor in the café and outside the café.</li><li>10. Wiped the door's handle in the lobby</li><li>11. Arranged the flyers in the waiting area at the lobby.</li><li>12. Wiped the mirror in the elevator.</li><li>13. Cleaned the cafeteria.</li></ol>

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Department	Activity/Assigned Task
	Week 6 (May 17- May 23, 2023)
Front Office Department	<ol style="list-style-type: none"><li>1. Familiarization of the tools and equipment used in the front desk.</li><li>2. Encoded TAVR (Tourist Attraction Visitor Record) Format for the month of May.</li><li>3. Photocopied Banquet Event Order for birthday event.</li><li>4. Assisted applicants for interview in Executive office.</li><li>5. Printed Equilibrium and Room Tariff flyers.</li><li>6. Cut out guest feedback forms.</li><li>7. Elevator operator.</li><li>8. Answered telephone calls.</li><li>9. Cut out Room Tariff and Equilibrium flyers.</li><li>10. Edited e- signage and attached it in the acrylic stands.</li><li>11. Photocopied HK status report.</li><li>12. Fill out guest registration form.</li><li>13. Photocopied IDs of new arrival guests.</li><li>14. Issued key cards for checked-in guests.</li></ol>

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Department	Activity/Assigned Task
	Week 7 (May 24- May 30, 2023)
Front Office Department	<ol style="list-style-type: none"><li>1. Encoded TAVR (Tourist Attraction Visitor Record) Format for the month of May.</li><li>2. Encoded guest feedback form.</li><li>3. Attached the cashier's report to its folder.</li><li>4. Retrieved acknowledgement receipt to Executive office.</li><li>5. Photocopied HK status report.</li><li>6. Organized flyers on the front desk.</li><li>7. Checked-out the key card of room 528.</li><li>8. Elevator operator</li><li>9. Answered telephone calls</li><li>10. Edited e- signage and attached it in the acrylic stands</li><li>11. Assisted guests for registration in event( DSAP &amp; 4Life)</li><li>12. Photocopied IDs of new arrival guests</li><li>13. Issued keycards for checked-in guests</li><li>14. Handed documents to Executive Office</li></ol>

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Department	Activity/Assigned Task
	Week 8 (May 30- June 05, 2023)
Front Office Department	<ol style="list-style-type: none"><li>1. Issued key card for arrival guests.</li><li>2. Edited e-signage and signage for event, attached it to acrylics and posted it at the lobby and at the 6<sup>th</sup> floor.</li><li>3. Updated showroom.</li><li>4. Called HK for checked-out guests.</li><li>5. Photocopied ID for checked in guests.</li><li>6. Printed room tariff and equilibrium flyers.</li><li>7. Encoded TAVR and Guest feedback form for the month of June.</li><li>8. Cut out room tariff and equilibrium flyers.</li><li>9. Handed documents to Ms. Lorraine at Executive office.</li><li>10. Printed and cut out parking pass.</li><li>11. Handed the contract of JTI for event to M. Daph.</li><li>12. Attached BEO to its respective folder.</li><li>13. Photocopied HK status report</li><li>14. Highlighted in-house guestrooms in HK status report.</li></ol>

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	Week 9 (June 06- June 15, 2023)
Front Office Department	<ol style="list-style-type: none"><li>1. Accompanied the bellman to assist the guest with their respective room.</li><li>2. Encoded TAVR (Tourist Attraction Visitor Record) Format for the month of June.</li><li>3. Printed Equilibrium and Room Tariff flyers</li><li>4. Answered telephone call of guest asking for service water and with their concern about the locked cr.)</li><li>5. Elevator operator</li><li>6. Cut out Room Tariff and Equilibrium flyers</li><li>7. Edited e- signage and attached it in the acrylic stands</li><li>8. Photocopied HK status report</li><li>9. Photocopied IDs of new arrival guests</li><li>10. Issued keycards for checked-in guests</li><li>11. Arranged and sanitized key card jackets.</li><li>12. Photocopied documents for Chef Antolin</li></ol>

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