

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	HOUSEKEEPING						
Job Area	HOUSEKEEPING OPERATIONS						
Competency Unit Title	HOUSEKEEPING GUEST SERVICES						
Learning Outcome	<p>The person who is competent in this CU shall be able to ensure those guests are satisfied with a fast, friendly, efficient and courteous housekeeping service in accordance with organization standard and regulation. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Access housekeeping services requirements • Receive services requests • Service guest requests • Provide advice to guests • Handle lost and found items • Produce housekeeping service records 						
Competency Unit ID	HT-050-3:2012-C02	Level	THREE (3)	Training Duration	40 Hours	Credit Hours	4
Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Access housekeeping services requirements	i. Types of services provided ii. Housekeeping services policies and procedures iii. Housekeeping services workflow iv. Communication skills v. Types of request related to other department			2 hours	Lecture	i. Correct housekeeping services policies and procedures confirmed ii. Detail of workflow for housekeeping services confirmed iii. Appropriate types of request related to other department ascertained	
		i. Interpret housekeeping services policies and procedures ii. Determine workflow for housekeeping services		4 hours	Demonstration and observation		

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iii. Determine types of request related to other department	<u>Attitude:</u> i. Ability to follow instructions when accessing housekeeping services requirement ii. Detail when Interpret housekeeping services policies and procedures iii. Resourceful when determining types of request related to other department iv. Meticulous in accessing housekeeping services requirements			

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Receive services requests	i. List of guest request verity from guests and staff, such as: <ul style="list-style-type: none"> • Direct request • Telephone • Door knock • Notes ii. Methods of guest request record format			2 hours	Lecture	i. Customer needs accurately identified ii. Housekeeping request noted iii. Appropriate interpersonal skills used to ensure that customer needs accurately identified
		i. Accept guest requests from guests and staff ii. Record housekeeping requests iii. Communicate feedback to guests	<u>Attitude:</u> i. Knowledgeable and meticulous in receiving services requests ii. Attentive, patient and cordial when accepting guest requests from guests and staff iii. Eye-to-eye contact when communicating to guest	4 hours	Demonstration and observation	iv. Guests feedbackreceived

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iv. Responsible and quick response in attending guest enquiries and needs <u>Safety:</u> i. Adhere to safety requirement			

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3. Service guest requests	i. Procedures of typical housekeeping service ii. Types of items and equipment for guest service iii. Delivery procedure iv. Pick up items procedure v. Billing procedure			2 hours	Lecture	i. Related department determined to obtain/deliver correct types of items and equipment ii. Correct items/equipment/services located
		i. Identify related department to obtain/deliver service ii. Search required items/equipment/service iii. Deliver items/equipment/service in guest room iv. Set up items/equipment in guest room v. Pick up items from guest rooms	<u>Attitude:</u> i. Meticulous and detail in handling bill statement activities ii. Initiative when searching required items/equipment/service	4 hours	Demonstration and observation	iii. Items/equipment/service sent to guest room using approved delivery procedure iv. Items/equipment correctly installed in guest room v. Items collected from guest rooms as required and at agreed time

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<p>iii. Good time management when delivering items/equipment/service in guest room</p> <p><u>Safety:</u></p> <p>i. Ensure safety during setting up of setting up items/equipment in guest room</p>			

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4. Provide advice to guests	i. Methods of advice to guests, such as: <ul style="list-style-type: none"> • Safe deposit box • Fire escape route ii. Process of demonstration items or service to guest			2 hours	Lecture	i. Guests instructed on services and items available from the housekeeping department ii. Guests understand with demonstration given on the use of items delivered to guest room
		i. Advise guests on services and items available from the housekeeping department ii. Provide guests with demonstration on the use of items delivered to guest room iii. Liaise with other staff and departments to provide supplementary advice	<u>Attitude:</u> i. Warmly greet guests and to be friendly and professional ii. Creative and knowledgeable in providing advice to guests	4 hours	Demonstration and observation	iii. Supplementary advice coordinated with other staff and departments

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Handle lost and found items	i. Types of lost and found items ii. Methods of handling lost and found items iii. Lost and found items policies and procedures iv. Methods of tagging found items v. Lost and found items record format			3 hours	Lecture	i. Found items verified for safety and legality ii. Found items recorded in lost and found register iii. Found item coded to identify item iv. Date, time, where and who found item noted v. Found items safely kept in storage area vi. Internal staff promptly informed to facilitate return of found item to guest
		i. Check found items for safety and legality ii. Register found items in lost and found register iii. Tag found item iv. Record items reported lost in lost and found register v. Store found items vi. Notify internal staff and other department concerned to facilitate return of found item to guest	<u>Attitude:</u> i. Attention to detail in handling lost and found items	7 hours	Demonstration and observation	

Work Activities	Related Knowledge	Related Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
6. Produce housekeeping service records	i. List of housekeeping record format ii. Types of housekeeping service records, such as: <ul style="list-style-type: none"> Defect report No of room serviced / non serviced Lost and found items Guest service request 			2 hours	Lecture	i. Housekeeping services record documented in required format ii. Service reports completely gathered
		i. Record housekeeping services provided ii. Compile service reports	<u>Attitude:</u> i. Knowledgeable and meticulous in recording housekeeping services ii. Comply with guidelines and organization SOP	4 hours	Demonstration and observation	

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Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application to process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/ telecommunication procedures 02.03 Communicate clearly 02.05 Read/interpret flowcharts and pictorial information 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork

03.16 Identify and assess client/customer needs	
04.01 Organize own work activities	
04.02 Set and revise own objectives and goals	
04.03 Organize and maintain own workplace	
04.04 Apply problem solving strategies	
Core Abilities	Social Skills
04.05 Demonstrate initiative and flexibility	
04.06 Allocate work	
06.01 Understand systems	
06.02 Comply with and follow chain of command	
06.03 Identify and highlight problems	
06.04 Adapt competencies to new situations / systems	
06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationary	as required
2. Housekeeping services policies and procedures	1 : 1
3. Housekeeping services workflow	1 : 1
4. Guest record format	1 : 1
5. Telephone	1 : 5
6. Fax machine	1 : 5
7. Procedures of typical housekeeping service	1 : 1
8. Items and equipment for guest service	as required
9. Delivery procedure	1 : 1

10. Pick up items procedure	1 : 1
vi. Lost and found items procedures	1 : 1
vii. Tagging procedures	1 : 1
11. Lost and found items record format	1 : 1

REFERENCES

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3. Wittemann, Ad, 1988/11. Hotel Housekeeping Runner, Camelot Consultants, ISBN : 9780938481294
4. Branson, Joan C. / Lennox, Margaret, 1988/11. Hotel, Hostel and Hospital Housekeeping (5TH), Hodder Arnold, ISBN : 9780713177329