

TRAINING REGULATIONS



HOUSEKEEPING NC II

**TOURISM SECTOR
(HOTEL AND RESTAURANT)**

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

East Service Road, South Superhighway, Taguig City, Metro Manila

*Technical Education and Skills Development Act of 1994
(Republic Act No. 7796)*

Section 22, "Establishment and Administration of the National Trade Skills Standards" of RA 7796 known as the TESDA Act of 1994 mandates TESDA to establish national occupational skill standards. The Authority shall develop and implement a certification and accreditation program in which private industry groups and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.

The Training Regulations (TR) serve as basis for the:

1. Competency assessment and certification;
2. Registration and delivery of training programs; and
3. Development of curriculum and assessment instruments.

Each TR has four sections:

- Section 1 Definition of Qualification - refers to the group of competencies that describes the different functions of the qualification.
- Section 2 Competency Standards - gives the specifications of competencies required for effective work performance.
- Section 3 Training Standards - contains information and requirements in designing training program for the Qualification. It includes curriculum design, training delivery; trainee entry requirements; tools, equipment and materials; training facilities; trainer's qualification and institutional assessment.
- Section 4 National Assessment and Certification Arrangements - describes the policies governing assessment and certification procedures.

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(HOTEL AND RESTAURANT)
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TRAINING REGULATIONS FOR HOUSEKEEPING NC II

SECTION 1 HOUSEKEEPING NC II QUALIFICATION

The **HOUSEKEEPING NC II** Qualification consists of competencies that a person must achieve to prepare guest rooms, clean public areas and equipment, provide housekeeping services, provide valet services, handle intoxicated guest, and laundry linen and guest clothes to a range of accommodation services.

This Qualification is packaged from the competency map of the **Tourism Sector (Hotel and Restaurant)** as shown in Annex A

The Units of Competency comprising this Qualification include the following:

CODE NO. BASIC COMPETENCIES

500311105	Participate in workplace communication
500311106	Work in team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

CODE NO. COMMON COMPETENCIES

TRS311201	Develop and update industry knowledge
TRS311202	Observe workplace hygiene procedures
TRS311203	Perform computer operations
TRS311204	Perform workplace and safety practices
TRS311205	Provide effective customer service

CODE NO. CORE COMPETENCIES

TRS5123111	Provide housekeeping services to guests
TRS5123112	Clean and prepare rooms for incoming guests
TRS5123113	Provide valet/butler service
TRS5123114	Laundry linen and guest clothes
TRS5123115	Clean public areas, facilities and equipment
TRS5123122	Deal with/Handle intoxicated guests

A person who has achieved this Qualification is competent to be:

- Junior Cleaner
- Assistant Cleaner
- Assistant Public Area Cleaner
- Cleaner
- Public Area Cleaner
- Attendant
- Room/Cabin Attendant/Room Maid
- Laundry Attendant
- Housekeeping Attendant
- Butler

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **HOUSEKEEPING NC II**.

BASIC COMPETENCIES

UNIT OF COMPETENCY : PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE : 500311105

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate medium is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and storage of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Speak English at a basic operational level	2.1 Simple conversations on familiar topics with work colleagues is participated 2.2 Simple verbal instructions or requests are responded to 2.3 Simple requests are made 2.4 Routine procedures are described 2.5 Likes, dislikes and preferences are expressed 2.6 Different forms of expression in English is identified
3. Participate in workplace meetings and discussions	3.1 Team meetings are attended on time 3.2 Own opinions are clearly expressed and those of others are listened to without interruption 3.3 Meeting inputs are consistent with the meeting purpose and established protocols 3.4 Workplace interactions are conducted in a courteous manner 3.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to 3.6 Meetings outcomes are interpreted and implemented
4. Complete relevant work related documents	4.1 Range of forms relating to conditions of employment are completed accurately and legibly 4.2 Workplace data is recorded on standard workplace forms and documents 4.3 Basic mathematical processes are used for routine calculations 4.4 Errors in recording information on forms/ documents are identified and properly acted upon 4.5 Reporting requirements to supervisor are completed according to organizational guidelines

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1 Team members 1.2 Suppliers 1.3 Trade personnel 1.4 Local government 1.5 Industry bodies
2. Medium	2.1 Memorandum 2.2 Circular 2.3 Notice 2.4 Information discussion 2.5 Follow-up or verbal instructions 2.6 Face to face communication
3. Storage	3.1 Manual filing system 3.2 Computer-based filing system
4. Forms	4.1 Personnel forms, telephone message forms, safety reports
5. Workplace interactions	5.1 Face to face 5.2 Telephone 5.3 Electronic and two way radio 5.4 Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1 Observing meeting 6.2 Compliance with meeting decisions 6.3 Obeying meeting instructions

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Prepared written communication following standard format of the organization 1.2 Accessed information using communication equipment 1.3 Spoken English at a basic operational level 1.4 Made use of relevant terms as an aid to transfer information effectively 1.5 Conveyed information effectively adopting the formal or informal communication
<p>2. Underpinning Knowledge</p>	<ul style="list-style-type: none"> 2.1 Effective communication 2.2 Different modes of communication 2.3 Written communication 2.4 Organizational policies 2.5 Communication procedures and systems 2.6 Technology relevant to the enterprise and the individual's work responsibilities
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> 3.1 Follow simple spoken language 3.2 Perform routine workplace duties following simple written notices 3.3 Participate in workplace meetings and discussions 3.4 Complete work related documents 3.5 Estimate, calculate and record routine workplace measures 3.6 Basic mathematical processes of addition, subtraction, division and multiplication 3.7 Ability to relate to people of social range in the workplace 3.8 Gather and provide information in response to workplace requirements
<p>4. Resource Implications</p>	<ul style="list-style-type: none"> 4.1 Fax machine 4.2 Telephone 4.3 Writing materials 4.4 Internet
<p>5. Methods of Assessment</p>	<ul style="list-style-type: none"> 5.1 Direct Observation 5.2 Oral interview and written test
<p>6. Context of Assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY : WORK IN TEAM ENVIRONMENT

UNIT CODE : 500311106

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Describe team role and scope	1.1 The role and objective of the team is identified from available sources of information 1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1 Individual role and responsibilities within the team environment are identified 2.2 Roles and responsibility of other team members are identified and recognized 2.3 Reporting relationships within team and external to team are identified
3. Work as a team member	3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives 3.2 Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and workplace context 3.3 Observed protocols in reporting using standard operating procedures 3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.
4. Work effectively with colleagues	4.1 Information is communicated clearly and in concise manner using appropriate communication techniques 4.2 Relationships are established and maintained effectively with colleagues 4.3 Work activities are performed within the team to ensure achievement of team goals
5. Work in socially diverse environment	5.1 Customers and colleagues from diverse backgrounds are communicated with, in all verbal and non-verbal forms 5.2 Cross cultural misunderstandings are dealt with, taking account of cultural consideration

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1 Work activities in a team environment with enterprise or specific sector 1.2 Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1 Standard operating and/or other workplace procedures 2.2 Job procedures 2.3 Machine/equipment manufacturer's specifications and instructions 2.4 Organizational or external personnel 2.5 Client/supplier instructions 2.6 Quality standards 2.7 OHS and environmental standards
3. Workplace context	3.1 Work procedures and practices 3.2 Conditions of work environments 3.3 Legislation and industrial agreements 3.4 Standard work practice including the storage, safe handling and disposal of chemicals 3.5 Safety, environmental, housekeeping and quality guidelines
4. Appropriate communication techniques	May include: 4.1 Use of active listening 4.2 Use of both open and closed questions 4.3 Speaking clearly and concisely 4.4 Using appropriate language and tone of voice 4.6 Being attentive

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Operated in a team to complete workplace activity 1.2 Worked effectively with others 1.3 Worked in socially diverse environment 1.4 Conveyed information in written or oral form 1.5 Selected and used appropriate workplace language 1.6 Followed designated work plan for the job 1.7 Reported outcomes
<p>2. Underpinning Knowledge</p>	<ul style="list-style-type: none"> 2.1 Communication process 2.2 Team structure 2.3 Team roles 2.4 Group planning and decision making 2.5 Specific diversity issues
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> 3.1 Communicate appropriately, consistent with the culture of the workplace
<p>4. Resource Implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 4.2 Materials relevant to the proposed activity or tasks
<p>5. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Observation of the individual member in relation to the work activities of the group 5.2 Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 5.3 Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
<p>6. Context for Assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in workplace or in a simulated workplace setting 6.2 Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : PRACTICE CAREER PROFESSIONALISM

UNIT CODE : 500311107

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance evaluation 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 Resources are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
3. Maintain professional growth and development	3.1 Trainings and career opportunities are identified and availed of based on job requirements 3.2 Recognitions are sought/received and demonstrated as proof of career advancement 3.3 Licenses and/or certifications relevant to job and career are obtained and renewed

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests
2. Resources	2.1 Human 2.2 Financial 2.3 Technology 2.3.1 Hardware 2.3.2 Software
3. Trainings and career opportunities	3.1 Participation in training programs 3.1.1 Technical 3.1.2 Supervisory 3.1.3 Managerial 3.1.4 Continuing Education 3.2 Serving as Resource Persons in conferences and workshops
4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Attained job targets within key result areas (KRAs) 1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation 1.3 Completed trainings and career opportunities which are based on the requirements of the industries 1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
<p>2. Underpinning Knowledge</p>	<ul style="list-style-type: none"> 2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.) 2.2 Company policies 2.3 Company-operations, procedures and standards 2.4 Fundamental rights at work including gender sensitivity 2.5 Personal hygiene practices
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> 3.1 Appropriate practice of personal hygiene 3.2 Intra and Interpersonal skills 3.3 Communication skills
<p>4. Resource Implications</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> 4.1 Workplace or assessment location 4.2 Case studies/scenarios
<p>5. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Portfolio Assessment 5.2 Interview 5.3 Simulation/Role-plays 5.4 Observation 5.5 Third Party Reports 5.6 Exams and Tests
<p>6. Context of Assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

UNIT CODE : 500311108

UNIT DESCRIPTOR : This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 Safety regulations and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 Hazards/risks in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 Contingency measures during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol
4. Maintain OHS awareness	4.1 Emergency-related drills and trainings are participated in as per established organization guidelines and procedures 4.2 OHS personal records are completed and updated in accordance with workplace requirements
5. Perform basic first-aid procedures	5.1 Situation is assessed in accordance with accepted practice 5.2 Basic first-aid techniques is applied in accordance with established first-aid procedures and enterprise policy 5.3 Details of the incident is communicated in a timely manner according to enterprise policy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations
2. Hazards/Risks	May include: 2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation 2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects 2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors 2.4 Ergonomics 2.4.1 Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles 2.4.2 Physiological factors – monotony, personal relationship, work out cycle
3. Contingency measures	May include: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 Calling emergency personnel 3.5 First Aid Application
4. PPE	May include: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Explained clearly established workplace safety and hazard control practices and procedures 1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures 1.3 Recognized contingency measures during workplace accidents, fire and other emergencies 1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV. 1.5 Applied basic first-aid procedures 1.6 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace 1.7 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices 1.8 Completed and updated OHS personal records in accordance with workplace requirements
<p>2. Underpinning Knowledge and</p>	<ul style="list-style-type: none"> 2.1 OHS procedures and practices and regulations 2.2 PPE types and uses 2.3 Personal hygiene practices 2.4 Hazards/risks identification and control 2.5 Threshold Limit Value -TLV 2.6 OHS indicators 2.7 Organization safety and health protocol 2.8 Safety consciousness 2.9 Health consciousness 2.10 First-aid procedures and practices
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> 3.1 Practice of personal hygiene 3.2 Hazards/risks identification and control skills 3.3 Interpersonal skills 3.4 Communication skills 3.5 Safe manual handling of casualty
<p>4. Resource Implications</p>	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> 4.1 Workplace or assessment location 4.2 OHS personal records 4.3 PPE 4.4 Health records
<p>5. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 5.1 Portfolio Assessment 5.2 Interview 5.3 Case Study/Situation
<p>6. Context for Assessment</p>	<ul style="list-style-type: none"> 6.1 Competency may be assessed in the work place or in a simulated work place setting

COMMON COMPETENCIES

UNIT OF COMPETENCY : **DEVELOP AND UPDATE INDUSTRY KNOWLEDGE**

UNIT CODE : **TRS311201**

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitude required to access, increase and update industry knowledge. It includes information on the industry and update industry knowledge

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
1. Seek information on the industry	1.1 <i>Sources of information</i> on the industry are correctly identified and accessed 1.2 <i>Information to assist effective work performance</i> is obtained in line with job requirements 1.3 Specific information on sector of work is accessed and updated 1.4 Industry information is correctly applied to day-to-day work activities
2. Update industry knowledge	2.1 Informal and/or formal research is used to update general knowledge of the industry 2.2 Updated knowledge is shared with customers and colleagues as appropriate and incorporated into day-to-day working activities
3. Develop and update local knowledge	3.1 Local knowledge is developed to assist queries on local/national tourism industry 3.2 Local knowledge is updated using <i>informal and/or formal research</i> 3.3 Contact with local communities is maintained
4. Promote products and services to customers	4.1 <i>Promotional initiatives</i> are described that may be used to promote products and services 4.2 Selling skills are applied according to customer needs

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information sources	May include: <ul style="list-style-type: none"> 1.1 media 1.2 reference books 1.3 libraries 1.4 unions 1.5 industry associations 1.6 industry journals 1.7 internet 1.8 personal observation and experience
2. Information to assist effective work performance	May include: <ul style="list-style-type: none"> 2.1 Different sectors of the industry and the services available in each sector 2.2 Relationship between tourism and hospitality 2.3 Relationship between the industry and other industries 2.4 Industry working conditions 2.5 Legislation that affects the industry <ul style="list-style-type: none"> 2.5.1 liquor 2.5.2 health and safety 2.5.3 hygiene 2.5.4 gaming 2.5.5 workers compensation 2.5.6 consumer protection 2.5.7 duty of care 2.5.8 building regulations 2.6 Trade unions environmental issues and requirements 2.7 Industrial relations issues and major organizations 2.8 Career opportunities within the industry 2.9 Work ethic required to work in the industry and industry expectations of staff 2.10 Quality assurance
3. Informal and formal research	May include: <ul style="list-style-type: none"> 3.1 Discussions with colleagues, management and customers 3.2 Reading internal enterprise material about products and services 3.3 Familiarity with customer comments including complaints 3.4 Reading and researching product data and information

VARIABLE	RANGE
	3.5 Conducting internal testing to determine quality and differentials 3.6 General media research 3.7 Developing and analyzing responses to questionnaires 3.8 Reading surveys and ratings
4. Promotional initiatives	May include: 4.1 Media campaigns 4.2 Internal promotions, including static displays, demonstrations, tastings, videos, competitions, packages, events

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate/ trainee : 1.1 Knew key sources of information on the industry 1.2 Updated industry knowledge 1.3 Accessed and used industry information 1.4 Developed and updated local knowledge 1.5 Promoted products and services
2. Required Skills	2.1 Time management 2.2 Ready skills needed to access industry information 2.3 Basic competency skills needed to access the internet
3. Required Knowledge	3.1 Overview of quality assurance in the industry 3.2 Role of individual staff members 3.3 Industry information sources
4. Resource Implications	4.1 Sources of information on the industry 4.2 Industry knowledge
5. Methods of Assessment	Competency in this unit may or must be assessed through 5.1 Interview/questions 5.2 Practical demonstration 5.3 Portfolio of industry information related to trainee's work
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY : **OBSERVE WORKPLACE HYGIENE PROCEDURES**

UNIT CODE : **TRS311202**

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in observing workplace hygiene procedures. It includes following hygiene procedures and identifying and preventing hygiene risks.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
1. Follow hygiene procedures	1.1 Workplace hygiene procedures are implemented in line with enterprise and legal requirements 1.2 Handling and storage of items are undertaken in line with enterprise and legal requirements
2. Identify and prevent hygiene risks	2.1 Potential hygiene risks are identified in line with enterprise procedures 2.2 Action to minimize and remove risks are taken within scope of individual responsibility of enterprise/legal requirements 2.3 Hygiene risks beyond the control of individual staff members are reported to the appropriate person for follow up

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hygiene procedures	May include: <ul style="list-style-type: none"> 1.1 safe and hygienic handling of food and beverage 1.2 regular hand washing 1.3 correct food storage 1.4 appropriate and clean clothing 1.5 avoidance of cross-contamination 1.6 safe handling disposal of linen and laundry 1.7 appropriate handling and disposal of garbage 1.8 cleaning and sanitizing procedures 1.9 personal hygiene
2. Hygiene risk	May include: <ul style="list-style-type: none"> 2.1 Bacterial and other contamination arising from poor handling of food 2.2 Inappropriate storage of foods 2.3 Storage at incorrect temperatures 2.4 Foods left uncovered 2.5 Poor personal hygiene practices 2.6 Poor work practices <ul style="list-style-type: none"> 2.6.1 cleaning 2.6.2 housekeeping 2.6.3 food handling 2.6.4 vermin 2.6.5 airborne dust 2.7 Cross-contamination through cleaning with inappropriate cleaning practices 2.8 Inappropriate handling of potentially infectious linen 2.9 Contaminated wastes such as blood and body secretions 2.10 Disposal of garbage and contaminated or potentially contaminated wastes
3. Minimizing or removing risk	May include: <ul style="list-style-type: none"> 3.1 Auditing staff skills and providing training 3.2 Ensuring policies and procedures are followed strictly 3.3 Audits of incidents with follow up actions

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment required evidence that the candidate : 1.1 Followed hygiene procedures 1.2 Identified and responded to hygiene risk 1.3 Practiced personal grooming and hygiene
2. Required Knowledge	2.1 Typical hygiene and control procedures in the hospitality and tourism industries 2.2 Overview of legislation and regulation in relation to food handling, personal and general hygiene 2.3 Knowledge on factors which contribute to workplace hygiene problems 2.4 General hazards in handling of food, linen and laundry and garbage, including major causes of contamination and cross-infection 2.5 Sources of and reasons for food poisoning
3. Required Skills	3.1 Ability to follow correct procedures and instructions 3.2 Ability to handle operating tools/ equipment 3.3 Application to hygiene principles 3.4 Ability to detect dirt and unhygienic practices
4. Resource Implications	The following resources should be provided 4.1 Hygiene procedures, actual or simulated workplace, products used in hotel/restaurant /tourism workplace
5. Methods of Assessment	Competency in this unit r must be assessed through 5.1 Written examination 5.2 Practical demonstration
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY : **PERFORM COMPUTER OPERATIONS**

UNIT CODE : **TRS311203**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which includes inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Plan and prepare for task to be undertaken	1.1 Requirements of task are determined 1.2 Appropriate hardware and software is selected according to task assigned and required outcome 1.3 Task is planned to ensure OHS guidelines and procedures are followed
2. Input data into computer	2.1 Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3 Inputted data are stored in storage media according to requirements 2.4 Work is performed within ergonomic guidelines
3. Access information using computer	3.1 Correct program/application is selected based on job requirements 3.2 Program/application containing the information required is accessed according to company procedures 3.3 Desktop icons are correctly selected, opened and closed for navigation purposes 3.4 Keyboard techniques are carried out in line with OHS requirements for safe use of keyboards
4. Produce/output data using computer system	4.1 Entered data are processed using appropriate software commands 4.2 Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Files and data are transferred between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor maintenance and replacement of consumables are implemented 5.2 Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures 5.3 Basic file maintenance procedures are implemented in line with the standard operating procedures 5.4 Document systems are maintained

RANGE OF VARIABLES

VARIABLE	RANGE
1. Hardware and peripheral devices	May include: 1.1 Personal computers 1.2 Networked systems 1.3 Communication equipment 1.4 Printers 1.5 Scanners 1.6 Keyboard 1.7 Mouse
2. Software	May include: 2.1 Word processing packages 2.2 Data base packages 2.3 Internet 2.4 Spreadsheets
3. OHS guidelines	May include: 3.1 OHS guidelines 3.2 Enterprise procedures
4. Storage media	May include: 4.1 diskettes 4.2 CDs 4.3 zip disks 4.4 hard disk drives, local and remote
5. Ergonomic guidelines	May include: 5.1 Types of equipment used 5.2 Appropriate furniture 5.3 Seating posture 5.4 Lifting posture 5.5 Visual display unit screen brightness
6. Desktop icons	May include: 6.1 directories/folders 6.2 files 6.3 network devices 6.4 recycle bin
7. Maintenance	May include: 7.1 Creating more spaces in the hard disk 7.2 Reviewing programs 7.3 Deleting unwanted files 7.4 Backing up files 7.5 Checking hard drive for errors 7.6 Using up to date anti-virus programs 7.7 Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1. Critical aspect of Competency	<p>Assessment must show that the candidate:</p> <ul style="list-style-type: none"> 1.1 Selected and used hardware components correctly and according to the task requirement 1.2 Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3 Produced accurate and complete data in accordance with the requirements 1.4 Used appropriate devices and procedures to transfer files/data accurately 1.5 Maintained computer system
2. Required Knowledge	<ul style="list-style-type: none"> 2.1 Basic ergonomics of keyboard and computer use 2.2 Main types of computers and basic features of different operating systems 2.3 Main parts of a computer 2.4 Storage devices and basic categories of memory 2.5 Relevant types of software 2.6 General security 2.7 Viruses 2.8 OHS principles and responsibilities 2.9 Calculating computer capacity
3. Required Skills	<ul style="list-style-type: none"> 3.1 Reading skills required to interpret work instruction 3.2 Communication skills
4. Methods of Assessment	<p>Competency in this unit may or must be assessed through</p> <ul style="list-style-type: none"> 4.1 Observation 4.2 Questioning 4.3 Practical demonstration
5. Resource implications	<p>The following resources should be provided</p> <ul style="list-style-type: none"> 5.1 Computer hardware with peripherals 5.2 Appropriate software
6. Context of Assessment	<ul style="list-style-type: none"> 6.1 Assessment may be conducted in the workplace or in a simulated environment

UNIT OF COMPETENCY : **PERFORM WORKPLACE AND SAFETY PRACTICES**

UNIT CODE : **TRS311204**

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in following health, safety and security practices. It includes dealing with emergency situations and maintaining safe personal presentation standards.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
1. Follow workplace procedures for health, safety and security practices	1.1 Correct health, safety and security procedures are followed in line with legislation, regulations and enterprise procedures 1.2 Breaches of health, safety and security procedures are identified and reported in line with enterprise procedure 1.3 Suspicious behavior or unusual occurrence are reported in line with enterprise procedure
2. Perform child protection duties relevant to the tourism industry	2.1 Issue of sexual exploitation of children is identified 2.2 National, regional and international actions are described to prevent the sexual exploitation of children 2.3 Actions that can be taken in the workplace are described to protect children from sexual exploitation
3. Observe and monitor people	3.1 Areas and people who require observation and monitoring is prepared 3.2 Observation and monitoring activities are implemented 3.3 Apprehension of offenders are determined 3.4 Offenders are arrested according to enterprise procedures 3.5 Administrative responsibilities are fulfilled
4. Deal with emergency situations	4.1 Emergency and potential emergency situations are recognized and appropriate action are taken within individual's scope of responsibility 4.2 Emergency procedures are followed in line with enterprise procedures 4.3 Assistance is sought from colleagues to resolve or respond to emergency situations 4.4 Details of emergency situations are reported in line with enterprise procedures
5. Maintain safe personal presentation standards	5.1 Safe personal standards are identified and followed in line with enterprise requirements

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
6. Maintain a safe and secure workplace	6.1 Workplace health, safety and security responsibilities are identified 6.2 Framework to maintain workplace health, safety and security are maintained 6.3 Procedures for identifying and assessing health, safety and security hazards and risks are implemented 6.4 Injuries, illnesses and incidents are investigated 6.5 Organization's health, safety and security effectiveness are evaluated

RANGE OF VARIABLES

VARIABLE	RANGE
1. Health, safety and security procedures	May include: <ul style="list-style-type: none"> 1.1 Use of personal protective clothing and equipment 1.2 Safe posture including sitting, standing, bending 1.3 Manual handling including lifting, transferring 1.4 Safe work techniques including knives and equipment, handling hot surfaces, computers and electronic equipment 1.5 Safe handling of chemicals, poisons and dangerous materials 1.6 Ergonomically sound furniture and work stations 1.7 Emergency fire and accident 1.8 Hazard identification and control 1.9 Security of documents, cash, equipment, people 1.10 Key control systems
2. Breaches of procedure	May include: <ul style="list-style-type: none"> 2.1 Loss of keys 2.2 Strange or suspicious persons 2.3 Broken or malfunctioning equipment 2.4 Loss of property, goods or materials 2.5 Damaged property or fittings 2.6 Lack of suitable signage when required 2.7 Lack of training on health and safety issues 2.8 Unsafe work practices
3. Emergency	May include: <ul style="list-style-type: none"> 3.1 Personal injuries 3.2 Fire 3.3 Electrocutation 3.4 Natural calamity i.e. earthquake/flood 3.5 Criminal acts i.e. robbery

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate :</p> <ul style="list-style-type: none"> 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with workplace safety, security and hygiene practices 1.4 Identified faults and problems and the necessary corrective action 1.5 Demonstrated ability to perform child protection duties relevant to the tourism industry 1.6 Demonstrated ability to prepare for observation and monitoring activities relevant to designated situations 1.7 Promoted public relation among others 1.8 Complied with quality standards 1.9 Responded to emergency situations in line with enterprise guidelines 1.10 Complied with proper dress code
<p>2. Required Knowledge</p>	<ul style="list-style-type: none"> 2.1 Communication <ul style="list-style-type: none"> 2.1.1 Interactive communication with others 2.1.2 Interpersonal skills 2.1.3 Good working attitude 2.1.4 Ability to work quietly; with cooperation; patience, carefulness, cleanliness and aesthetic values 2.1.5 Ability to focus on task at hand 2.2 Systems, Processes and Operations <ul style="list-style-type: none"> 2.2.1 Workplace health, safety and security procedures 2.2.2 Emergency procedures 2.2.3 Personal presentation 2.3 Safety Practices <ul style="list-style-type: none"> 2.3.1 Proper disposal of garbage 2.3.2 Practice safety measures 2.3.3 5S Implementation 2.4 Child protection duties relevant to tourism industry <ul style="list-style-type: none"> 2.4.1 Rules, regulations, policies and laws
<p>3. Required Skills</p>	<ul style="list-style-type: none"> 3.1 Ability to make decision 3.2 Time management 3.3 Ability to offer alternative steps 3.4 Care in handling and operating equipment 3.5 Ability to use observation and monitoring techniques
<p>4. Resource Implications</p>	<p>The following resources should be provided</p> <ul style="list-style-type: none"> 4.1 Procedures Manual on safety, security, health and emergency 4.2 Availability of tools, equipment, supplies and materials

5. Methods of Assessment	Competency in this unit may or must be assessed through 5.1 Written examination 5.2 Practical demonstration 5.3 Interview
6. Context of Assessment	6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

UNIT OF COMPETENCY : PROVIDE EFFECTIVE CUSTOMER SERVICE

UNIT CODE : TRS311205

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitudes in providing effective customer service. It includes greeting customer, identifying customer needs, delivering service to customer, handling queries through use of common business tools and technology and handling complaints/conflict situation, evaluation and recommendation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
1. Greet customer	1.1 Customers are greeted according to enterprise procedure 1.2 Verbal and non-verbal communications are appropriate to the given situation 1.3 Non verbal communication are observed when responding to customers 1.4 Sensitivity to cultural and social differences is demonstrated
2. Identify needs of customers	2.1 Appropriate interpersonal skills are used to ensure that customer needs are accurately identified 2.2 Customer needs are assessed for urgency so that priority for service delivery can be identified 2.3 Customers are provided with information 2.4 Personal limitation in addressing customer and colleague needs is identified and where appropriate, assistance is sought from supervisor
3. Deliver service to customer	3.1 Customer needs are promptly attended to in line with enterprise procedure 3.2 Appropriate rapport is maintained with customer to enable high quality service delivery 3.3 Opportunity to enhance the quality of service and products are taken wherever possible

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
4. Handle queries through use of common business tools and technology	4.1 Common business tools and technology are used efficiently to determine customer requirements 4.2 Queries/ information are recorded in line with enterprise procedure 4.3 Queries are acted upon promptly and correctly in line with enterprise procedure
5. Handle complaints/ conflict situations, evaluation and recommendations	5.1 Guests are greeted with a smile and eye-to-eye contact 5.2 Responsibility for resolving the complaint is taken within limit of responsibility and according to enterprise policy 5.3 Nature and details of complaint are established and agreed with the customer 5.4 Threats to personal safety are identified and managed to personal safety of customers or colleagues and appropriate assistance is organized 5.4 Appropriate action is taken to resolve the complaint to the customers satisfaction wherever possible 5.5 Conflict situations are resolved within scope of individual responsibility by applying effective communication skills and according to enterprise policy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Customer	May include: 1.1 internal 1.2 external
2. Non-verbal communication	May include: 2.1 body language 2.2 dress and accessories 2.3 gestures and mannerisms 2.4 voice tonality and volume 2.5 use of space 2.6 culturally specific communication customs and practices
3. Cultural and social differences	May include: 3.1 modes of greeting, farewell and conversation 3.2 body language/ use of body gestures 3.3 formality of language
4. Interpersonal skills	May include: 4.1 interactive communication 4.2 public relation 4.3 good working attitude 4.4 sincerity 4.5 pleasant disposition 4.6 effective communication skills
5. Customer and colleagues needs	May include: 5.1 those with a disability 5.2 those with special cultural or language needs 5.3 unaccompanied children 5.4 parents with young children 5.5 pregnant women 5.6 single women
6. Enterprise procedure	May include: 6.1 modes of greeting and farewell 6.2 addressing the person by name 6.3 time-lapse before a response 6.4 style manual requirements 6.5 standard letters and format
7. Business tools and technology	May include: 7.1 telephone 7.2 fax machine 7.3 computer equipment 7.4 internet, email

VARIABLE	RANGE
8. Complaint	May include: 8.1 level of service 8.2 product standards 8.3 processes 8.4 information given 8.5 charges and fees
9. Threats to personal safety	May include: 9.1 violent customers 9.2 drug and alcohol affected customers 9.3 customers fighting amongst themselves

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate :</p> <ul style="list-style-type: none"> 1.1 Complied with industry practices and procedures 1.2 Used interactive communication with others 1.3 Complied with occupational, health and safety practices 1.4 Promoted public relation among others 1.5 Complied with service manual standards 1.6 Demonstrated familiarity with company facilities, products and services 1.7 Demonstrated ability to work effectively with others 1.8 Applied company rules and standards 1.9 Applied telephone ethics 1.10 Applied correct procedure in using telephone, fax machine, internet 1.11 Handled customer complaints within limit of individual responsibility
2. Required Knowledge	<ul style="list-style-type: none"> 2.1 Communication <ul style="list-style-type: none"> 2.1.1 Interactive communication with others 2.1.2 Interpersonal skills/ social graces with sincerity 2.2 Safety Practices <ul style="list-style-type: none"> 2.2.1 Safe work practices 2.2.2 Personal hygiene 2.3 Attitude <ul style="list-style-type: none"> 2.3.1 Attentive, patient and cordial 2.3.2 Eye-to-eye contact 2.3.3 Maintain teamwork and cooperation 2.4 Theory <ul style="list-style-type: none"> 2.4.1 Selling/up selling techniques 2.4.2 Interview techniques 2.4.3 Conflict resolution 2.4.4 Communication process 2.4.5 Communication barriers
3. Required Skills	<ul style="list-style-type: none"> 3.1 Effective communication skills 3.2 Non-verbal communication - body language 3.3 Good time management 3.4 Ability to work calmly and unobtrusively effectively 3.5 Ability to handle telephone inquiries and conversations 3.6 Correct procedure in handling telephone inquiries 3.7 Proper way of handling complaints 3.8 Ability to apply basic principles of conflict resolution and respond to complaints
4. Resource Implications	<p>The following resources should be provided</p> <ul style="list-style-type: none"> 4.1 Availability of telephone, fax machine, internet, etc. 4.2 Availability of data on projects and services; tariff and rates, promotional activities in place etc. 4.3 Availability of office supplies
5. Methods of Assessment	<p>Competency in this unit must be assessed through</p> <ul style="list-style-type: none"> 5.1 Written examination 5.2 Practical demonstration
6. Context of Assessment	<ul style="list-style-type: none"> 6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center

CORE COMPETENCIES

UNIT OF COMPETENCY : PROVIDE HOUSEKEEPING SERVICES TO GUESTS

UNIT CODE : TRS5123111

UNIT DESCRIPTOR : This unit of competency deals with the skills and knowledge required to provide a range of general housekeeping services to guests.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Receive housekeeping requests	1.1 Guest/staff housekeeping requests and service delivery are accepted and recorded in accordance to enterprise policies and procedure. 1.2 Details of requests made are confirmed and noted in accordance with enterprise procedures 1.3 Apologies are made when a request has arisen from a delayed delivery of service 1.4 Request not related to housekeeping are referred to appropriate department.
2. Provide/ Service housekeeping requests	2.1 Identified service/item is obtained through liaison with other staff in accordance with enterprise procedures 2.2 Required items are located and delivered to guest room in accordance with enterprise procedures 2.3 Equipment is set up in guest room in accordance with the request of the guest 2.4 Requested items are removed from guest rooms in accordance with enterprise procedures.
3. Provide advice to guest	3.1 Guest is advised on services and items available through housekeeping department 3.2 Guest is advised on use of items delivered to guest room 3.3 The proper use of delivered item to the guest room is demonstrated to guest 3.4 Liaise with other staff and department to provide support services
4. Liaise with other departments	4.1 Equipment malfunction is reported to appropriate personnel in accordance with enterprise procedures 4.2 Management is advised on dangerous or suspicious circumstances in accordance with enterprise procedures. 4.3 Other departments are updated on the status of service requests

RANGE OF VARIABLES

VARIABLE	RANGE
1. Requests	May include: 1.1 Range of services and products offered by the establishment 1.2 Availability, hours and location of meals, services, equipment 1.3 Various types of equipment work
2. Equipment	May include: 2.1 electric kettles 2.2 Transformers (step up- step down) 2.3 computers 2.4 video player 2.5 console 2.6 hairdryer 2.7 irons and ironing board 2.8 adaptors, wires and cables
3. Requested items	May include: 3.1 Roll away beds 3.2 additional pillows and blankets & towels 3.3 additional room supplies 3.4 follow-up cleaning 3.5 cleaning up spills 3.6 repairs and maintenance 3.7 lost property inquiries 3.8 change of linen 3.9 first aid kit 3.10 baby sitting 3.11 baby crib

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated ability to offer courteous, prompt and friendly service to guest</p> <p>1.2 Demonstrated knowledge and skills of a range of housekeeping services/materials/solutions and equipment</p>
2. Required Knowledge	<p>2.1 Knowledge on typical housekeeping services and procedures</p> <p>2.2 Knowledge on materials/solutions and equipment</p>
3. Required Skills	<p>3.1 Security and safety procedures as they apply to housekeeping services and guests</p> <p>3.2 Demonstrate responding to multiple and various types of guests</p> <p>3.3 Time management skills</p>
4. Resource Implications	<p>The following resources MUST be provided</p> <p>4.1 Fully operational equipment in an accommodation environment, including guests rooms and various housekeeping equipment and solutions</p>
5. Methods of Assessment	<p>Competency in this unit may or must be assessed through</p> <p>5.1 Questioning</p> <p>5.2 Practical demonstration/direct observation</p> <p>5.3 Portfolio evidence</p> <p>5.4 Interview</p>
6. Context of Assessment	<p>6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)</p> <p>6.2 Assessment activities are carried out through TESDA's accredited assessment center</p>

UNIT OF COMPETENCY : **CLEAN AND PREPARE ROOMS FOR INCOMING GUESTS**

UNIT CODE : **TRS5123112**

UNIT DESCRIPTOR : The unit deals with the skills and knowledge required from housekeeping attendants to clean and prepare rooms for incoming guests in a commercial accommodation establishment.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable
1. Set up equipment and trolleys	1.1 Cleaning, supplies and equipment required for servicing rooms are correctly selected and prepared for use 1.2 Supplies for trolleys are accurately identified and selected or ordered in sufficient numbers in accordance with enterprise procedures 1.3 Trolleys are safely loaded with adequate supplies in accordance with enterprise procedures
2. Access rooms for servicing	2.1 Rooms requiring service are correctly identified based on information supplied to housekeeping staff 2.2 Rooms are accessed in accordance with the establishment's customer service and security procedures
3. Make up beds	3.1 Beds and mattresses are stripped, pillows and linen are checked for stains and damage rooms are checked whether guests left any valuables 3.2 Items with stains are immediately segregated and forwarded to the Laundry Department for proper processing 3.3 Bed linens are replaced in accordance with enterprise standards and procedures
4. Clean and clear rooms	4.1 Rooms are cleaned in correct order and with minimum disruption to guests 4.2 All furniture, fixtures and fittings are cleaned and checked in accordance with enterprise procedures and hygiene/safety guidelines 4.3 Room supplies are checked, replenished or replaced in accordance with enterprise standards and procedures 4.4 Pests are promptly identified and appropriate action is taken in accordance with safety and enterprise procedures 4.5 Rooms are checked for any defects and are accurately reported in accordance with enterprise procedures 4.6 Damaged items are recorded in accordance with enterprise procedures 4.7 Any unusual or suspicious person, item or occurrence is promptly reported in accordance with enterprise procedures 4.8 Guest's belongings left in vacated rooms are collected and stored in accordance with lost and found enterprise procedures
5. Clean and store trolleys and equipment	5.1 Trolleys and equipment are cleaned after use in accordance with safety and enterprise procedures 5.2 All items are correctly stored in accordance with enterprise procedures 5.3 Supplies and items are checked and replenished or re-ordered in accordance with enterprise procedures 5.4 Additional housekeeping services is provided as requested in accordance with enterprise procedures 5.5 Turn over procedure for next shift is carried out in accordance with enterprise procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Cleaning supplies and equipment	May include: <ul style="list-style-type: none"> 1.1 Cleaning agents, disinfectant and chemicals 1.2 Vacuum cleaner 1.3 Mops 1.4 Brushes 1.5 Buckets 1.6 Caddy 1.7 Carpet sweeper 1.8 Cleaning and polishing cloths 1.9 Protective clothing 1.10 Brooms 1.11 Dust pans 1.12 Squeegee
2. Furniture, fixtures and fittings	May include: <ul style="list-style-type: none"> 2.1 floor surfaces 2.2 mirrors and glassware 2.3 wardrobes and luggage rack 2.4 desks and chairs 2.5 coffee table and sofa 2.6 light fittings and table lamp 2.7 bedside table 2.8 telephones 2.9 televisions 2.10 mini fridge 2.11 shelving 2.12 air conditioning controls 2.13 safety deposit box
3. Room supplies	May include: <ul style="list-style-type: none"> 3.1 stationery and compendium 3.2 bed and bathroom linen 3.3 enterprise promotional materials 3.4 local tourist information 3.5 magazines and newspapers 3.6 mini-bar supplies 3.7 glass ware and cutlery 3.8 tea, coffee, sugar, milk and water 3.9 discretionary supplies and gifts such as fruit, beverages, chocolates, flowers 3.10 slippers 3.11 flashlight 3.12 laundry bags and list 3.13 shoe shine kit and basket/sewing kit 3.14 personal hygiene kit (e.g. toothbrush, toothpaste, cotton buds, shampoo, etc.) 3.15 emergency exit plan 3.16 hanger

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated ability to organize and carry out the complete guest room services</p> <p>1.2 Demonstrated ability to provide room service within the timeframe required by a commercial accommodation establishment</p>
2. Required Knowledge	<p>2.1 Roles of Room Attendant</p> <p>2.2 Types and uses of correct cleaning chemicals, equipment and procedures for cleaning various surfaces and materials</p> <p>2.3 Enterprise procedures and standards in relation to presentation of guest room</p>
3. Required Skills	<p>3.1 Safe work practices relating to use of cleaning chemicals and equipment, bending and manual handling (OHS compliance)</p> <p>3.2 Cleaning and preparation of multiple rooms within industry-realistic timeframes</p>
4. Resource Implications	<p>The following resources MUST be provided</p> <p>4.1 Fully equipped guest rooms</p> <p>4.2 Housekeeping storage areas and all housekeeping equipment required for room cleaning</p>
5. Methods of Assessment	<p>Competency in this unit may or must be assessed through</p> <p>5.1 Practical demonstration/direct observation</p> <p>5.2 Portfolio and third party report</p>
6. Context of Assessment	<p>6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)</p> <p>6.2 Assessment activities are carried out in TESDA's accredited assessment centers</p>

UNIT OF COMPETENCY : PROVIDE VALET/BUTLER SERVICE

UNIT CODE : TRS5123113

UNIT DESCRIPTOR : This unit of competency deals with the skills and knowledge required to provide valet/butler services in a commercial accommodation establishment. This role would generally be undertaken by staff members with sound organizational and interpersonal skills within limit of responsibility.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Provide valet services to guests	1.1 Role of valet is defined in accordance with enterprise policy 1.2 Valet services are prepared to be delivered 1.3 Valet services is delivered within limit of responsibility 1.4 Valet services is recorded
2. Display professional standards	2.1 Rapport is established and feelings of goodwill are enhanced between the guest within limit of responsibility 2.2 Knowledge of individual guest's records is accessed and utilized to provide personalized and quality services based on guest instructions and enterprise policy 2.3 Valet grooming and communication standards are followed, in accordance with enterprise policy
3. Care for guest property	3.1 Luggage is set in room based on guest instructions and enterprise policy 3.2 Guest clothes may be processed based on guest instructions and enterprise policy 3.3 Shoes are cleaned based on guest instructions 3.4 Repairs are made or organized based on guest instructions, in accordance with enterprise policy 3.5 Confidentiality of guest's property and activities is maintained in accordance with legal and ethical requirements

RANGE OF VARIABLES

VARIABLE	RANGE
1. Guest records	May include: 3.1 Basic contact lists and details, as provided by the establishment 3.2 Basic customer preference profiles, as provided by the establishment
2. Services	May include: 1.1 Packing and unpacking service 1.2 Shoe cleaning 1.3 Pressing
3. Repairs	May include: 2.1 Servicing of buttons 2.2 Zipper repairs

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Demonstrated ability to explain the current role of valet service within the hospitality industry 1.2 Demonstrated ability to care for guest property 1.3 Demonstrated exemplary personal presentation and communication standards
2. Required Knowledge	<ul style="list-style-type: none"> 2.1 Trade Theory <ul style="list-style-type: none"> 2.1.1 Valet service and its current role in the hospitality industry 2.1.2 Oral and written communication on building guest rapport 2.1.3 Protocols for ensuring optimum privacy and confidentiality for all guests 2.2 Roles of valet
3. Required Skills	<ul style="list-style-type: none"> 3.1 Oral & written communication skills 3.2 Special protocols for dealing with VIP guests
4. Resource Implications	<p>The following resources/situations MUST be provided</p> <ul style="list-style-type: none"> 4.1 Workplace location 4.2 Interaction with others to demonstrate appropriate interpersonal skills and ability to organize services
5. Methods of Assessment	<p>Competency in this unit may or must be assessed through</p> <ul style="list-style-type: none"> 5.1 Practical demonstration/direct observation 5.2 Third party report 5.3 Oral questioning
6. Context of Assessment	<ul style="list-style-type: none"> 6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out in TESDA's accredited assessment centers

UNIT OF COMPETENCY : LAUNDRY LINEN AND GUEST CLOTHES

UNIT CODE : TRS5123114

UNIT DESCRIPTOR : This unit of competency deals with the skills and knowledge required to work in an “on-premise” laundry section in a commercial accommodation establishment applied to guest laundry, and in-house linen and uniforms.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Collect laundry for laundering functions	1.1 The role of an on-premise laundry is identified according to enterprise policy 1.2 Guest clothes are picked up in accordance with enterprise policy 1.3 In-house items are picked up in accordance with enterprise policy
2. Perform laundering functions	2.1 Items are correctly sorted and counted according to cleaning process required and urgency of the item 2.2 Items for laundering are checked for stains and are treated using the correct process 2.3 Laundry methods are selected in accordance with textile labeling codes and based on fiber and fabric, dye fastness, degree of spoilage and washing instructions 2.4 Laundry equipment is operated in accordance with manufacturer’s instructions 2.5 Any damage arising from the laundering process is recorded and appropriate person(s) is/are notified in accordance with enterprise procedures 2.6 Cleaning agents and chemicals are used in accordance with manufacturer’s instructions and specific laundry equipment 2.7 Items are checked after the laundering process to ensure quality cleaning 2.8 Pressing and finishing processes are correctly completed in accordance with textile characteristics and client requirements
3. Process laundered item	3.1 Post cleaning laundry activity are performed in accordance with enterprise policy 3.2 Results of cleaning are checked and appropriate additional action is taken. 3.3 Internal record and billing instructions are processed in accordance with enterprise procedures 3.4 Necessary internal laundry reports are produced
4. Return laundered item	4.1 Guest clothes are delivered in accordance with enterprise policy 4.2 In-house items are delivered in accordance with enterprise policy

RANGE OF VARIABLES

VARIABLE	RANGE
1. Cleaning process	May include: 1.1 Dry clean 1.2 Hand wash 1.3 Machine wash
2. Laundry equipment	May include: 2.1 Washers 2.2 Dryers 2.3 Irons 2.4 Steam pressers 2.5 Sorting baskets and shelves 2.6 Hangers 2.7 Drying cleaning machine 2.8 Labeler
3. Laundering process	May include: 3.1 Sorting 3.2 Washing 3.3 Stain treatment 3.4 Drying 3.5 Folding 3.6 Ironing 3.7 Steam pressing 3.8 Mending 3.9 Minor repairs such as buttons and zippers

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Demonstrated ability to correctly identify the process required for different types of laundry 1.2 Demonstrated ability to operate laundry equipment safely 1.3 Demonstrated ability to complete the full laundering process
2. Required Knowledge	<ul style="list-style-type: none"> 2.1 Theory <ul style="list-style-type: none"> 2.1.1 Types of fabric and laundry equipment 2.1.2 Meaning of laundry and dry cleaning labels on clothing 2.1.3 Key laundry terms 2.1.4 Common guest laundry issues 2.2 Safety Practices <ul style="list-style-type: none"> 2.2.1 Hygiene, health and safety issues on laundry operations 2.3 Laundry Chemicals/Solutions 2.4 Role of an “on premise” laundry
3. Required Skills	<ul style="list-style-type: none"> 3.1 Operating laundry equipment 3.2 Ability to complete the full laundering process 3.3 Establishment linen handling procedures 3.4 Use of specific laundry chemicals 3.5 Communication skills
4. Resource Implications	<p>The following resources MUST be provided</p> <ul style="list-style-type: none"> 4.1 Variety of linen, clothing items and fabrics 4.2 Industry laundry equipment 4.3 Laundry Chemicals/ Solutions
5. Methods of Assessment	<p>Competency in this unit may or must be assessed through</p> <ul style="list-style-type: none"> 5.1 Oral questioning 5.2 Practical demonstration/direct observation 5.3 Portfolio
6. Context of Assessment	<ul style="list-style-type: none"> 6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out in TESDA’s accredited assessment center

UNIT OF COMPETENCY : **CLEAN PUBLIC AREAS, FACILITIES AND EQUIPMENT**

UNIT CODE : **TRS512309115**

UNIT DESCRIPTOR : This unit of competency deals with the knowledge and skills required in cleaning public areas, facilities and equipment. It includes selecting and setting up of equipment and materials; cleaning dry and wet areas; and, maintaining and storing cleaning equipment and materials.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Select and set up equipment and materials	1.1 Equipment are selected according to type of cleaning to be done 1.2 All equipment are checked if clean and in safe working condition prior to use 1.3 Suitable dry and wet cleaning agents and chemicals are selected and prepared in accordance with manufacturer's and relevant occupational health and safety requirements 1.4 Protective clothing are selected and used where necessary
2. Apply cleaning technique	2.1 Furniture, fixtures, ceilings and wallings are assessed for cleaning 2.2 Appropriate cleaning equipment and chemicals are selected in accordance with the type of material used 2.3 Cleaning technique is applied on furniture and walling materials in accordance with type of material used 2.4 Appropriate procedures is applied in accordance with the technique 2.5 Equipment and chemicals are properly cleaned and stored in accordance with manufacturer's specifications and requirements
3. Clean dry and wet areas	3.1 Wet and dry areas are prepared for cleaning and hazards are identified and assessed 3.2 The work area is barricaded or warning signs are placed, as appropriate, to reduce risk to colleagues and customers 3.3 Cleaning agents or chemicals are selected and applied on specific areas in accordance with manufacturer's recommendations, safety procedures and enterprise policies and procedures 3.4 Equipment are used safely in accordance with manufacturer's recommendations 3.5 Garbage and used chemicals are disposed off in accordance with hygiene, safety and environmental legislation requirements
4. Maintain and store cleaning equipment and chemicals	4.1 Equipment are cleaned after use in accordance with enterprise requirements and manufacturer's instructions 4.2 Routine preventive maintenance is carried out or arranged in accordance with enterprise procedures 4.3 Defects are identified and reported in accordance with enterprise procedures 4.4 Equipment are stored in the designated area and in a condition ready for re-use. 4.5 Chemicals are stored and controlled in accordance with health and safety requirements.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Occupational health, safety and environment requirements	May include: 1.1 Establishment policies and procedures related to cleaning operations and disposal of used chemicals 1.2 Laws on general workplace safety, hazardous substances, and manual handling and storage requirements 1.3 Establishment security procedures
2. Protective clothing	May include: 2.1 overalls 2.2 jackets 2.3 aprons 2.4 goggles and masks 2.5 waterproof clothing and footwear 2.6 headwear
3. Materials	May include: 3.1 glass 3.2 leather 3.3 fabrics 3.4 brass/steel 3.5 wood 3.6 carpet 3.7 hard floors
5. Dry and wet areas	May include: 5.1 bathrooms 5.2 bedrooms 5.3 kitchens 5.4 balconies 5.5 private lounge areas 5.6 public areas (both internal and external) 5.7 function rooms 5.8 storage areas 5.9 swimming pool
6. Hazards	May include: 6.1 spillages 6.2 breakages 6.3 wet or slippery surfaces 6.4 broken or damaged furniture

VARIABLE	RANGE
	6.5 fumes 6.6 blood 6.7 needles and syringes 6.8 used condoms 6.9 sharp objects including knives and skewers 6.10 human waste 6.11 surgical dressings 6.12 broken glass 6.13 fat and oil 6.14 heated utensils and surfaces 6.15 sharp food scraps including bones and crustacean shells
7. Chemicals	May include: 7.1 general and spot cleaning agents 7.2 cleaning agents for specialized surfaces including window and glass cleaners 7.3 disinfectants 7.4 pesticides 7.5 deodorizers 7.6 furniture and floor polishers
8. Equipment	May include: 8.1 electrically-operated equipment such as scrubbers, polishers, vacuum cleaners 8.2 application of pressure washing techniques 8.3 application of high level cleaning techniques (e.g. industrial equipment) 8.4 mops, brushes and brooms 8.5 buckets 8.6 dusters 8.7 pans 8.8 garbage receptacles
9. Manufacturer instructions	May include : 9.1 cleaning and maintenance guidelines 9.2 dosage and dilution of chemicals 9.3 safety requirements

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated ability to understand the importance of cleaning services to the overall quality of service provided by the establishment/workplace</p> <p>1.2 Demonstrated ability to safely and efficiently select and use relevant equipment and cleaning agents in accordance with acceptable establishment/workplace procedures</p>
2. Required Knowledge	<p>2.1 Communication</p> <p>2.1.1 Communication skills, oral and written</p> <p>2.1.2 Management skills</p> <p>2.1.3 Staff supervision and handling</p> <p>2.2 Safety Practices</p> <p>2.2.1 Practice hygienic preparation and teamwork to colleagues</p> <p>2.2.2 National/City/Municipality Occupational health and safety legislation</p> <p>2.3 Cleaning operations</p> <p>2.4 Common cleaning chemicals</p> <p>2.5 Treatment of common hazards</p>
3. Required Skills	<p>3.1 Cleaning technique</p> <p>3.2 Safe handling of cleaning equipment, chemicals and agents/tools</p> <p>3.3 Time management skills</p> <p>3.4 Communication skills</p> <p>3.5 Basic mathematical computation skills</p> <p>3.6 Analytical skills</p>
4. Resource Implications	<p>The following resources MUST be provided</p> <p>4.1 Workplace location</p> <p>4.2 Cleaning agents, equipment and tools</p>
5. Methods of Assessment	<p>Competency in this unit may or must be assessed through</p> <p>5.1 Oral questioning</p> <p>5.2 Direct observation/Practical demonstration</p> <p>5.3 Portfolio</p>
6. Context of Assessment	<p>6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers)</p> <p>6.2 Assessment activities are carried out in TESDA's accredited assessment centers</p>

UNIT OF COMPETENCY : **DEAL WITH/HANDLE INTOXICATED GUESTS**

UNIT CODE : **TRS5123122**

UNIT DESCRIPTOR : This unit of competency deals with the knowledge, skills and attitude in handling or dealing with intoxicated guests at the workplace. It includes the knowledge and skills on how to determine the level of intoxication, proper approach, application of appropriate procedure and the knowledge on legislation for alcoholic drinks.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> items are elaborated in the Range of Variables
1. Determine the level of intoxication	1.1 <i>Level of intoxication of guest is assessed</i> in accordance with industry procedure. 1.2 Offered <i>assistance</i> politely to intoxicated guest in line with enterprise procedure. 1.3 Urgently referred difficult situation to immediate boss as per enterprise regulations. 1.4 Intoxicated guest lying on the floor is not touched but is carefully watched in line with industry practice. 1.5 Sought immediate assistance from hotel security personnel for the situations that posing a threat to safety and security according to enterprise procedure.
2. Apply appropriate procedures	2.1 Analyzed the situation carefully a. Applied procedures appropriate to the situation and in accordance with organizational policy b. Explained politely the position to the guest using appropriate communication skills 2.2 Assisted the guest to leave the premises when necessary in accordance with enterprise procedure.
3. Comply with legislation	3.1 Dealt with intoxicated persons in line with industry practice 3.2 Dealt with underage drinkers with caution and care in compliance with legal regulations 3.3 Complied with legislative requirements as per alcoholic regulations

RANGE OF VARIABLES

VARIABLE	RANGE
1. Assess intoxication levels	May include: 1.1 Changes in behavior 1.2 Monitoring noise level 1.3 Monitoring drink orders 1.4 Slowing service.
2. Assistance	May include: 2.1 Organizing transport for guest wishing to leave 2.2 Suggesting staying in a room in the hotel 2.3 Assisting guest to leave the premises

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate/ trainee :</p> <ul style="list-style-type: none"> 1.1 Demonstrated full knowledge of the effects of alcohol and factors which influence guest's actions. 1.2 Demonstrated knowledge of legal requirements for alcohol service and consumption 1.3 Demonstrated knowledge of the benefits in creating a responsible licensed drinking environment to self, colleagues and customer/guests 1.4 Demonstrated knowledge of ways of assessing intoxication of guests.
2. Required Skills	<ul style="list-style-type: none"> 2.1 Dealt diplomatically on the disruptive intoxicated guests. 2.2 Ability to communicate to make the guest understand the position. 2.3 Ability to demonstrate respect and concern in handling intoxicated guest
3. Required Knowledge	<ul style="list-style-type: none"> 3.1 Manifested full understanding of legal requirements for alcohol service and consumption. 3.2 Demonstrated ability to manage intoxicated persons using appropriate communication, conflict resolution and anger management techniques 3.3 Exhibited the ability to offer appropriate guests assistance. 3.4 Manifested full knowledge of the effects of alcohol and factors which influence effects. 3.5 Discussed the knowledge of the benefits in creating a responsible licensed drinking environment to self, colleagues and guests 3.6 Demonstrated knowledge of ways of assessing intoxicated guests.
4. Resource Implications	<ul style="list-style-type: none"> 4.1 Sources of information on the industry 4.2 Industry knowledge about alcohol
5. Methods of Assessment	<p>Competency in this unit may or must be assessed through</p> <ul style="list-style-type: none"> 5.1 Oral questions 5.2 Written questions 5.3 Work projects 5.4 Workplace observation of practical skills 5.5 Practical exercises/Role Play/Demonstration 5.6 Formal report from supervisor
6. Context of Assessment	<ul style="list-style-type: none"> 6.1 Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) 6.2 Assessment activities are carried out through TESDA's accredited assessment center.

SECTION 3 TRAINING STANDARDS

These guidelines are set to provide the Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **HOUSEKEEPING NC II**.

The guidelines include information on curriculum design, training delivery, trainee entry requirements, tools and equipment, training facilities, and trainers qualifications, among others.

3.1 CURRICULUM DESIGN

Course Title: HOUSEKEEPING

NC Level: NC II

Nominal Training Duration: 18 Hrs. (Basic)
18 Hrs. (Common)
400 Hrs. (Core)

Course Description:

This course is designed to enhance the knowledge, skills and attitude of housekeeping staff in housekeeping services, preparing guest's rooms, providing valet/butler service, laundering linen and guest's clothes, cleaning premises and equipment in accordance with industry standards. It covers the basic, core and common competencies in HOUSEKEEPING NC II.

BASIC COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information 1.2 Speak English at a basic operational level 1.3 Participate in workplace meeting and discussion 1.4 Complete relevant work related documents	<ul style="list-style-type: none"> • Group discussion • Interaction • Practice session 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/questioning
2. Work in team environment	2.1 Describe and identify team role and responsibility in a team 2.2 Describe work as a team member 2.3 Work effectively with colleagues 2.4 Work in socially diverse environment	<ul style="list-style-type: none"> • Discussion • Interaction • Simulation games 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/questioning
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals 3.2 Set and meet work priorities 3.3 Maintain professional growth and development	<ul style="list-style-type: none"> • Discussion • Interaction • Role play 	<ul style="list-style-type: none"> • Demonstration • Observation • Interviews/questioning

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
4. Practice occupational health and safety procedures	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness 4.4 Perform basic first-aid procedures	<ul style="list-style-type: none"> • Lecture-Discussion • Case study • Plant tour • Symposium 	<ul style="list-style-type: none"> • Observation • Interview

COMMON COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Develop and update industry knowledge	1.1 Seek information on the industry 1.2 Update continuously relevant industry knowledge 1.3 Develop and update local knowledge 1.4 Promote products and services to customers	<ul style="list-style-type: none"> • Lecture • Group Discussion • Individual/ Group Assignment • Field visit • Video presentation 	<ul style="list-style-type: none"> • Interviews/ Questioning • Individual/ Group Project or Report
2. Observe workplace hygiene procedures	2.1 Follow hygiene procedures 2.2 Identify and prevent hygiene risk	<ul style="list-style-type: none"> • Lecture • Demonstration • Role-play • Case study 	<ul style="list-style-type: none"> • Demonstration • Written Examination • Interviews/ Questioning
3. Perform computer operations	3.1 Plan and prepare task to be undertaken 3.2 Input data into a computer 3.3 Assess information using computer 3.4 Produce/ output data using computer system 3.5 Maintain computer system	<ul style="list-style-type: none"> • Lecture • Group Discussion • Tutorial or self-space • Demonstration • Practice session 	<ul style="list-style-type: none"> • Interviews/ Questioning • Practical Demonstration • Observation
4. Perform workplace and safety practices	4.1 Practice workplace procedures for health, safety and security practices 4.2 Perform child protection duties relevant to the tourism industry 4.3 Observe and monitor people 4.4 Deal with emergency situations 4.5 Maintain safe personal presentation standards 4.6 Maintain a safe and secure workplace	<ul style="list-style-type: none"> • Lecture • Demonstration • Role-play • Simulation 	<ul style="list-style-type: none"> • Demonstration • Interviews/ Questioning • Written Examination

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

3.2 TRAINING DELIVERY

The delivery of training should follow the design of the curriculum. Delivery should be guided by the 10 basic principles of competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based on the collection of evidence of the performance of work to the industry required standard;
- Training is based on both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are Nationally Accredited

The competency-based TVET system recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dual- mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his/her own pace. The trainer only facilitates the training delivery.
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire specific competencies prescribed in the training regulations.
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video or computer technologies.

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students who wish to enter this course should possess the following requirements:

- can communicate in English both oral and written;
- can perform basic mathematical computation.

This list does not include specific institutional requirements such as educational attainment, appropriate work experience and others that may be required of the trainees by the school or training center delivering the TVET program.

3.4 LIST OF TOOLS AND EQUIPMENT

Recommended list of tools, equipment and materials for the training of a minimum of 25 trainees for Housekeeping NC II are as follows:

TOOLS		EQUIPMENT	
QTY	ITEM	QTY	ITEM
5 pcs.	Mops	1 unit	Projector Screen
5 pcs.	Brushes	1 unit	Overhead Projector
5 pcs.	Brooms	2 unit	Electric Fan
5 pcs.	Buckets	1 pc.	First Aid Cabinet
5 pcs.	Dust Pans	1 pc.	<i>Instructor's desk chairs</i>
2 pcs.	Garbage Receptacles	3 pcs.	Fire Extinguisher
5 pcs.	Sorting Baskets/ Laundry Baskets	2 pcs.	Emergency Light
1 pc.	Step Ladder	2 pcs.	Directional Signage
2 pcs.	Squeegee	2 units.	Air condition
2 pcs.	Water Hoses	25 pcs.	Armed Chairs
10 pcs.	Lint Free Cleaning Cloths	1 unit	Telephone
10 pcs.	Scrubbing Foam	1 unit	Computer
10 pcs.	Dish Sponges	1 unit.	TV
5 pcs.	Spray Bottles	1 unit.	Video player
5 pcs.	Anti-Static Dusters	1 unit.	Fax machine
25 pcs.	Gloves	1 unit.	Refrigerator
5 pcs.	Caution Signs	1 unit.	Hairdryer
2 pcs.	Mop Squeezer	1 pc.	Alarm clock
		1 pc.	Shelving
	MATERIALS	1 pc.	Cart
QTY	ITEM	1 pc.	Trolley
2 reams	Bond paper	1 unit.	Coffee Maker
25 pcs.	Folders	1 unit.	Electric kettle
1 pc.	Logbook	1 unit.	Electric jug

TOOLS		EQUIPMENT	
QTY	ITEM	QTY	ITEM
1 box	Transparency acetate	1 unit	Toilet Caddy
2 pcs.	White Board	1 unit	Carpet sweeper
5 pcs.	Whiteboard Markers	1 unit	Vacuum cleaner (dry and wet)
2 pcs.	Whiteboard Eraser	1 unit	Polisher (electric with complete accessories)
5 pcs.	Marking Pen	1 unit	Washers
2 pcs.	Stationery	1 unit	Dryer
2 sets	Linen (for single bed	1 unit	Flat iron
2 sets	Linen (for double bed)		
1 set	Glassware	1 pc.	Ironing Board
1 set	Cutlery	1 pc.	Steam pressers
1 pack	Tea	1 pc.	Sorting shelves
1 pack	Coffee	1 unit	Drying cleaning machine
1 pack	Sugar		
1 pack	Powdered Milk		
1 pack	Biscuits		
1 unit	Bed (Single)	Cleaning agents	
1 unit	Bed (Queen)	5 liters	Cleaning Detergent
1 pc	Holy Bible	5 liters	Liquid Detergent
2 pairs	Slippers	5 liters	Cleaning Solution
5 pcs.	Flashlight	5 liters	Sanitizing Agents
1 set	Light fittings	5 liters	Fabric Softener
1 pc.	Mirrors	5 liters	Chlorine Bleach
5 pcs.	Wardrobes	Protective clothing	
5 pcs.	Hangers	5 liters	All-Purpose Detergent
2 pcs.	Ashtrays	5 liters	Stain Removing Agents
5 for each items	Variety of linen and clothing items and fabrics	2 units	Furniture and floor polishers
Discretionary supplies		5 cans	Air Freshener
5	Fruits(assorted)	5 cans	Pesticides
5 cans	Beverages (assorted)	5 pcs.	Deodorizers
5 pcs.	Chocolates (assorted)	5 liters	Toilet Disinfectant
Training resources/ materials		5 pcs	Overalls
25 pcs.	Enterprise promotional materials	5 pcs.	Jackets
25 pcs.	Local tourist information	25 pcs.	Aprons
5 pcs.	Magazines	15 pcs.	Goggles
5 pcs.	Newspapers	25 pcs.	Masks
2 pcs.	Lodging agreement	25 pcs.	Headwear
	Housekeeping textbooks/ references	10 pcs.	Waterproof clothing and footwear

NOTE: Implementation of the training program can be made possible through a **MOA** between the **Training school** and **Industry** to defray the high cost of equipment and facilitates which the school cannot afford.

3.5 TRAINING FACILITIES

HOUSEKEEPING NC II

Based on the class intake of 25 students/trainees, the following are necessary:

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Lecture	8 x 5 m.	40 sq. m.	40 sq. m.
Demo/Mock/ Room	4 x 6 m.	24 sq. m.	24 sq. m.
Learning Resource Center	3 x 5 m.	15 sq. m.	15 sq. m.
Facilities/Equipment/ Circulation Area			24 sq. m.
Total workshop area:			114 sq. m.

3.6 TRAINER'S QUALIFICATIONS FOR TOURISM SECTOR (HOTEL AND RESTAURANT)

HOUSEKEEPING – NC II

TRAINER QUALIFICATION

- Must be a holder of National TVET Trainer Certificate I (TM I and NC)
- Must be physically and mentally fit
- Have at least 2 years relevant job/industry experience

3.7 INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

- 4.1 To attain the National Qualification of **HOUSEKEEPING NC II**, the candidate must demonstrate competence in all the units of competency listed in Section I. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.
- 4.2 The qualification of **HOUSEKEEPING NC II** may be attained through:
- 4.2.1 Demonstration of competencies covering all the required core units of qualifications
- 4.2.2 Accumulation of Certificates of Competency (COCs) in all the following areas:
- 4.2.2.1 Providing Butler Service
 - Provide Valet/Butler Service
 - Deal with/Handle intoxicated guests
 - 4.2.2.2 Providing Housekeeping to Guests
 - Provide Housekeeping Services to Guests
 - Clean and Prepare Rooms for Incoming Guests
 - Deal with/Handle intoxicated guests
 - 4.2.2.3 Cleaning public areas
 - Clean Public Areas, Facilities & Equipment
 - Deal with/Handle intoxicated guests
 - 4.2.2.4 Providing laundry service
 - Laundry linen and guest clothes
 - Deal with/handle intoxicated guests
- 4.3 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.
- 4.4 The following are qualified to apply for assessment and certification:
- 4.4.1 Graduates of formal, non-formal and informal including enterprise-based training programs.
- 4.4.2 Experienced Workers (wage employed or self-employed)
- 4.5 The guidelines on assessment and certification are discussed in detail in the *"Procedures Manual on Assessment and Certification"* and *"Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)"*.

**COMPETENCY MAP - TOURISM Sector
(Hotel and Restaurant)
HOUSEKEEPING NC II**

CORE COMPETENCIES	Organize and prepare food	Establish and maintain quality control	Prepare hot and cold desserts	Develop menus to meet special dietary and cultural needs	Select, prepare and serve specialized food item	Clean and maintain kitchen premises	Select, prepare and serve specialist cuisines	Prepare appetizers and salads	Monitor catering revenue and costs	
	Prepare sandwiches	Package prepare foodstuffs	Organize bulk cooking operations	Receive and store kitchen supplies	Prepare cook and serve food for menus	Prepare and cook poultry and game	Plan catering for an event or function	Prepare and cook seafood	Prepare food according to dietary and cultural needs	
	Select, prepare and cook meat	Apply cook-freeze production process	Prepare chocolate and chocolate confectionery	Prepare vegetables, eggs and starch products	Operate fast food outlet	Plan and prepare food for buffets	Apply Cook, chill operation processes	Implement food safety procedures	Apply catering control principles	
	Plan and control menu based on catering	Manage facilities associated with commercial catering	Develop food safety program	Prepare pastry, cakes and yeast-based products	Select catering systems	Plan, prepare and display buffet	Present food	Prepare portion controlled meat cuts	Prepare pates and terrines	
COMMON COMPETENCIES	Handle and serve cheese	Prepare stocks, sauces and soups	Transport and store food in a safe and hygienic manner	Provide housekeeping services to guests	Clean and prepare rooms for incoming guest	Provide Valet/Butler service	Laundry linen and guest clothes	Clean public areas, facilities and equipment	Deal with/Handle Intoxicated guests	
	Develop and update industry knowledge	Observe workplace hygiene procedures	Perform computer operations	Perform workplace safety practices	Provide effective customer service					
BASIC COMPETENCIES	Receive and respond to workplace communication	Work with others	Demonstrate work values	Practice housekeeping procedures (5S)	Participate in workplace communication	Work in team environment	Practice career professionalism	Practice occupational health and safety procedures	Lead workplace communication	Lead small teams
	Develop and practice negotiation skills	Solve problems related to work activities	Use mathematical concepts and techniques	Use relevant technologies	Utilize specialized communication skills	Develop teams and individuals	Apply problem-solving techniques in the workplace	Plan and organize work	Collect, analyze and organize information	Promote environmental protection

DEFINITION OF TERMS

1. **Protective Clothing** – used to safeguard a worker from harmful chemicals and other cleaning supplies and equipment; examples include gloves, face masks, aprons and rubber boots
2. **Caddy** – used to carry different kinds of cleaning materials
3. **Carpet Sweeper** – A handy type of sweeper used to pick-up dirt and foreign matters from the carpet surface
4. **Disinfectant** – Chemical used to eliminate the growth of disease and odor-causing germs and bacteria
5. **Squeegee** – Hand-held tool used to clean glass windows and doors
6. **Lodging Agreement** – House rules as defined by the establishments
7. **Contact List** – Directory of establishments and services around the area such as churches, restaurants, hospitals, and jogging routes
8. **Customer Preference Profiles** – Information pertaining to guest and his/her preferences such as dietary requirements, birthday, religion, and contact details

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