



Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia

STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(*NATIONAL OCCUPATIONAL SKILLS STANDARD*)

I551-003-2:2018

HOUSEKEEPING OPERATION
OPERASI PENGEMASAN

LEVEL 2

Copyright © DSD 2018



Department of Skills Development (DSD)
Federal Government Administrative Centre
62530 PUTRAJAYA, MALAYSIA

NATIONAL OCCUPATIONAL SKILLS STANDARD

HOUSEKEEPING OPERATION

OPERASI PENGEMASAN

LEVEL 2

All rights reserved.

No part of this publication may be produced, stored in data base, retrieval system, or in any form by any means, electronic, mechanical, photocopying, recording or otherwise without prior written permission from the Department of Skills Development (DSD).

TABLE OF CONTENTS

Abbreviation	i
Glossary	ii
Acknowledgement	iii
STANDARD PRACTICE	1
1. Introduction.....	2
1.1. Occupation Overview	2
1.2. Rationale of NOSS Development	3
1.3. Rationale of Occupational Structure and Occupational Area Structure.....	3
1.4. Regulatory/Statutory Body Requirements Related to Occupation	3
1.5. Occupational Pre-Requisite.....	3
1.6. General Training Pre-Requisite For Malaysian Skills Certification System	3
2. Occupational Structure (OS)	3
3. Occupational Area Structure (OAS)	4
4. Definition of Competency Levels	5
5. Award of Certificate	6
6. Occupational Competencies	6
7. Work Conditions.....	6
8. Employment Prospects	7
9. Up Skilling Opportunities	7
10. Organisation Reference for Sources of Additional Information	8
11. Standard Technical Evaluation Committee	9
12. Standard Development Committee	10
STANDARD CONTENT	11
13. Competency Profile Chart (CPC).....	12
14. Competency Profile (CP).....	13
CURRICULUM OF COMPETENCY UNIT.....	27
15. Curriculum of Competency Unit.....	28
15.1. Guest Room Cleaning.....	28
15.2. Housekeeping Guest Services.....	41
15.3. Public Area & Facility Maintenance.....	45
15.4. Laundry Valet / Linen Services	56
15.5. Mini Bar Services.....	60
16. Delivery Mode	66

17.	Tools, Equipment and Materials (TEM)	67
18.	Competency Weightage	71
	Sample Calculation for Summary of Training Hours	73

Abbreviation

1. CP	Competency Profile
2. CPC	Competency Profile Chart
3. CU	Competency Unit
4. DKM	<i>Diploma Kemahiran Malaysia</i>
5. DLKM	<i>Diploma Lanjutan Kemahiran Malaysia</i>
6. DND	Do Not Disturb
7. ETA	Estimated Time of Arrival
8. ETD	Estimated Time of Departure
9. ERT	Emergency Response Team
10. F&B	Food and Beverage
11. FIFO	First In First Out
12. FIT	Frequent Individual Traveller
13. HACCP	Hazard Analysis and Critical Control Points
14. GIT	Group Individual Traveller
15. NOSS	National Occupational Skills Standard
16. OAS	Occupational Area Structure
17. OS	Occupational Structure
18. P&C	Private and Confidential
19. PC	<i>Penyata Pencapaian</i>
20. PMS	Property Management System
21. SKM	<i>Sijil Kemahiran Malaysia</i>
22. SOP	Standard Operation Procedures
23. STEC	Standard Technical Evaluation Committee
24. VIP	Very Important Person

Glossary

- | | |
|------------------------|---|
| 1. Check In | The process by which guests register their arrival at a hotel and receives their key/keycards. |
| 2. Check Out | The process by which guests settle their bill and hands back any key/keycards. |
| 3. F&B (or F and B) | Food and Beverage. Refers to restaurant and bar business. |
| 4. House Count | The total occupancy of the hotel at any given moment. |
| 5. Late Arrival | Guests that advise they will be later than the agreed time of arrival. |
| 6. Late Charge | Charges that may be passed on to a guest after their departure from a hotel. For example, telephone calls or mini bar charges that weren't determined before the guest left. |
| 7. Late Check Out | When a guest leaves the hotel later than the agreed time of departure. This may be at an agreed 'Late Check Out' fee. |
| 8. Late Show | A guest who arrives later than the agreed time of their reservation. |
| 9. NS (or No Show) | A guest who doesn't show up, despite having a reservation. |
| 10. Occ (or Occupancy) | The rate of occupation of a hotels total rooms, at any given time. For example, an occupancy rate of 95% would mean that 95% of a hotels room inventory is presently occupied. |
| 11. Room Night(s) | Essentially refers to an occupied room. (E.g. Guest A has booked 5 room nights (they are staying for 5 nights) or Corporate Guest B accumulated 20 room nights last year (they stayed for a total of 20 nights) |
| 12. Room Inventory | The volume of rooms available to be sold. |
| 13. Upgrade | Process by which a guest is offered a better room than he/she booked. |
| 14. Walk In | A guest that hasn't pre-booked, but simply walks in and reserves a room. Often they'll pay a higher rate (even Rack Rate) accordingly. |
| 15. VIP | King and Queen, Head of state, Minister, Deputy Minister, High Government Official, Ambassadors, CEO company, Presidents of company |
| 16. Protocol | Involves the proper procedures or system of rules used to govern affairs of state or diplomatic occasions |

Acknowledgement

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard including:

- i. National Skills Development Council (NSDC)
- ii. Standard Technical Committee (STC)
- iii. Standard Technical Evaluation Committee (STEC)
- iv. Standard Development Committee (SDC)
- v. Facilitator
- vi. Secretariat
- vii. Related Organisation

STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
HOUSEKEEPING OPERATION
LEVEL 2

1. Introduction

Malaysia's tourism sector is one of the 12 National Key Economic Areas (NKEAs), which has been identified as one of the contributing prime sector in Malaysia's economic achievement. Being the top 10 tourism destination, undeniably, Malaysia has proven its ability in the tourism industry. Based on statistics provided by Malaysia's Department of Statistics, tourism industry in Malaysia continues to expand in 2016 with the contribution of 14.8 per cent (RM182.4 billion) to the economy. In terms of growth, Gross Value Added of Tourism Industries grew at 9.4 per cent and the growth was impelled by retail trade industry (43.9%), food & beverage (16.0%) and accommodation (13.1%). Hotel industry plays a very important role in complementing tourism as it provides accommodation to travellers and tourists. From 2015 to 2016, hotel supply in Malaysia increased by 18 classified hotels to reach 4,817 hotels and 309,369 rooms. To accommodate the estimated growth in tourist demand projected for the upcoming years, a significant number of hotel projects are expected to enter the market. As of April 2017, an addition of 98 hotels, with 25,537 classified rooms has been publicly announced for the period of 2017-2021. The number of persons engaged in the hotel industry in 2014 was 112,670. Operations and supervisory recorded the highest total number with 51,246 persons (45.5%) followed by category of clerical and related occupations (17.6%), general workers (16.5%) and managerial, professional and executive (13.4%).¹

Nowadays, tourism represents 35% of the world's exports of services and over 70% in some developing countries. However, this growth often comes with unsustainable consumption practices endangering ecosystems and natural resources. There is hence a need for greener hotels that are at the heart of the tourism industry. Hotel guests are more conscious of environmental problems and have started to consider the environment in their accommodation choice. This is also becoming valid for luxury hotels. The development of eco-labels is thus helping tourists in their choice. Without cutting on clients' comfort, many efforts can be made in the backstage by the hotel management industry through the application of best available practices and technological innovations.

1.1. Occupation Overview

A room and public area associate performs routine duties in cleaning and servicing of guest rooms and public areas under the supervision of a supervisor. The demanding working expectations ensure the room and public area associates practice good working habits and demonstrate good attitude especially when it involves the quality of cleaning services. Proper usage of tools and equipment is highly needed while performing the task to ensure high quality of work. The occupation requires high level of alertness, good communication skill, cooperation and the ability to solve problems.

¹https://www.dosm.gov.my/v1/index.php?r=column/ctwo&menu_id=b0pIV1E3RW40VWRTUkZocEhyZ1pLUT09, Date accessed 25 May 2018

1.2. Rationale of NOSS Development

This is a review of the NOSS entitled Housekeeping Operations Level 3 (HT-050-3:2012). Previously, the NOSS for Housekeeping Operations Level 3 was developed as a single tier. Due to the long training period, the hospitality industry was not able to provide skilled worker within a short period of time. This has resulted in the influx of foreign skilled workers in the local hospitality industry. This NOSS also is reviewed to anticipate technology changes in this industry as well as to replace the previous NOSS format.

1.3. Rationale of Occupational Structure and Occupational Area Structure

In view of the industry practice, the NOSS development committee has come to a consensus that the areas of housekeeping should be divided into three: Room, Public Area and Laundry & Linen. This NOSS covered the operation of room and public area only. The entry level for this NOSS is at Level 2. The occupational standard for Level 2 is also developed in consideration of responsibility and job functions. The current Occupational Structure and Occupational Area Structure are depicted in the following page.

Based on Malaysia Standard Industry Classification (MSIC 2008) the housekeeping operations is classified in Section (I) Accommodation and Food Service Activities, and grouped under short term accommodation activities (551). This group includes the provision of accommodation, typically on a daily or weekly basis, principally for short stay by visitors. This includes the provision of furnished accommodation in guest rooms and suites, or complete self-contained units with kitchens, with or without daily or other regular housekeeping services, and may often include a range of additional services such as food and beverage services, parking, laundry services, swimming pools and exercise rooms, recreational facilities and conference and convention facilities.

1.4. Regulatory/Statutory Body Requirements Related to Occupation

- i) Ministry of Tourism and Culture Malaysia
 - Innkeepers Act 1952
 - Registration of Guest Act 1965

1.5. Occupational Pre-Requisite

The employer and employee must fulfil the requirements of Malaysian Employment Act 1955.

1.6. General Training Pre-Requisite For Malaysian Skills Certification System

Nil

2. Occupational Structure (OS)

Section	(I) Accommodation and Food Service Activities		
Group	(551) Short term accommodation activities		
Area	Room	Public Area	Laundry & Linen
Level 5	Executive Housekeeper/Housekeeping Manager		
Level 4	Assistant Executive Housekeeper/Assistant Housekeeper		
Level 3	Room Supervisor	Public Area Supervisor	Laundry & Linen Supervisor
Level 2	Room Associate	Public Area Associate	Laundry & Linen Associate
Level 1	No Level	No Level	No Level

Figure 1: Occupational Structure

3. Occupational Area Structure (OAS)

Section	(I) Accommodation and Food Service Activities		
Group	(551) Short term accommodation activities		
Area	Room	Public Area	Laundry & Linen
Level 5	Housekeeping Management		
Level 4	Housekeeping Administration		
Level 3	Housekeeping Operation Supervision		Laundry Service Operations
Level 2	Housekeeping Operation		No Level
Level 1	No Level		

Figure 2: Occupational Area Structure

4. Definition of Competency Levels

The NOSS is developed for various occupational areas. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

- | | |
|----------|--|
| Level 1: | Competent in performing a range of varied work activities, most of which are routine and predictable. |
| Level 2: | Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and require individual responsibility and autonomy. |
| Level 3: | Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required. |
| Level 4: | Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present. |
| Level 5: | Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation. |

5. Award of Certificate

The Director General may award, to any person upon conforming to the Standards, the following skills qualifications as stipulated under the National Skills Development Act 2006 (Act 652):

5.1. Malaysian Skills Certificate (MSC)

5.2. Statements of Achievement

6. Occupational Competencies

The Housekeeping Operation Level 2 personnel are competent in performing the following core competencies:

6.1. Guest Room Cleaning

6.2. Housekeeping Guest Services

6.3. Public Area & Facility Maintenance

6.4. Laundry Valet / Linen Services

For added value, Housekeeping Operation Level 2 personnel are competent in performing the following elective competencies:-

6.5. Mini Bar Services

7. Work Conditions

Generally they work during normal working hours from morning to evening depending on organization's nature of business. They may be required to work extra hours to fulfil internal and external requirements. In the housekeeping service, they may be needed to work in shifts to accommodate work requirements and need to use/wear appropriate attire during the commencement of their jobs. They may work individually or in a modular group in a conducive and ventilated environment.

Shift work is common for housekeepers, although the more superior housekeepers will usually only work days and put lower members of staff on the rotation for the overnight shifts. These shifts will usually last for around eight hours with a break included. It is also normal to work on weekends and holidays, but these are often shared out with other members of staff occupying managerial positions.

8. Employment Prospects

Employment for housekeepers between 2016 and 2018 is expected to grow very strongly. In 2016, the total contribution of Travel & Tourism to employment, including jobs indirectly supported by the industry was 12.0% of total employment (1,700,500 jobs). This is expected to rise by 1.8% in 2017 to 1,731,000 jobs and rise by 4.0% pa to 2,564,000 jobs in 2027 (14.5% of total).²

9. Up Skilling Opportunities

To become housekeeping operation (Level 2) personnel, he/she must first gain knowledge and competency as housekeeping operations personnel through structured training or on-the job training. As for career advancement, most competent Room & Public Area Associate learn their profession on the job. Further certification may increase their chances of career advancement. Thus with additional formal training/education and certification, this experienced and competent Room & Public Area Associate can advance to become an Assistant Executive Housekeeper.

² [https://www.wttc.org/-/media/files/reports/economic-impact-research/countries 2017/malaysia2017.pdf](https://www.wttc.org/-/media/files/reports/economic-impact-research/countries%2017/malaysia2017.pdf) Date accessed 25 May 2018

10. Organisation Reference for Sources of Additional Information

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

- 10.1. Malaysian Associate Hotels (MAH)
C5-3 Wisma MAH
Jalan Ampang Utama 1/1
One Ampang Avenue
68000 Ampang, Selangor
Tel : 03 - 4251 8477
Website : www.hotels.org.my
- 10.2. Ministry of Tourism and Culture Malaysia (MOTAC)
No. 2, Menara 1, Jalan P5/6, Presint 5
62200 Putrajaya, Wilayah Persekutuan Putrajaya
Malaysia
Tel : 03 - 8000 8000
Website : <http://www.motac.gov.my/>
- 10.3. Association of Housekeeping Expertise Malaysia
No. 14, Jalan Wangsamas
Bukit Wangsamas
53300 Kuala Lumpur
www.ahem.my
ahemassociation@gmail.com

11. Standard Technical Evaluation Committee

NO	NAME	POSITION & ORGANISATION
1.	H. Hartini Binti Hamid	Professional Trainer Hijazi Experts
2.	Azizah Binti Lah	Executive Housekeeper Verdant Hill Hotel Kuala Lumpur

12. Standard Development Committee**HOUSEKEEPING OPERATION****LEVEL 2**

NO	NAME	POSITION & ORGANISATION
1.	Shahida Binti Saharum	Executive Housekeeper Pulse Grande Hotel
2.	Hidjrah Binti Ali	Executive Housekeeper Crockfords Hotel
3.	Mohd Adlan Razman Bin Mohd Jamzari	Executive Housekeeper Dorsett Grand Subang
4.	Ahmad Kamil Bin Mohd Ghazali	Housekeeping Manager Sama-Sama Express Hotel
5.	Edum Binti Owin @ Kidum Binti Owen	Vice President Association of Housekeeping Expertise Malaysia
6.	Paventhara Vadiveloo	Executive Housekeeper One World Hotel
7.	Raees Fadzly Bin Kassim	Executive Housekeeper Hotel Maya KL
8.	Zaharin @ Zahreen Binti Hj. Ali	Lecturer INTI International College
9.	Lee Lay Bee	Lecturer Taylor's University
10.	Siti Fatimah Binti Agus Susanto	Senior Lecturer Nilai University
FACILITATOR		
1.	Khairul Anuar Bin Yahya	CIAST/PPL/FDS-0022/2012 Edusure Sdn. Bhd.

STANDARD CONTENT

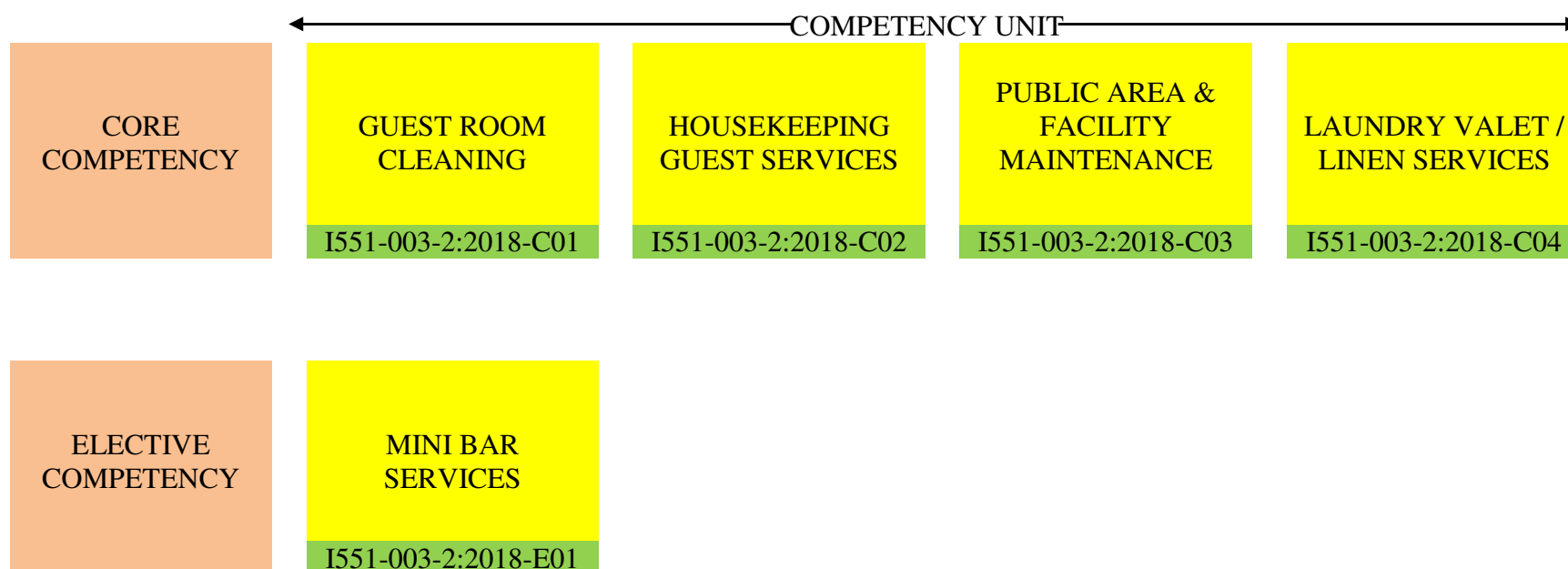
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:

HOUSEKEEPING OPERATION

LEVEL 2

13. Competency Profile Chart (CPC)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES		
AREA	ROOM, PUBLIC AREA, LAUNDRY & LINEN		
NOSS TITLE	HOUSEKEEPING OPERATION		
NOSS LEVEL	TWO (2)	NOSS CODE	I551-003-2:2018



14. Competency Profile (CP)

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation		
NOSS LEVEL	Two (2)	NOSS CODE	I551-003-2:2018

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1. Guest Room Cleaning I551-003-2:2018-C01	<p>Guest Room Cleaning is the process of cleaning and preparing guest rooms including bedrooms and bathrooms, in an accommodation establishment</p> <p>The person who is competent in this CU shall be able to perform pre-cleaning activities, prepare cleaning equipment & supplies, access guest room, perform room cleaning, perform bathroom cleaning, perform room final inspection, perform turn down services, perform periodic cleaning and perform end of shift duty in accordance with housekeeping safety and hygiene procedures and guidelines.</p> <p>The outcome of this competency is to set up, maintain guest room cleanliness and quality standard in</p>	1. Perform pre-cleaning activities.	<p>1.1 Grooming and personal appearance applied in accordance with Standard Operating Procedure (SOP).</p> <p>1.2 Room status and information interpreted according to room assignment.</p> <p>1.3 Floor master key handling carried out in accordance with SOP.</p>
		2. Prepare cleaning equipment & supplies.	<p>2.1 Cleaning chemicals required for rooms preparation correctly selected and prepared for use.</p> <p>2.2 Supplies for housekeeping trolleys identified and loaded with adequate supplies according to room assignment.</p> <p>2.3 Cleaning tools and equipment functionality checked.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	accordance with organization's standard.		
		3. Access guest room.	<p>3.1 Guest rooms requiring cleaning correctly identified based on room assignment.</p> <p>3.2 Guest room appropriately accessed according to guest room entry and security procedures.</p>
		4. Perform room cleaning.	<p>4.1 General condition of guest room's fitting and fixture physically checked according to room layout plan.</p> <p>4.2 Guest rooms checked for valuables left behind by guests.</p> <p>4.3 Beds and mattresses stripped, pillows and linen checked for stains and damage.</p> <p>4.4 Items with stains and damage segregated and delivered to laundry department.</p> <p>4.5 Bed linen replaced with fresh or existing linen in accordance with SOP.</p> <p>4.6 Guest rooms cleaned in correct order and with minimum disturbance to guests in accordance with SOP.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>4.7 Furniture, fixtures and fittings thoroughly cleaned and checked in accordance with SOP.</p> <p>4.8 Floors and room areas thoroughly cleaned and vacuumed in accordance with SOP.</p> <p>4.9 Room supplies checked replenished and operational readiness of all items and equipment checked in accordance with SOP.</p>
		5. Perform bathroom cleaning.	<p>5.1 Dirty items and used supplies collected and disposed at trolley bin.</p> <p>5.2 Bath and shower area, bath toilets and vanity area thoroughly cleaned and sanitized in accordance with hygiene guidelines.</p> <p>5.3 Bathroom floors swept, mopped and scrubbed in accordance with SOP.</p> <p>5.4 Bathroom supplies/amenities checked and replenished in accordance with SOP.</p>
		6. Perform room final inspection.	6.1 Room defects, damaged items and suspicious occurrence checked and reported to related

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>department in accordance with SOP.</p> <p>6.2 All aspects of room set-up and cleanliness checked prior to leaving.</p> <p>6.3 Final glance given before leaving the rooms and door properly locked.</p> <p>6.4 Room status and assignment updated to sellable room.</p>
		7. Perform turn down services.	<p>7.1 Room status and information interpreted according to room assignment.</p> <p>7.2 Occupied room refreshed in accordance with turn down services procedure.</p> <p>7.3 Final glance given before leaving the rooms and door locked properly.</p>
		8. Perform periodic cleaning.	<p>8.1 Room status and information interpreted according to room periodic cleaning schedule.</p> <p>8.2 Mattress position rotated in accordance with SOP.</p> <p>8.3 Day and night curtains removed and replaced in accordance with SOP.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>8.4 Carpet shampooing and pile lifting carried out in accordance with SOP.</p> <p>8.5 Guest room carpet vacuumed in accordance with SOP.</p> <p>8.6 Guest room floor polished in accordance with SOP.</p> <p>8.7 Bathroom floor scrubbed and polished in accordance with SOP.</p> <p>8.8 Linens out recorded and cleaning status updated.</p>
		9. Perform end of shift duty.	<p>9.1 All waste and hazardous substances safely disposed according to environmental requirements.</p> <p>9.2 Trolleys and equipment cleaned and stored after use in accordance with safety and SOP.</p> <p>9.3 Supplies and items checked and replenished or re-ordered in accordance with SOP.</p>
<p>2. Housekeeping Guest Services</p> <p>I551-003-2:2018-C02</p>	<p>Housekeeping Guest Services is the process of providing a range of general housekeeping services to guests (internal & external).</p> <p>The person who is competent in this CU shall be able to receive service</p>	1. Receive service request.	<p>1.1 Grooming and personal appearance applied in accordance with SOP.</p> <p>1.2 Guest requests handled in a polite and friendly manner according to customer service standards.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	<p>requests, provide guest requests, and handle lost and found items in accordance with housekeeping procedure and safety & hygiene guidelines.</p> <p>The outcome of this competency is to ensure that guests are satisfied with a fast, friendly, efficient and courteous housekeeping service in accordance with organization's standard.</p>		<p>1.3 Housekeeping requests accepted and recorded in accordance with SOP.</p> <p>1.4 Appropriate apologies made where a request has arisen from breakdown in room servicing.</p> <p>1.5 Time for provision delivery of identified service or items to guest room communicated to guests.</p>
		2. Provide guest request.	<p>2.1 Guest supplies delivered to guest as needed or requested.</p> <p>2.2 Guest courteously advised on correct use of equipment.</p> <p>2.3 Equipment malfunctions promptly reported and alternative arrangements made to meet guest needs.</p> <p>2.4 Items from guest rooms collected and returned as required at agreed time.</p> <p>2.5 Guest request update recorded within stipulated time.</p>
		3. Handle lost and found items.	<p>3.1 Lost and found items classified in accordance with SOP.</p> <p>3.2 Lost and found items checked for safety and legality and registered in lost and found record in accordance with SOP.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			3.3 Lost and found item recorded and handed over in accordance with SOP.
3. Public Area & Facility Maintenance I551-003-2:2018-C03	<p>Public Area & Facility Maintenance is the process of cleaning the residential common areas, including residential lobby, corridors, all leisure areas, banquet, spa, lifts, and common corridors.</p> <p>The person who is competent in this CU shall be able to check public area assignment, prepare cleaning equipment & supplies, and perform the following tasks: ceiling, surface & washroom cleaning, hard & soft floor cleaning, internal glass cleaning, furniture, fixture & fitting cleaning, swimming pool cleaning, periodic cleaning and maintain public area equipment in accordance with housekeeping procedure and safety & hygiene guidelines.</p> <p>The outcome of this competency is to create a clean, proper environment of public area in a neat and clean condition in accordance with</p>	1. Check public area assignment.	<p>1.1 Grooming and personal appearance applied in accordance with SOP.</p> <p>1.2 Event order and information interpreted according to public area assignment.</p>
		2. Prepare cleaning equipment & supplies.	<p>2.1 Cleaning chemicals required for public area cleaning correctly selected and prepared for use.</p> <p>2.2 Supplies for janitor cart identified and loaded with adequate supplies according to public area assignment.</p> <p>2.3 Cleaning tools and equipment functionality checked.</p>
		3. Perform ceiling, surface & washroom cleaning.	<p>3.1 Ceiling, surface and washroom cleaning equipment and chemicals correctly selected and prepared.</p> <p>3.2 Ceilings, surface and wash room dusted, vacuumed, mopped, cleaned and polished using suitable techniques in correct</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	organization's standards and regulations.		<p>order and with minimum disturbance to guests.</p> <p>3.3 Washroom supplies/amenities checked and replenished in accordance with SOP.</p> <p>3.4 Equipment and chemicals cleaned, correctly stored and disposed in accordance with SOP.</p> <p>3.5 Any damage and/or defects reported to superior-</p>
		4. Perform hard & soft floor cleaning.	<p>4.1 Floor area cleaning equipment and approved chemicals correctly selected and prepared in accordance with SOP.</p> <p>4.2 Hard floor areas mopped, cleaned, scrubbed, polished and sanitized using suitable techniques in correct order and with minimum disturbance to guests.</p> <p>4.3 Soft floor areas vacuumed, cleaned, scrubbed and spin bonnet using suitable techniques in correct order and with minimum disturbance to guests.</p> <p>4.4 Equipment and chemicals cleaned, correctly stored and disposed in accordance with SOP.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			4.5 Any damage and/or defects reported to superior.
		5. Perform internal glass cleaning.	5.1 Glass and window surface cleaning equipment and chemicals correctly selected and prepared. 5.2 Glass and window surface areas wiped and squeegeed using suitable techniques in correct order and with minimum disturbance to guests. 5.3 Equipment and chemicals cleaned, correctly stored and disposed in accordance with SOP. 5.4 Any damage and/or defects reported to superior.
		6. Perform furniture, fixture & fitting cleaning.	6.1 Furniture and fitting cleaning equipment and chemicals correctly selected and prepared. 6.2 Leather furniture moisturized, rubbed, wiped, blow dried, dusted and vacuumed using suitable techniques in correct order and with minimum disturbance to guests. 6.3 Fabric furniture vacuumed, blow dried, dusted, rinsed and washed using suitable techniques in

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>correct order and with minimum disturbance to guests.</p> <p>6.4 Fitting cleaned and polished using suitable techniques in correct order and with minimum disturbance to guests.</p> <p>6.5 Equipment and chemicals cleaned, correctly stored and disposed in accordance with SOP.</p> <p>6.6 Any damage and/or defects reported to superior.</p>
		7. Perform swimming pool cleaning.	<p>7.1 Swimming pool area cleaning equipment and chemicals correctly selected and prepared.</p> <p>7.2 Swimming pool cleaned, scrubbed and vacuumed using suitable techniques and with minimum disturbance to guests.</p> <p>7.3 Water quality tested and recorded in accordance with SOP.</p> <p>7.4 Equipment and chemicals cleaned and correctly stored in accordance with SOP.</p> <p>7.5 Any damage and/or defects reported to superior.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		8. Perform periodic cleaning.	<p>8.1 Area to be cleaned identified according to periodic cleaning schedule.</p> <p>8.2 Pressure washing equipment and chemicals correctly selected and prepared.</p> <p>8.3 Suitable pressure washer utilization techniques used in correct order and with minimum disruption to guests in accordance with product manual.</p> <p>8.4 Equipment and chemicals cleaned, correctly stored and disposed in accordance with SOP.</p> <p>8.5 Any damage and/or defects reported to superior.</p>
		9. Maintain public area equipment.	<p>9.1 Public area equipment cleaned and stored after use in accordance with safety and SOP.</p> <p>9.2 Supplies and items checked and replenished or re-ordered in accordance with SOP.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
4. Laundry Valet / Linen Services I551-003-2:2018-C04	<p>Laundry Valet / Linen Services is the process of collecting and delivering guest laundry and hotel linen.</p> <p>The person who is competent in this CU shall be able to collect guest laundry, return guest laundry, collect room linen and return room linen in accordance with housekeeping procedure and safety & hygiene guidelines.</p> <p>The outcome of this competency is to ensure that all laundry services for the hotel guests and rooms are done as per the standard policies and is met on time.</p>	1. Collect guest laundry.	<p>1.1 Guest clothes identified and collected in accordance with SOP.</p> <p>1.2 Documentation used to collect, monitor, control and charge for items laundered identified in accordance with SOP.</p> <p>1.3 Items tagged and verified, for any damage, before washing in accordance with SOP.</p>
		2. Return guest laundry.	<p>2.1 Guest room number identified according to guest laundry record.</p> <p>2.2 Guest laundry returned to guest, with appropriate advice.</p> <p>2.3 Guest laundry placed at specific area according to hotel standards.</p>
		3. Collect room linen.	<p>3.1 Room floor identified according to room assignment.</p> <p>3.2 Room linen collected and recorded according to room assignment.</p> <p>3.3 Room linen handed over to laundry department in accordance with SOP.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		4. Return room linen.	<p>4.1 Floor pantry location and room linen par level identified for replenishment.</p> <p>4.2 Clean linen properly arranged at pantry according to types of linen.</p> <p>4.3 Room linen recorded in accordance with SOP.</p>
5. Mini Bar Services I551-003-2:2018-E01	<p>Mini Bar Services is the process providing guests with a fully stocked and well maintained mini bar on a consistent basis throughout their stay. This involves stocking the mini-bar cart with the necessary items in order to maintain the par level on a daily basis, cleaning and defrosting the mini-bars regularly and consistently and maintaining a fully stocked inventory of all mini-bar items.</p> <p>The person who is competent in this CU shall be able to perform pre-mini bar services, check mini bar, open bill for posting, maintain mini bar cleanliness and update mini bar stock in accordance with housekeeping</p>	1. Perform pre-mini bar services.	<p>1.1 Grooming and personal appearance applied in accordance with SOP.</p> <p>1.2 Room status and information interpreted according to guest departure list.</p> <p>1.3 Master key handling carried out in accordance with SOP.</p>
		2. Check mini bar.	<p>2.1 Consumed, missing, damaged and expired items identified according to item list.</p> <p>2.2 Consumed, missing, damaged and expired items stocked and replaced according to item list.</p> <p>2.3 Consumed, missing, damaged and expired items recorded.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	<p>procedure and safety & hygiene guidelines.</p> <p>The outcome of this competency is to ensure the mini bar reconciliation and filling for a hotel to earn extra revenue according to organization's standard.</p>	3. Open bill for posting.	<p>3.1 Consumed items identified and bill issued according to mini bar price list.</p> <p>3.2 Issuing bill charged/posted to guest in guest folio.</p>
		4. Maintain mini bar cleanliness.	<p>4.1 Cleanliness of mini bar cabinet checked.</p> <p>4.2 Mini bar cabinet surfaces cleaned in accordance with SOP.</p> <p>4.3 Mini bar fridge cleaned in accordance with SOP.</p> <p>4.4 Mini bar fridge defrosted according to maintenance schedule.</p>
		5. Update mini bar stock.	<p>5.1 Stock physically checked against consumed, missing, damaged and expired items.</p> <p>5.2 Bin card updated in accordance with inventory procedure.</p> <p>5.3 Daily and monthly mini bar inventory prepared.</p> <p>5.4 Mini bar stock order submitted to superior for replenishment.</p>

CURRICULUM OF COMPETENCY UNIT
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:
HOUSEKEEPING OPERATION
LEVEL 2

15. Curriculum of Competency Unit

15.1. Guest Room Cleaning

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation		
COMPETENCY UNIT TITLE	Guest Room Cleaning		
LEARNING OUTCOMES	<p>The outcome of this competency unit is the ability to set up and maintain guest rooms' cleanliness and quality standard in accordance with organization's standard.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> 1. Perform pre-cleaning activities. 2. Prepare cleaning equipment & supplies. 3. Access guest room. 4. Perform room cleaning. 5. Perform bathroom cleaning. 6. Perform room final inspection. 7. Perform turn down services. 8. Perform periodic cleaning. 9. Perform end of shift duty. 		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-2:2018-C01	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Perform pre-cleaning activities.	1.1 Definition of hospitable and its elements which include: <ul style="list-style-type: none"> • Grooming • Communication Skills 	1.1 Apply personal grooming standards for room preparation. 1.2 Interpret room status and information. 1.3 Handle floor master key based on room assignment.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Meticulous in interpreting room status and information. • Responsible in handling floor master key. 	1.1 Definition of hospitable and its elements explained. 1.2 Types of room category and status listed. 1.3 Types of guest category explained and listed. 1.4 Types of room facilities and amenities explained and listed.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>1.2 Room category which include:</p> <ul style="list-style-type: none"> • Standard • Superior • Deluxe • Suite • Club room • Handicap room <p>1.3 Room status in Properties Management System (PMS) which include:</p> <ul style="list-style-type: none"> • Vacant Dirty (VD) • Occupied Dirty (OD) • Vacant clean (VC) • Occupied Clean (OC) • Vacant Inspected (VI) • Occupied Inspected (OI) • Out of Service (OS) • Out of Order (OO) • Out of Inventory (OI) • Sleeper and Skipper • Occupied No Luggage (ONL) 		<p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety guidelines when handling floor master key. <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Not Available 	<p>1.5 Floor master key usage explained.</p> <p>1.6 Personal grooming standards applied according to hotel standards and policies.</p> <p>1.7 Room status and information identified according to room assignment.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>1.4 Guest category which include::</p> <ul style="list-style-type: none"> • Free Independent Travellers (FIT) • Very Important Person (VIP) • Group • Long stay • Special attention • Person With Disabilities (PWD) <p>1.5 Room facilities and amenities which include::</p> <ul style="list-style-type: none"> • Mini Bar Fridge • Coffee Maker • Iron & Ironing Board • Hair Dryer • Weighing Scale • Digital Device/ Room Control System • Safety deposit box <p>1.6 Floor master key log which include:</p> <ul style="list-style-type: none"> • Date and time • Floor master key code • Name of associate 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Signature out • Witness 			
2. Prepare cleaning equipment & supplies.	<p>2.1 Types of guest supplies which include:</p> <ul style="list-style-type: none"> • Bath Soaps • Toilet Seat Bands • Toilet Tissue • Glasses • Plastic Trays • Water Pitchers • Ice Buckets • Ashtrays • Waste Baskets • Lotions, Shampoos • Conditioners • Bath Foam • Shower Caps • Sewing Kits • Sanitary Bags <p>2.2 Types of linen room supplies which include:</p> <ul style="list-style-type: none"> • Bed Sheet 	<p>2.1 Identify supplies for housekeeping trolleys.</p> <p>2.2 Arrange supplies in housekeeping trolleys.</p> <p>2.3 Prepare approved cleaning chemicals and equipment required.</p> <p>2.4 Load housekeeping trolleys safely with adequate supplies.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Meticulous in preparing cleaning equipment & supplies. • Careful when preparing approved chemicals. <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety and hygiene guidelines. • Wear related PPE. <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Dispose waste chemical at designated area. 	<p>2.1 Suitable supplies identified for housekeeping trolleys according to room assignment.</p> <p>2.2 Appropriate supplies counted for housekeeping trolleys in sufficient numbers with recommended quantities.</p> <p>2.3 Cleaning chemicals and equipment required selected.</p> <p>2.4 Cleaning chemicals accurately prepared in appropriate process.</p> <p>2.5 Housekeeping trolleys safely stocked with adequate supplies, tools and equipment for guest room preparation.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Pillow Cases • Pillow Slip • Towels • Duvet Insert • Duvet Cover • Bed Runner • Blanket <p>2.3 Types of approved cleaning chemicals which include:</p> <ul style="list-style-type: none"> • Glass Cleaner • Multipurpose Cleaner • Bathroom Cleaner • Air Freshener <p>2.4 Types of cleaning tools & equipment which include:</p> <ul style="list-style-type: none"> • Vacuum Cleaner • Sweeper • Brooms And Brushes • Dust Pans • Mop • Rags • Microfiber Cloth • Caddy • Dipper • Bucket 			

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>2.5 Approved cleaning chemical preparation procedure which include:</p> <ul style="list-style-type: none"> • Chemical Safety Data Sheet <p>2.6 Methods of handling housekeeping trolley with supplies for services which include:</p> <ul style="list-style-type: none"> • Manual handling. • Replenishment of trolleys. 			
3. Access guest room.	<p>3.1 Security of guest rooms which include:</p> <ul style="list-style-type: none"> • Security of housekeeping trolley and supplies. • Position of trolleys on guest floors. • Security of guest and associate. • Security of room assignment information. • Security upon leaving guest room. <p>3.2 Guest request sign which include:</p>	<p>3.1 Identify guest room number and status.</p> <p>3.2 Park housekeeping trolley properly.</p> <p>3.3 Check for guest request sign.</p> <p>3.4 Press door bell and knock on guest room door using knuckle.</p> <p>3.5 Announce "Housekeeping!" 3 times.</p> <p>3.6 Follow procedure for entering guest room.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Warmly meet and greet guests. • Hospitable, polite and friendly to guest. <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Ensure safety and well-being of guests and their property. • Adhere to safety and hygiene guidelines. <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Not Available 	<p>3.1 Security of guest rooms explained.</p> <p>3.2 Guest request sign listed</p> <p>3.3 Procedure for entering guest room described.</p> <p>3.4 Housekeeping trolley properly positioned in front of guest room.</p> <p>3.5 Guest room entered according to procedure.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Do Not Disturb (DND) • Make Up Room 3.3 Procedure for entering guest room <ul style="list-style-type: none"> • Vacant room. • Guest is asleep or in the bathroom. • Guest is awake but getting dressed. • Guest answers your request to enter. • Guest returns while cleaning. 			
4. Perform room cleaning.	4.1 Guidelines on Occupational Safety, Health & Environmental (SHE) in the Service Sector. 4.2 Standard guest room set-up procedure. 4.3 Bed making procedure. 4.4 Room cleaning procedure which include: <ul style="list-style-type: none"> • Anti-clock wise • Clock wise 4.5 Hotel marketing collateral which include:	4.1 Check general room condition. 4.2 Check guest room fitting and furnishing. 4.3 Remove dirty bedroom and bathroom items. 4.4 Soak dirty glassware using approved chemical. 4.5 Spray approved chemical on the Water Closet (WC) and bathtub. 4.6 Arrange hotel marketing collateral.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Resourceful and knowledgeable in handling task. • Proactive in cleaning guest room. • Thorough in cleaning guest room. <u>SAFETY</u> <ul style="list-style-type: none"> • Ensure safety and well-being of guests and their property. • Adhere to safety, health and hygiene guidelines. <u>ENVIRONMENT</u>	4.1 Guidelines on Occupational Safety, Health & Environmental in the Service Sector explained. 4.2 Standard guest room set-up procedure described. 4.3 Bed making procedure described. 4.4 Hotel marketing collateral listed. 4.5 Soiled item cleaning procedure described. 4.6 Furniture, fixture and fitting cleaning procedure described. 4.7 Guest room cleaning completed in correct order.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Newspapers • Flyers • Brochures • Stationary • Magazines • Comment card <p>4.6 Soiled item cleaning procedure.</p> <p>4.7 Furniture, fixture and fitting cleaning procedure which include:</p> <ul style="list-style-type: none"> • Dusting • Polishing 	<p>4.7 Check under the bed for trash or guest items.</p> <p>4.8 Strip bed sheets and pillow cases.</p> <p>4.9 Carry out bed making process.</p> <p>4.10 Rearrange and neatly fold guest clothes and leave within immediate guest view for occupied rooms.</p> <p>4.11 Segregate items with stains and damage.</p> <p>4.12 Clean furniture, fixtures and fittings.</p> <p>4.13 Check operational readiness of all items and equipment.</p> <p>4.14 Check room defects, damaged items and suspicious occurrences.</p> <p>4.15 Vacuum floors and room areas.</p> <p>4.16 Replenish room supplies.</p>	<ul style="list-style-type: none"> • Dispose thrash at designated area. • Save energy and water. 	<p>4.8 Furniture, fixture and fitting cleaning completed with appropriate technique.</p> <p>4.9 Room supplies replenished adequately.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
5. Perform bathroom cleaning.	5.1 Bathroom cleaning procedure. 5.2 Types of bathroom supplies which include: <ul style="list-style-type: none"> • Linen • Amenities 	5.1 Clean all glassware according to hygiene standards. 5.2 Empty trash from container. 5.3 Carry out WC cleaning. 5.4 Clean shower area. 5.5 Clean vanity area and hand basin. 5.6 Clean bathroom walls and fixtures. 5.7 Rearrange toiletries and cosmetics neatly. 5.8 Replenish bathroom supplies. 5.9 Clean bathroom floor. 5.10 Spray air freshener.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Resourceful and knowledgeable in handling task. • Proactive in cleaning bathroom. • Thorough in cleaning bathroom. <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety, health and hygiene guidelines. • Wear related PPE. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Dispose trash at designated area. • Save energy and water. 	5.1 Bathroom cleaning procedure described. 5.2 Cleanliness all glassware confirmed according to safety and hygiene guidelines. 5.3 Cleaning chemicals, apparatus and equipment selected and prepared. 5.4 Bathroom supply and amenities selected and prepared. 5.5 Chemical dilution measurement confirmed according to guidelines. 5.6 Appropriate detergent applied around and under lip bowl while attending to other cleaning task. 5.7 Counter area, sink fixture and mirror cleanliness verified. 5.8 Bathroom cleaning techniques applied. 5.9 All bathroom areas visually scanned for final once-over.
6. Perform room final inspection.	6.1 Room final inspection procedure which include: <ul style="list-style-type: none"> • Anti-clock wise • Clock wise 	6.1 Check room set-up. 6.2 Check adequate amenities. 6.3 Check adequate supplies.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledgeable and meticulous in performing final inspection. 	6.1 Room final inspection procedure described. 6.2 Functionality of room fitting and fixtures verified.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		6.4 Check functionality of room fitting and fixtures. 6.5 Give final glance before leaving the rooms and lock door properly. 6.6 Update room status and assignment.	<u>SAFETY</u> • Adhere to safety, health and hygiene guidelines. <u>ENVIRONMENT</u> • Not Available	
7. Perform turn down services.	7.1 Turndown service procedure. 7.2 Types of turndown amenities which include: <ul style="list-style-type: none"> • Chocolate gift • Flowers gift • Bookmark • Good night card 	7.1 Apply grooming and personal presentation standards for room preparation. 7.2 Interpret room status and information. 7.3 Handle floor master key based on room assignment. 7.4 Identify guest rooms number and status. 7.5 Park housekeeping trolley properly. 7.6 Check for guest request sign. 7.7 Press door bell and knock on guest room door using knuckle. 7.8 Announce "Housekeeping!" 3 times.	<u>ATTITUDE</u> • Warmly meet and greet guests. • Hospitable, polite and friendly to guest. • Proactive in performing turndown services. • Thorough in cleaning guest room. <u>SAFETY</u> • Ensure safety and well-being of guests and their property. • Adhere to safety, health and hygiene guidelines. <u>ENVIRONMENT</u> • Not Available	7.1 Turndown service procedure described. 7.2 Types of turndown amenities listed. 7.3 Procedure for entering guest room followed. 7.4 Bathroom refreshed with adequate room supplies. 7.1 Curtain closed and bedroom lighting brightness adjusted to create appropriate atmosphere.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		7.9 Follow procedure for entering guest room. 7.10 Prepare bed for guest use. 7.11 Refresh bathroom with adequate supplies. 7.12 Draw curtain to create appropriate atmosphere. 7.13 Adjust bedroom lighting. 7.14 Place turndown amenities.		
8. Perform periodic cleaning.	8.1 Periodic cleaning procedure which include: <ul style="list-style-type: none"> • Carpet Shampooing • Floor Scrubbing • Floor Polishing • Mattress Turning • Day and Night Curtain Removing • Vacuuming • Fixture and Fitting Polishing 8.2 Safety and hygiene guidelines for periodic cleaning.	8.1 Interpret room status and information. 8.2 Prepare tools, equipment and approved chemicals. 8.3 Rotate mattress position. 8.4 Remove and replace day and night curtains. 8.5 Carry out shampooing and pile lifting carpet. 8.6 Vacuum guest room carpet.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Warmly meet and greet guests. • Hospitable, polite and friendly to guest. • Proactive in cleaning guest room. • Thorough in cleaning guest room. <u>SAFETY</u> <ul style="list-style-type: none"> • Ensure safety and well-being of guests and their property. • Adhere to safety, health and hygiene guidelines. 	8.1 Periodic cleaning procedure described. 8.2 Safety and hygiene guidelines for periodic cleaning explained. 8.3 Appropriate of tools, equipment and approval chemicals prepared according to work order. 8.4 Clean day and night curtains replaced properly. 8.5 Carpet cleanliness and pile lifting quality confirmed according to pile lifting carpet procedure.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	8.3 Types of tools and equipment which include: <ul style="list-style-type: none"> • Scrubbing machine. • High cleaning tools. • Carpet extractor. 8.4 Types of approved chemical. <ul style="list-style-type: none"> • Polishing Powder • Carpet Shampooing Chemical • Metal Polishing 8.5 Mini bar fridge defrosts procedure.	8.7 Polish guest room floor. 8.8 Carry out bathroom spring cleaning. 8.9 Defrost mini bar fridge. 8.10 Record linens out and update periodic cleaning status.	<u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Save energy and water. • Dispose thrash at designated area. 	8.6 Bed making tidiness confirmed according to bed making procedure. 8.7 Floor shininess confirmed according to floor polishing procedure.
9. Perform end of shift duty.	9.1 Waste management which include: <ul style="list-style-type: none"> • Types of rubbish. • Rubbish handling guidelines. 9.2 Trolley cleaning and storing methods which include: <ul style="list-style-type: none"> • Cleaning the trolley. • Replenish the trolley with supplies. 9.3 Housekeeping equipment prior to storage which include:	9.1 Segregate waste before disposal. 9.2 Carry out rubbish disposal. 9.3 Clean trolleys and equipment. 9.4 Store trolleys after use. 9.5 Replenish supplies and items. 9.6 Up keep floor pantry. 9.7 Complete room cleaning records. 9.8 Hand over updated room assignment.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledgeable and detailed in preparing next shift duty. • Comply with hygiene guidelines and organisation SOP. <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety, health and hygiene guidelines. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Dispose thrash at designated area. 	9.1 Suitable cleaning equipment made using appropriate safety guidelines. 9.2 Disposal of rubbish explained. 9.3 Trolley cleaning and storing methods explained. 9.4 Floor pantry up kept according to procedure. 9.5 Floor master key log updated. 9.6 Room assignment updated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Equipment to be cleaned. • Location for storing equipment. 9.4 Floor master key log which include: <ul style="list-style-type: none"> • Time • Signature in • Witness 	9.9 Hand over floor master keys.		

Employability Skills

Core Abilities

- Please refer to NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 Debra F. Cannon, Catherine M. Gustafson (2013), American Hotel & Lodging Association, Training and Development for the Hospitality Industry (AHLEI), Pearson Education, ISBN : 9780133454161
- 2 Rocco M Angelo (2013), Hospitality Today, American Hotel & Lodging Association(AHLEI), Pearson Education, ISBN : 9780133454239
- 3 Raghubalan, G. / Raghubalan, Smritee, 2009/12. Hotel Housekeeping : Operations and Management (2 PAP/DVD), Oxford UnivPr, ISBN : 9780198061090
- 4 K. G. Saur, Hotel Management, Housekeeping, Tourism, Recreation and Leisure. (Bliss Bibliographic Classification.) ISBN : 9783598243493
- 5 Branson, Joan C. / Lennox, Margaret, 1988/11. Hotel, Hostel and Hospital Housekeeping (5TH), Hodder Arnold, ISBN : 9780713177329
- 6 Branson, Joan Cameron, 1982/08. Hotel, Hostel and Hospital Housekeeping (4 SUB), Intl Ideas, ISBN : 9780713105810

7	Nitschke, Aleta A. / Frye, William D. / American Hotel; Lodging Education, Managing Housekeeping Operations (Ahlei) Access Card (3 PSC), Pearson College Div, ISBN : 9780133356083
---	--

15.2. Housekeeping Guest Services

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation		
COMPETENCY UNIT TITLE	Housekeeping Guest Services		
LEARNING OUTCOMES	<p>The outcome of this competency unit is to ensure those guests are satisfied with a fast, friendly, efficient and courteous housekeeping service in accordance with organization standard.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> 1. Receive service request. 2. Provide guest request. 3. Handle lost and found items. 		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-2:2018-C02	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Receive service request.	1.1 Phone call answering ethics. 1.2 Types of guest request which include: <ul style="list-style-type: none"> • Need for items to be sent to the room. • Servicing of room. • Repairs 1.3 Service request record which include: <ul style="list-style-type: none"> • Guest or staff name. • Date & time. • Types of request. 	1.1 Receive call from guest or staff. 1.2 Record guest or staff request. 1.3 Escalate guest or staff request to related department. 1.4 Identify service delivery within timeframe. 1.5 Communicate feedback to guest or staff.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledgeable and meticulous in receiving service requests. • Attentive, patient and cordial when accepting requests from guests and staff. • Maintain eye contact when communicating with guest. • Responsible and prompt in attending guest enquiries and needs 	1.1 Phone call answering ethics explained. 1.2 Types of guest request listed. 1.3 Service request record listed. 1.4 Guest request sources listed. 1.5 Appropriate interpersonal skills used to ensure customer needs accurately identified. 1.6 Service request information recorded. 1.7 Service delivery within time frame determined according types of request.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Time frame for types of service. 1.4 Guest request sources which include: <ul style="list-style-type: none"> • Face to Face • Telephone • Notes • Digital 		<u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety requirement. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	
2. Provide guest request.	2.1 Procedure for entering rooms. 2.2 Grooming standards policies and procedures. 2.3 Item/ equipment/ service delivery procedure. 2.4 Item/ equipment pick-up procedure. 2.5 Bill/ chargeable item procedure.	2.1 Identify room status and information. 2.2 Apply personal grooming standards. 2.3 Identify related department to obtain/ deliver service. 2.4 Prepare required items/ equipment/ services. 2.5 Deliver items/ equipment/ service to guest room. 2.6 Set up items/ equipment in guest room. 2.7 Pick up items from guest room. 2.8 Update guest request for job completion.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Meticulous and detailed in handling bill statement activities. • Proactive when searching for required items/ equipment/ services. • Prompt and punctual when delivering items/ equipment/ service to guest room. <u>SAFETY</u> <ul style="list-style-type: none"> • Ensure safety when setting up items/ equipment in guest room. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	2.1 Related department determined to obtain/deliver correct types of items and equipment. 2.2 Procedure for entering room described. 2.3 Grooming standards policies and procedures described. 2.4 Item/equipment/service delivery procedure described. 2.5 Item/equipment pick-up procedure described. 2.6 Bill/chargeable item procedure described. 2.7 Items/ equipment/ services correctly sent to guest room as per procedure. 2.8 Items/equipment correctly installed in guest room. 2.9 Items collected from guest room as required and at agreed time.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Handle lost and found items.	3.1 Category of lost and found items which include: <ul style="list-style-type: none"> • Valuable • Non Valuable • Perishable 3.2 Lost and found record which include: <ul style="list-style-type: none"> • Date & time • Item • Location • Finder 3.3 Lost and found item handling procedure	3.1 Identify category of lost and found items 3.2 Check found items for safety and legality. 3.3 Secure lost items in a locked closet or area with highly restricted access. 3.4 Record lost and found items. 3.5 Hand over lost and found items to superior.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Responsible in handling lost and found items. • Honest and trustworthy in handling lost and found items. <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety and security guidelines for valuable items. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	3.1 Lost and found item handling procedure described. 3.2 Lost and found items classified for safety and legality. 3.3 Found items recorded in lost and found register. 3.4 Found items safely kept in dedicated location. 3.5 Internal staff promptly informed to facilitate return of found item to guest.

Employability Skills

Core Abilities

- Please refer to NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- | |
|--|
| 1 Debra F. Cannon, Catherine M. Gustafson (2013), American Hotel & Lodging Association, Training and Development for the Hospitality Industry (AHLEI), Pearson Education, ISBN : 9780133454161 |
|--|

- 2 Rocco M Angelo (2013), Hospitality Today, American Hotel & Lodging Association(AHLEI), Pearson Education, ISBN : 9780133454239
- 3 Casado Matt A., 2011. Housekeeping Management, Wiley, 2nd edition, ISBN : 978-1118071793
- 4 Raghubalan, G. / Raghubalan, Smritee, 2009/12. Hotel Housekeeping : Operations and Management (2 PAP/DVD), Oxford UnivPr, ISBN : 9780198061090
- 5 K. G. Saur, Hotel Management, Housekeeping, Tourism, Recreation and Leisure. (Bliss Bibliographic Classification.) ISBN : 9783598243493
- 6 Branson, Joan C. / Lennox, Margaret, 1988/11. Hotel, Hostel and Hospital Housekeeping (5TH), Hodder Arnold, ISBN : 9780713177329
- 7 Jones Thomas J. A. , 2007. Professional Management of Housekeeping, Wiley, 5th edition, ISBN : 978-0471762447
- 8 Branson, Joan Cameron, 1982/08. Hotel, Hostel and Hospital Housekeeping (4 SUB), Intl Ideas, ISBN : 9780713105810
- 9 Nitschke, Aleta A. / Frye, William D. / American Hotel; Lodging Education, Managing Housekeeping Operations (Ahlei) Access Card (3 PSC), Pearson College Div, ISBN : 9780133356083

15.3. Public Area & Facility Maintenance

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation		
COMPETENCY UNIT TITLE	Public Area & Facility Maintenance		
LEARNING OUTCOMES	<p>The outcome of this competency unit is to create a clean, proper environment of public area in accordance with organization's standards and regulations.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> 1. Check public area assignment. 2. Prepare cleaning equipment & supplies. 3. Perform ceiling, surface & washroom cleaning. 4. Perform hard & soft floor cleaning. 5. Perform internal glass cleaning. 6. Perform furniture, fixture & fitting cleaning. 7. Perform swimming pool cleaning. 8. Perform periodic cleaning. 9. Maintain public area equipment. 		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-2:2018-C03	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Check public area assignment.	1.1 Public area section which include: <ul style="list-style-type: none"> • Lobby • Front Desk • Elevators • Public Restrooms • Swimming Pool Area 	1.1 Apply personal grooming standards for public area and maintenance. 1.2 Identify public area daily assignment. 1.3 Interpret event order information.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Meticulous in checking public area assignment. <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety and hygiene guidelines. 	1.1 Public area section listed. 1.2 Event order information explained. 1.3 Types of public area and maintenance service specified in specific requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Banquet and Meeting Rooms • Housekeeping Area • Car Park • Offices <p>1.2 Event order information which include:</p> <ul style="list-style-type: none"> • Types of Event • Location • Duration • Number of Attendees <p>1.3 Types of public area and maintenance services which include:</p> <ul style="list-style-type: none"> • Cleaning glass and window area. • Wiping and dusting lobby telephones. • Polishing drinking fountains. • Dusting furniture and table fixtures. • Vacuuming carpet. • Sweeping tile and hardwood floor areas. 	<p>1.4 Identify types of public area and maintenance services.</p>	<p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Not Available 	

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Cleaning window sills. • Dusting ceiling vents. 			
2. Prepare cleaning equipment & supplies.	<p>2.1 Types of cleaning tool, equipment and material usage which include:</p> <ul style="list-style-type: none"> • Broom and dustpan • Mop and bucket • Sponges • Rags • Abrasive pads • Microfiber cloth • Dusting solution • Vacuum <p>2.5 Types of approved cleaning chemicals which include:</p> <ul style="list-style-type: none"> • Sanitizer • Leather Protection Cream • Polisher • Abrasives • Detergents • Degreaser • Stain Remover • All-Purpose Cleaner • Floor Cleaner 	<p>2.1 Identify public area cleaning checklist and recording format.</p> <p>2.2 Identify supplies for janitor cart.</p> <p>2.3 Arrange supplies in janitor cart.</p> <p>2.4 Prepare approved cleaning chemicals and equipment required.</p> <p>2.5 Load janitor cart safely with adequate supplies.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Systematic in preparing cleaning equipment & supplies. • Careful when preparing approved chemicals. <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety and hygiene guidelines. • Wear related PPE. <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Dispose waste chemical at designated area. 	<p>2.1 Public area cleaning checklist and recording format for maintenance activities identified.</p> <p>2.2 Appropriate cleaning equipment and consumable prepared in required activities.</p> <p>2.3 Public area supplies replenished in janitor cart.</p> <p>2.4 Cleaning chemical handling procedure confirmed for cleaning activities.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Glass Cleaner 2.6 Approved cleaning chemical handling procedure which include: <ul style="list-style-type: none"> • Safety Data Sheet (SDS) • Personal Protective Equipment (PPE) 			
3. Perform ceiling, surface & washroom cleaning.	3.1 Safety and hygiene procedure which include: <ul style="list-style-type: none"> • Types of hazard and effects 3.2 Work site preparation which include: <ul style="list-style-type: none"> • Signage • Extension Wire • Barricade Cones And Tape 3.3 Ceiling cleaning procedure which include: <ul style="list-style-type: none"> • Above 3m outsource to contractor • In house safety procedure 	3.1 Assess ceiling, surface and washroom areas to be cleaned. 3.2 Prepare work site. 3.3 Prepare ceiling, surface and washroom cleaning equipment and chemicals. 3.4 Dust ceilings, surface and washroom. 3.5 Vacuum surface and washroom. 3.6 Mop surface and washroom. 3.7 Polish surface and washroom. 3.8 Clean equipment and chemicals. 3.9 Store equipment and chemicals.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Meticulous in cleaning ceiling, surface & washroom. <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety and hygiene guidelines. • Wear related PPE. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Dispose thrash at designated area. • Save energy and water. 	3.1 Ceilings, surface and washroom areas identified for cleaning activities. 3.2 Work site correctly set in accordance with safety guidelines. 3.3 Suitable cleaning equipment and chemicals utilised according to safety guidelines. 3.4 Ceiling, surface and washroom sprinkled using suitable techniques. 3.5 Ceiling, surface and washroom cleanliness confirmed. 3.6 Surface and washroom confirmed cleanliness. 3.7 Cleaned equipment and chemicals kept in store room.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Select a cleaner that is appropriate for the type of ceiling. • Cover furnishing or fixtures. • Spray cleaning solution. • Wipe non-porous surface. • Cleaning technique for ceilings. <p>3.4 Surface and washroom cleaning procedures.</p>			
4. Perform hard & soft floor cleaning.	<p>4.1 Types of flooring which include:</p> <ul style="list-style-type: none"> • Hard flooring (Terracotta, Marbles, Tiles and Granite) • Soft flooring (Carpet, Parquet and Vinyl) <p>4.2 Floor cleaning procedures for hard floor which include:</p> <ul style="list-style-type: none"> • Sweep/dust all exposed floor areas • Mop floor with warm water and 	<p>4.1 Assess floor area to be cleaned.</p> <p>4.2 Prepare work site.</p> <p>4.3 Prepare floor area cleaning equipment and approved chemicals.</p> <p>4.4 Mop floor areas.</p> <p>4.5 Clean floor areas.</p> <p>4.6 Scrub floor areas.</p> <p>4.7 Polish floor areas.</p> <p>4.8 Sanitise floor areas.</p> <p>4.9 Carry out carpet shampooing.</p> <p>4.10 Clean equipment after use.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Meticulous in cleaning hard & soft floor. <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety and hygiene guidelines. • Wear related PPE. <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Dispose thrash at designated area. • Save energy and water. 	<p>4.1 Floor areas to be cleaned verified for cleaning activities.</p> <p>4.2 Work site correctly set in accordance with safety guidelines.</p> <p>4.3 Suitable cleaning equipment and chemicals made using appropriate safety guidelines.</p> <p>4.4 Floor area cleanliness confirmed using mopping, scrubbing, polishing and sanitizing techniques with minimum disruption to guests.</p> <p>4.5 Cleaned equipment and chemicals kept in store room.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>appropriate cleaning solution</p> <ul style="list-style-type: none"> • Dry mop floor <p>4.3 Floor cleaning procedures for soft floor which include:</p> <ul style="list-style-type: none"> • Sweep/dust all exposed floor areas. • Vacuum carpet. 	4.11 Store equipment and chemicals.		
5. Perform internal glass cleaning.	<p>5.1 Types of glass panel which include:</p> <ul style="list-style-type: none"> • Sliding Door • External Glass • Mirror • Picture Frame • Bubble Lift <p>5.2 Glass and window surface cleaning procedure which include:</p> <ul style="list-style-type: none"> • Above 3m outsource to contractor • In house safety procedure 	<p>5.1 Assess glass and window surface to be cleaned.</p> <p>5.2 Prepare work site.</p> <p>5.3 Prepare glass and window surface cleaning equipment and chemical.</p> <p>5.4 Wipe glass and window surface areas.</p> <p>5.5 Scrub glass and window surface areas.</p> <p>5.6 Scrap glass and window surface areas.</p> <p>5.7 Squeegee glass and window surface areas.</p> <p>5.8 Clean equipment after use.</p> <p>5.9 Store equipment and chemicals.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Meticulous in cleaning internal glass panels. <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety and hygiene guidelines. • Wear related PPE. <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Dispose thrash at designated area. • Save energy and water. 	<p>5.1 Types of glass panel listed.</p> <p>5.2 Glass and window surface cleaning procedure described.</p> <p>5.3 Glass and window surface to be cleaned identified for cleaning activities.</p> <p>5.4 Work site correctly set in accordance with safety guidelines.</p> <p>5.5 Suitable cleaning equipment and chemicals utilised according to safety guidelines.</p> <p>5.6 Glass and window surface cleanliness confirmed using wiping, scrubbing, scraping and squeegeeing techniques including windows blinds with minimum disruption to guests.</p> <p>5.7 Cleaned equipment and chemicals kept in store room.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
6. Perform furniture, fixture & fitting cleaning.	<p>6.1 Types of furniture, fixture & fitting materials which include:</p> <ul style="list-style-type: none"> • Stainless steel • Brass • Wood • Glass • Chrome • Leather • Stone <p>6.2 Furniture, fixture & fitting standard arrangement.</p> <p>6.3 Furniture, fixture & fitting cleaning procedures which include:</p> <ul style="list-style-type: none"> • Wipe • Polish • Moisturize 	<p>6.1 Assess furniture and fittings to be cleaned.</p> <p>6.2 Prepare work site.</p> <p>6.3 Prepare furniture and fitting cleaning equipment and chemicals.</p> <p>6.4 Rub, wipe, dust and moisturize leather furniture.</p> <p>6.5 Dust, spot clean and wash fabric furniture.</p> <p>6.6 Dust, clean and polish fitting.</p> <p>6.7 Clean equipment after use.</p> <p>6.8 Store equipment and chemicals.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Meticulous in cleaning furniture, fixtures & fittings. <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety and hygiene guidelines • Wear related PPE. <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Dispose trash at designated area • Save energy and water. 	<p>6.4 Types of furniture, fixture & fitting materials listed.</p> <p>6.5 Furniture fixture & fitting cleaning procedures.</p> <p>6.6 Furniture fixture & fitting to be cleaned identified for cleaning activities.</p> <p>6.1 Work site correctly set in accordance with safety guidelines.</p> <p>6.2 Suitable cleaning equipment and chemicals utilised according to safety guidelines.</p> <p>6.3 Leather furniture cleanliness confirmed using moisturizing, rubbing, wiping, blowing dry, dusting and vacuuming techniques including with minimum disruption to guest.</p> <p>6.4 Fitting cleanliness confirmed using vacuuming, blowing dry, dusting, rinsing and</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Rub • Blow dry • Dust • Vacuum 			<p>washing techniques including with minimum disruption to guest.</p> <p>6.5 Fitting cleanliness confirmed using dusting, cleaning and polishing techniques including with minimum disruption to guest.</p> <p>6.6 Cleaned equipment and chemicals kept in store room.</p>
7. Perform swimming pool cleaning.	<p>7.1 Swimming pool cleaning procedures</p> <p>7.2 Maintenance of pool which include:</p> <ul style="list-style-type: none"> • Water pH testing procedures • Replenishment of chlorine • Backwash procedure <p>7.3 Swimming pool safety procedures.</p>	<p>7.1 Prepare swimming pool areas cleaning equipment and chemicals.</p> <p>7.2 Clean, scrub and vacuum swimming pool using suitable techniques and with minimum disruption to guests.</p> <p>7.3 Determine water quality problem diagnosis and treatment.</p> <p>7.4 Carry out pool maintenance.</p> <p>7.5 Clean equipment after use.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Meticulous in cleaning swimming pool. <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety and hygiene guidelines. • Wear related PPE. <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Dispose thrash at designated area. • Save energy and water. 	<p>7.1 Suitable cleaning equipment and chemicals utilised according to safety guidelines.</p> <p>7.2 Swimming pool cleanliness confirmed using scrubbing and vacuuming techniques and with minimum disruption to guest.</p> <p>7.3 Water quality problem solved with correct diagnosis and appropriate treatment process.</p> <p>7.4 Cleaned equipment and chemicals kept in store room.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
		7.6 Store equipment and chemicals.		
8. Perform periodic cleaning.	<p>8.1 Periodic cleaning area which include:</p> <ul style="list-style-type: none"> • Parameter Drainage • Driveway • Porch • Pool Deck • External Wall • Canopy Roof Top <p>8.2 Periodic cleaning procedure which include:</p> <ul style="list-style-type: none"> • High Pressure Cleaning • Carpet Shampoo • Floor Scrubbing • Floor Polishing • Fixture And Fitting Polishing <p>8.3 Safety and hygiene guidelines for periodic cleaning.</p>	<p>8.1 Identify periodic cleaning area and task.</p> <p>8.2 Prepare tools, equipment and approved chemicals.</p> <p>8.3 Identify cleaning process based on area.</p> <p>8.4 Prepare work site.</p> <p>8.5 Carry out periodic cleaning process.</p> <p>8.6 Update periodic cleaning record.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Meticulous in periodic cleaning activities. <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety and hygiene guidelines. • Wear related PPE. <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Dispose thrash at designated area. • Save energy and water. 	<p>8.1 Suitable cleaning equipment and chemicals utilised according to safety guidelines.</p> <p>8.2 Periodic cleaning procedure described.</p> <p>8.3 Work site correctly set in accordance with safety guidelines.</p> <p>8.4 Periodic cleaning task confirmed using appropriate techniques and with minimum disruption to guest.</p> <p>8.5 Cleaned equipment and chemicals kept in store room.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
9. Maintain public area equipment.	<p>9.1 Types of public area cleaning equipment maintenance which include:</p> <ul style="list-style-type: none"> • Preventive maintenance • Corrective maintenance <p>9.2 Public area cleaning equipment cleaning procedure.</p>	<p>9.1 Identify cleaning schedule.</p> <p>9.2 Identify cleaning equipment for maintenance.</p> <p>9.3 Clean public area equipment.</p> <p>9.4 Check functionality of public area equipment.</p> <p>9.5 Store public area equipment.</p> <p>9.6 Update public area maintenance equipment.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Meticulous in maintaining public area equipment. <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety and hygiene guidelines. • Wear related PPE. <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Dispose thrash at designated area • Save energy and water. 	<p>9.1 Types of public area equipment maintenance explained.</p> <p>9.2 Public area equipment cleaning procedure described.</p> <p>9.3 Functionality of public area equipment checked according to manufacturer manual.</p> <p>9.4 Appropriate cleaning equipment procedure applied in accordance with types of cleaning equipment and required process.</p> <p>9.5 Cleaned equipment kept in store room.</p>

Employability Skills

Core Abilities

- Please refer to NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 Debra F. Cannon, Catherine M. Gustafson (2013), American Hotel & Lodging Association, Training and Development for the Hospitality Industry (AHLEI), Pearson Education, ISBN : 9780133454161
- 2 Rocco M Angelo (2013), Hospitality Today, American Hotel & Lodging Association(AHLEI), Pearson Education, ISBN : 9780133454239
- 3 Casado Matt A., 2011. Housekeeping Management, Wiley, 2nd edition, ISBN : 978-1118071793
- 4 Raghubalan, G. / Raghubalan, Smritee, 2009/12. Hotel Housekeeping : Operations and Management (2 PAP/DVD), Oxford UnivPr, ISBN : 9780198061090
- 5 K. G. Saur, Hotel Management, Housekeeping, Tourism, Recreation and Leisure. (Bliss Bibliographic Classification.) ISBN : 9783598243493
- 6 Branson, Joan C. / Lennox, Margaret, 1988/11. Hotel, Hostel and Hospital Housekeeping (5TH), Hodder Arnold, ISBN : 9780713177329
- 7 Branson, Joan Cameron, 1982/08. Hotel, Hostel and Hospital Housekeeping (4 SUB), Intl Ideas, ISBN : 9780713105810
- 8 Nitschke, Aleta A. / Frye, William D. / American Hotel; Lodging Education, Managing Housekeeping Operations (Ahlei) Access Card (3 PSC), Pearson College Div, ISBN : 9780133356083

15.4. Laundry Valet / Linen Services

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation		
COMPETENCY UNIT TITLE	Laundry Valet / Linen Services		
LEARNING OUTCOMES	<p>The outcome of this competency unit is to ensure that all laundry services for the hotel guests and rooms are done according to the standard policies and on time.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> 1. Collect guest laundry. 2. Return guest laundry. 3. Collect room linen. 4. Return room linen. 		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-2:2018-C04	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Collect guest laundry	1.1 Phone call answering ethics. 1.2 Guest laundry list which include: <ul style="list-style-type: none"> • Room Number • Items • Quantity • Guest's Signature 1.3 Guest laundry collection procedure which include: <ul style="list-style-type: none"> • Check quantity against laundry list 	1.1 Receive call from call centre/guest. 1.2 Record room number for collection. 1.3 Pick up guest laundry from guest room. 1.4 Determine types of guest laundry. 1.5 Count guest laundry items. 1.6 Check guest laundry room number, items/ articles and quantity	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Meticulous in collecting guest laundry. • Courteous when answering phone call from guest. • Responsible and honest when checking guest laundry. • Warm, friendly and professional when greeting guests. 	1.1 Phone call answering ethics explained. 1.5 Guest laundry collection procedure described. 1.6 Types of service listed. 1.7 Guest laundry checked for stain, damage or personal belonging left by guest according to checking procedure.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Check items against laundry list • Check condition (Torn, discolouring & stain) 1.4 Types of service which include: <ul style="list-style-type: none"> • Express • Regular • Special Request 	1.7 Check all pockets and lapels for personal belongings. 1.8 Store personal belongings securely. 1.9 Notify any stain on or damage to guest laundry. 1.10 Hand over guest laundry items to laundry department.	<u>SAFETY</u> <ul style="list-style-type: none"> • Ensure safety and well-being of guest laundry items. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	
2. Return guest laundry.	2.1 Guest laundry delivery procedure which include: <ul style="list-style-type: none"> • Determine time of delivery. • Determine delivery location (Guest room or Front desk). • Record guest laundry delivery. 	2.1 Identify guest room number. 2.2 Return guest laundry to room. 2.3 Advice returned items to guest. 2.4 Place guest laundry according to hotel standards. 2.5 Mark off room number on delivery list. 2.6 Update guest laundry delivery record.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Resourceful and punctual in returning laundered guest laundry. • Warm, friendly and professional when greeting guests. <u>SAFETY</u> <ul style="list-style-type: none"> • Ensure safety and well-being of guest laundry items. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	2.1 Guest laundry delivery procedure described. 2.2 Guest laundry returned within stipulated time. 2.3 Guest laundry placed at designated area in the room according to hotel standards. 2.4 Guest laundry record updated.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Collect room linen.	3.1 Types of room linen which include: <ul style="list-style-type: none"> • Bed Sheet • Pillow Cases • Pillow Slip • Towels • Duvet Cover • Bed Runner • Blanket • Yukata/ Bathrob 3.2 Room linen collection procedure. 3.3 Method of delivery room linen to laundry department which include: <ul style="list-style-type: none"> • Linen Trolley • Linen Chute • Linen Buggy 	3.1 Identify floor for linen collection. 3.2 Collect room linen using linen trolley. 3.3 Hand over room linen to laundry department.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledgeable and meticulous in collecting room linen. <u>SAFETY</u> <ul style="list-style-type: none"> • Not Available <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	3.1 Types of room linen listed 3.2 Room linen collection procedure described. 3.3 Method of room linen delivery to laundry department explained. 3.4 Room linen collected and handed over to laundry department according to collection procedure.
4. Return room linen.	4.1 Room linen delivery procedure which include: <ul style="list-style-type: none"> • Determine time of delivery. • Determine delivery location. • Clean linen arrangement. • Record room linen delivery. 	4.4 Identify floor pantry 4.5 Identify room linen par level. 4.6 Replenish clean linen at floor pantry. 4.7 Arrange clean linen according to types of linen. 4.8 Update room linen record.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledgeable and meticulous in returning laundered items. <u>SAFETY</u> <ul style="list-style-type: none"> • Not Available <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	4.1 Room linen delivery procedure described. 4.2 Clean linen replenished and arranged at floor pantry according to types of linen. 4.3 Room linen record updated.

Employability Skills

Core Abilities

- Please refer to NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 Debra F. Cannon, Catherine M. Gustafson (2013), American Hotel & Lodging Association, Training and Development for the Hospitality Industry (AHLEI), Pearson Education, ISBN : 9780133454161
- 2 Rocco M Angelo (2013), Hospitality Today, American Hotel & Lodging Association(AHLEI), Pearson Education, ISBN : 9780133454239
- 3 Raghubalan, G. / Raghubalan, Smritee, 2009/12. Hotel Housekeeping : Operations and Management (2 PAP/DVD), Oxford UnivPr, ISBN : 9780198061090
- 4 K. G. Saur, Hotel Management, Housekeeping, Tourism, Recreation and Leisure. (Bliss Bibliographic Classification.) ISBN : 9783598243493
- 5 Branson, Joan C. / Lennox, Margaret, 1988/11. Hotel, Hostel and Hospital Housekeeping (5TH), Hodder Arnold, ISBN : 9780713177329
- 6 Branson, Joan Cameron, 1982/08. Hotel, Hostel and Hospital Housekeeping (4 SUB), Intl Ideas, ISBN : 9780713105810
- 7 Nitschke, Aleta A. / Frye, William D. / American Hotel; Lodging Education, Managing Housekeeping Operations (Ahlei) Access Card (3 PSC), Pearson College Div, ISBN : 9780133356083

15.5. Mini Bar Services

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation		
COMPETENCY UNIT TITLE	Mini Bar Services		
LEARNING OUTCOMES	<p>The outcome of this competency is to ensure the mini bar reconciliation and filling for a hotel to earn extra revenue according to organization's standard. Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> 1. Perform pre-mini bar services. 2. Check mini bar. 3. Open bill for posting 4. Maintain mini bar cleanliness 5. Update mini bar stock. 		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-2:2018-E01	NOSS LEVEL	Two (2)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Perform pre-mini bar services.	<p>1.1 Definition of hospitable and its elements which include:</p> <ul style="list-style-type: none"> • Grooming • Communication skills <p>1.2 Room category which include:</p> <ul style="list-style-type: none"> • Standard • Superior • Deluxe • Suite 	<p>1.1 Apply personal grooming standards for room preparation.</p> <p>1.2 Interpret room status and information.</p> <p>1.3 Handle floor master key based on room assignment.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> • Meticulous in interpreting room status and information. • Responsible in handling floor master key. <p><u>SAFETY</u></p> <ul style="list-style-type: none"> • Adhere to safety & security guidelines when handling floor master key. 	<p>1.1 Definition of hospitable and its elements explained.</p> <p>1.2 Types of room category and status listed.</p> <p>1.3 Types of guest category explained and listed.</p> <p>1.4 Floor master key usage explained.</p> <p>1.5 Personal grooming standards applied according to hotel standards and policy.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> • Club room • Handicap room <p>1.3 Room status which include:</p> <ul style="list-style-type: none"> • Vacant Dirty (VD) • Occupied Dirty (OD) • Vacant Clean (VC) • Occupied Clean (OC) • Vacant Inspected (VI) • Occupied Inspected (OI) • Out of Service (OS) • Out of Order (OO) • Out of Inventory (OI) <p>1.4 Guest category which include:</p> <ul style="list-style-type: none"> • Free Independent Travellers (FIT) • Very Important Person (VIP) • Group • Long stay • Special attention • Person With Disabilities (PWD) 		<p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> • Not Available 	1.6 Room status and information identified according to room assignment.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.5 Floor master key log which include: <ul style="list-style-type: none"> • Date and time • Floor master key code • Name of associate • Signature out • Witness 			
2. Check mini bar.	2.1 Types of items which include: <ul style="list-style-type: none"> • Beverages • Snacks • Liquor • Health products 2.2 Mini bar checking procedure which include: <ul style="list-style-type: none"> • Missing • Damaged (dented or broken seal) • Expiry 2.3 Mini bar list which include: <ul style="list-style-type: none"> • Guest Name • Room Number • Items Consumed • Quantity • Unit Price • Guest Signature 	2.1 Identify consumed, missing, damaged and expired items according to item list. 2.2 Stock and replace consumed, missing, damaged and expired items according to item list. 2.3 Record consumed, missing, damaged and expired items.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledgeable and meticulous in checking mini bar. • Alert in identifying consumed, missing, damaged and expired items. <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety & hygiene guidelines. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	2.1 Types of items listed. 2.2 Mini bar checking procedure described. 2.3 Mini bar list listed. 2.4 Mini bar items stocked and replaced according to item list. 2.5 All items consumed, damaged, missing and expired recorded according to item list.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Open bill for posting	3.1 Billing procedure which include: <ul style="list-style-type: none"> • Guest Name • Room Number • Types Of Items • Quantity Consumed 	3.1 Identify consumed items. 3.2 Open bill for consumed items. 3.3 Submit bill to front desk/ phone billing where applicable.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Accurate in opening bill for posting. <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety & hygiene guidelines. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	3.1 Billing procedure described. 3.2 Bill opened for consumed items. 3.3 Bill submitted to front desk for verification.
4. Maintain mini bar cleanliness	4.1 Mini bar condition which include: <ul style="list-style-type: none"> • Cleanliness • Temperature • Functionality 4.2 Mini bar cleaning procedure which include: <ul style="list-style-type: none"> • Cleaning • Defrost 	4.1 Check mini bar cabinet cleanliness. 4.2 Arrange mini bar items neatly according to standard arrangement. 4.3 Check mini bar condition. 4.4 Clean mini bar fridge. 4.5 Defrost mini bar fridge.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledgeable in maintaining mini bar cleanliness. <u>SAFETY</u> <ul style="list-style-type: none"> • Adhere to safety & hygiene guidelines. <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	4.1 Mini bar condition explained. 4.2 Mini bar items neatly arranged according to standard arrangement. 4.3 Mini bar cleanliness confirmed in accordance with guidelines. 4.4 Mini bar fridge functionality confirmed according to manufacturer manual.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
5. Update mini bar stock.	5.1 Mini bar stock inventory which include: <ul style="list-style-type: none"> • Bin Card • Storage System • Replenishing Report 	5.1 Check stock physically against consumed, missing, damaged and expired items. 5.2 Update bin card 5.3 Prepare daily and monthly mini bar inventory. 5.4 Order mini bar stock from superior for replenishment.	<u>ATTITUDE</u> <ul style="list-style-type: none"> • Knowledgeable in updating mini bar stock. • Alert in checking stock physically against consumed, missing, damaged and expired items. • Meticulous in preparing daily and monthly mini bar inventory. <u>SAFETY</u> <ul style="list-style-type: none"> • Not Available <u>ENVIRONMENT</u> <ul style="list-style-type: none"> • Not Available 	5.1 Stock physically identified against consumed, missing, damaged and expired items. 5.2 Daily and monthly mini bar inventory prepared according to bin card. 5.3 Mini bar stock order for replenishment updated to superior.

Employability Skills

Core Abilities

- Please refer to NCS- Core Abilities latest edition.

Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

References for Learning Material Development

- 1 Debra F. Cannon, Catherine M. Gustafson (2013), American Hotel & Lodging Association, Training and Development for the Hospitality Industry (AHLEI), Pearson Education, ISBN : 9780133454161
- 2 Rocco M Angelo (2013), Hospitality Today, American Hotel & Lodging Association(AHLEI), Pearson Education, ISBN : 9780133454239
- 3 Casado Matt A., 2011. Housekeeping Management, Wiley, 2nd edition, ISBN : 978-1118071793
- 4 NitschkeAleta A., William D. , FryePh.D., 2008. Managing Housekeeping Operations, Educational Institute of the American Hotel Motel Assoc, 3 Revised editions, ISBN :9780866123365
- 5 Raghubalan, G. / Raghubalan, Smritee, 2009/12. Hotel Housekeeping : Operations and Management (2 PAP/DVD), Oxford UnivPr, ISBN : 9780198061090
- 6 Branson, Joan C. / Lennox, Margaret, 1988/11. Hotel, Hostel and Hospital Housekeeping (5TH), Hodder Arnold, ISBN : 9780713177329
- 7 Branson, Joan Cameron, 1982/08. Hotel, Hostel and Hospital Housekeeping (4 SUB), Intl Ideas, ISBN : 9780713105810

16. Delivery Mode

The following are the **recommended** training delivery modes:-

KNOWLEDGE	SKILL
<ul style="list-style-type: none"> • Lecture • Group discussion • E-learning, self-paced • E-learning, facilitate • Case study or Problem based learning (PBL) • Self-paced learning, non-electronic • One-on-one tutorial • Shop talk • Seminar • Site visit 	<ul style="list-style-type: none"> • Demonstration • Simulation • Project • Scenario based training (SBT) • Role play • Coaching • Observation • Mentoring

Skills training and skills assessment of trainees should be implemented in accordance with TEM requirements and actual situation.

17. Tools, Equipment and Materials (TEM)**HOUSEKEEPING OPERATION****LEVEL 2**

CU No.	CU CODE	COMPETENCY UNIT TITLE
CU 01	I551-003-2:2018-C01	Guest Room Cleaning
CU 02	I551-003-2:2018-C02	Housekeeping Guest Services
CU 03	I551-003-2:2018-C03	Public Area & Facility Maintenance
CU 04	I551-003-2:2018-C04	Laundry Valet / Linen Services
CU 05	I551-003-2:2018-E01	Mini Bar Services

* Items listed refer to TEM's **minimum requirement** for skills delivery only.

Bil	ITEM*	RATIO (TEM : Trainees or AR = As Required)				
		CU1	CU2	CU3	CU4	CU5
A. Tools						
1	Protective Gloves	1:1		1:5		
2	Warning Signs	1:5		1:5		
3	Dust Pan	1:5		1:5		
4	Bedding	1:5				
5	Toiletries	1:5				
6	Floor Master Key	1:5				1:5
7	Mops	1:5		1:5		
8	Brooms And Brushes	1:5		1:5		
9	Buckets	1:5		1:5		
10	Cloth	1:5		1:5		
11	Sweeper	1:5		1:5		
12	Brooms And Brushes	1:5		1:5		
13	Dust Pans	1:5		1:5		
14	Rags	1:5		1:5		

15	Microfibre Cloth	1:5		1:5		
16	High Cleaning Tools	1:5		1:5		
17	Ladder	1:5		1:5		
18	Caddy	1:5		1:5		
19	Dipper	1:5		1:5		
20	Cobweb Brush			1:5		
21	Dust Mop			1:5		
22	Squeegee			1:5		
23	Extension Pole			1:5		
24	Extension Wire			1:5		
25	Personal Protective Equipment (PPE)			1:5		
B. Equipment						
1	Housekeeping Trolley	1:5				
2	Janitor Cart			1:5		
3	Vacuum Cleaner	1:5		1:5		
4	Telephone	1:5	1:5			
5	Fax Machine	1:5		1:5		
6	Carpets Shampoo Machines	1:5		1:5		
7	Polishers	1:5		1:5		
8	Scrubbing Machines	1:5		1:5		
9	Buffing Machines	1:5		1:5		
10	Carpet Extractor	1:5		1:5		
11	Mini Bar Fridge	1:5				1:5
12	Coffee Maker	1:5				
13	Water Boiler	1:5				
14	Iron & Ironing Board	1:5				
15	Hair Dryer	1:5				
16	Weighing Scale	1:5				
17	Digital Device/Room Control System	1:5				
18	Safety Deposit Box	1:5				
19	Housekeeping System		1:5			
20	Blower			1:5		

21	High Pressure			1:5		
22	Linen Trolley				1:5	
23	Linen Buggy				1:5	
C. Materials						
1	Cup And Saucer	1:5				
2	Coffee Mug	1:5				
3	Ashtray	1:5				
4	Tea Spoon	1:5				
5	Tumbler	1:5				
6	High Ball Glass	1:5				
7	Ice Bucket	1:5				
8	Ice Tong	1:5				
9	Coaster	1:5				
10	Sugar Bowl	1:5				
11	Mini Bar Stock Inventory	1:5				
12	Glasses	1:5				
13	Plastic Trays	1:5				
14	Water Pitchers	1:5				
15	Ice Blankets	1:5				
16	Waste Baskets	1:5				
17	Bed Sheet	1:5			1:5	
18	Pillow Cases	1:5			1:5	
19	Pillow Slip	1:5			1:5	
20	Towels	1:5			1:5	
21	Duvet Insert	1:5				
22	Duvet Cover	1:5			1:5	
23	Bed Runner	1:5			1:5	
24	Blanket	1:5			1:5	
25	Chocolate	1:5				
26	Flowers	1:5				
27	Bookmark	1:5				
28	Goodnight Card	1:5				

29	Laundry List	1:5				
30	Guest Docket	1:5				
31	Mini Bar Items	1:5				1:5
32	Mini Bar List	1:5				1:5
33	Coffee Making Facilities	1:5				
34	Tray	1:5				
35	Amenities Tray	1:5				
36	Bathroom Amenities	1:5				
37	Hanger	1:5				
38	Shoe Baskets	1:5				
39	Laundry Baskets	1:5				
40	Laundry Bag	1:5				
41	Shoe Shine	1:5				
42	Shoe Horn	1:5				
43	Shoe Tree	1:5				
44	Sanitizer			AR		
45	Leather Protection Cream			AR		
46	Polisher			AR		
47	Abrasives			AR		
48	Detergents			AR		
49	Degreaser			AR		
50	Stain Remover			AR		
51	All-Purpose Cleaner			AR		
52	Floor Cleaner			AR		
53	Glass Cleaner			AR		

18. Competency Weightage

The following table shows the percentage of training priorities based on consensus made by the Standard Development Committee (SDC).

HOUSEKEEPING OPERATION

LEVEL 2

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
I551-003-2:2018-C01	GUEST ROOM CLEANING	45%	Perform pre-cleaning activities.	2%
			Prepare cleaning equipment & supplies.	5%
			Access guest room.	3%
			Perform room cleaning.	40%
			Perform bathroom cleaning.	20%
			Perform room final inspection.	5%
			Perform turn down services.	10%
			Perform periodic cleaning.	10%
			Perform end of shift duty.	5%
I551-003-2:2018-C02	HOUSEKEEPING GUEST SERVICES	10%	Receive service request.	45%
			Provide guest request.	40%
			Handle lost and found items.	15%
I551-003-2:2018-C03	PUBLIC AREA & FACILITY MAINTENANCE	35%	Check public area assignment.	3%
			Prepare cleaning equipment & supplies.	4%
			Perform ceiling, surface & washroom cleaning.	20%
			Perform hard & soft floor cleaning.	20%
			Perform internal glass cleaning.	15%
			Perform furniture, fixture & fitting cleaning.	10%
			Perform swimming pool cleaning.	15%
			Perform periodic cleaning.	10%

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
			Maintain public area equipment.	3%
I551-003-2:2018-C04	LAUNDRY VALET / LINEN SERVICES	10%	Collect guest laundry.	40%
			Return guest laundry.	10%
			Collect room linen.	40%
			Return room linen.	10%
TOTAL PERCENTAGE (CORE COMPETENCY)		100%		
I551-003-2:2018-E01	MINI BAR SERVICES	100%	Perform pre-mini bar services.	15%
			Check mini bar.	35%
			Open bill for posting.	10%
			Maintain mini bar cleanliness.	20%
			Update mini bar stock.	20%
TOTAL PERCENTAGE (ELECTIVE COMPETENCY)		100%		
CORE ABILITY		40 hours		

Sample Calculation for Summary of Training Hours

The following table shows the nominal training hours based on recommendations made by the Standard Development Committee (SDC). For the purpose of the Malaysian Skills Certification through accredited centre training, the program duration is subject to the Malaysian Skills Certification System.

HOUSEKEEPING OPERATION

LEVEL 2

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
I551-003-2:2018-C01	Guest Room Cleaning	Perform pre-cleaning activities.	3	7	500	50
		Prepare cleaning equipment & supplies.	8	16		
		Access guest room.	4	10		
		Perform room cleaning.	60	148		
		Perform bathroom cleaning.	30	72		
		Perform room final inspection.	8	18		
		Perform turn down services.	14	32		
		Perform periodic cleaning.	14	32		
		Perform end of shift duty.	8	16		
I551-003-2:2018-C02	Housekeeping Guest Services	Receive service request.	12	34	110	11
		Provide guest request.	12	34		
		Handle lost and found items.	4	14		
I551-003-2:2018-C03		Check public area assignment.	4	8	400	40

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
	Public Area & Facility Maintenance	Prepare cleaning equipment & supplies.	5	11		
		Perform ceiling, surface & washroom cleaning.	24	57		
		Perform hard & soft floor cleaning.	24	57		
		Perform internal glass cleaning.	18	42		
		Perform furniture, fixture & fitting cleaning.	12	28		
		Perform swimming pool cleaning.	18	42		
		Perform periodic cleaning.	12	26		
		Maintain public area equipment.	4	8		
I551-003-2:2018- C04	Laundry Valet / Linen Services	Collect guest laundry.	14	30	110	11
		Return guest laundry.	3	8		
		Collect room linen.	14	30		
		Return room linen.	3	8		
TOTAL HOURS (CORE COMPETENCY)			332	788	1120	112
I551-003-2:2018- E01	Mini Bar Services	Perform pre-mini bar services.	5	10	100	10
		Check mini bar.	11	24		
		Open bill for posting.	3	7		
		Maintain mini bar cleanliness.	6	14		
		Update mini bar stock.	6	14		
TOTAL HOURS (ELECTIVE COMPETENCY)			31	69	100	10

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
TOTAL HOURS OF COMPETENCY UNIT					1120	
CORE ABILITY					80	

The sample calculations performed are based on the table in Section 18 for delivery of Level 2 training program at 1120 hours excluding the delivery of core abilities.