

3. List divisions of housekeeping and services of each outlet.

C. Divisions and Services

1. Rooms

- a. Guest Expectations
- b. Quality of Rooms
- c. Maid Station and Cart

2. Public Area

- a. Classification and functions of cleaning items
- b. Preparing Cleaning Materials
- c. Non-cleaning Materials and its Usage

3. Line and Laundry

- a. Power Supply
- b. Washing
- c. Drying
- d. Ironing
- e. Dry Cleaning

4. Discuss procedure and safety in the workplace.

D. Develop guidelines to prevent accidents and injuries.

- 1. Lifting, Pushing and Carrying Tips
- 2. Hazardous Conditions
- 3. Machine Operations
- 4. Dangerous Cleaning Materials
- 5. Material Safety Data Sheet
- 6. Blood Borne and Pathogens
- 7. Sanitation Concern

5. Explain and discuss important steps of maid preparation and guest room cleaning.

E. Maids Preparation and Guestroom Cleaning;

1. Proper Hygiene
2. Beginning of Shift Duties
 - a. Securing Keys
 - b. Room Assignment and Prioritizing Rooms to be Cleaned
 - c. Preparing the Cart
3. Entering Guests Rooms
 - a. Room Status
 - b. DND signs
 - c. Announcing
 - d. Special Situations
 - e. Entering the Cart Positioning
4. Cleaning the Room
 - a. Clean in Set Pattern
 - b. Making the Bed
 - c. Cleaning the Bathroom, Toilet and Shower/bath
 - d. Turndown Service

6. Demonstrate public area cleaning.

F. Tasks Involved in Cleaning

1. Mopping Techniques and Safety
2. Striping
3. Waxing
4. Vacuuming
5. Window Washing

VII. Equipment and Materials:

- a. Transparencies
- b. Overhead Projector
- c. Routine Classroom/Materials
- d. Video, TV/VCR

VIII. Text:

Schneider, Madelin et. Al. The Professional Housekeeper. 4th Edition. New York; John Wiley and Sons. Inc., 1999.

IX. Method of Instruction:

- A. Lecture
- B. Group Discussion
- C. Field Trip
- D. Guest Speaker
- E. Shadow Training

X. Method Of Evaluation:

a. Test	40 %
b. Journal	10 %
c. Practical Training (Sup. Evaluation)	40%
e. Class Participation	10%
Total	100%

Transmutation of percent to letter grade is as follows:

- 90 – 100 = A
- 80 – 89 = B
- 70 – 79 = C
- 65 – 69 = D
- 0 – 64 = F

TASK LISTING SHEET

TH 210 – Housekeeping Management
Course Number and Title

Credits: 2 1 48
Lecture Lab Total Lab Hours

Total Hours for
Each Objectives

Objective #1 3

- a. Create an organizational chart for a housekeeping department
- b. Create a housekeeping responsibility chart.

Objective #2 3

- a. Compile a handbook of job descriptions from housekeeping.
- b. Compile a handbook of job lists from housekeeping.

Objective #3 12

- a. Demonstrate the proper use of a housekeeping cart.
- b. Demonstrate stacking the cart.
- c. Compute par stock for a hotel, floor and housekeeping cart.
- d. Demonstrate the use of Public areas cleaning equipment including
 - 1. Vacuum
 - 2. Buffers
 - 3. Others

Objective #4 6

- a. Demonstrate the proper technique for lifting
- b. Demonstrate the prevention of accidents in hazardous conditions
- c. Show the safe use of chemicals.
- d. Show the safe handling of possible pathogenic danger.

Objective #5 18

- a. Fill out key documents.
- b. Prioritize your rooms assignment for cleaning
- c. Prepare the housekeeping cart
- d. Demonstrate positioning the cart for cleaning and security purposes.
- e. Demonstrate the proper sequence for entering a room.
- f. Explain what to do in certain circumstances.
- g. Demonstrate cleaning a room using a set pattern
- h. Make the bed
- i. Clean the vanity area

- j. Clean the toilet.
- k. Clean the shower/tub.
- l. Turn down the bed and make the room ready for the guest to sleep.

Objective #6 6

- a. Demonstrate the safety measure taken while cleaning in the public areas
- b. Demonstrate the proper way to mop.
- c. Strip and wax a floor using a buffer.
- d. Identify the different parts of a vacuum and its proper care.
- e. Demonstrate the correct method for vacuuming carpeted areas.
- f. Wash the windows using a squeegee and extension pole.

Total = 48

**Course Level Achievement
Form B**
(Used for all program courses except shop courses)
TH 210 – Housekeeping Management

Student Name: _____ Semester/Year: _____
Instructor: _____

Direction: At the end of the course experience, please rate the student to indicate the degree of competency. Circle one number for each competency. The numerical ratings of 5,4,3,2,and 1 are not intended to represent the traditional school grading system of A, B, C, D, and F. The descriptions associated with each of the numbers focus on the level of student performance for each of the competencies listed below.

- Rating Scale: 5 Excellent
4 Above Average
3 Average
2 Below Average
1 Unacceptable

Competency #1: Provide housekeeping services to guests.

Numerical Value	Performance Criteria
5	a. Identify and apply the different housekeeping services. b. Perform the correct procedures in handling housekeeping requests. Complete all tasks with 90% - 100% accuracy.
4	Complete all the tasks with 80 – 89% accuracy.
3	Complete all the tasks with 70 – 79% accuracy.
2	Complete all the tasks with 65 - 69% accuracy.
1	Complete all the tasks with 64% or below accuracy.

Competency #2: Prepare rooms for guest.

Numerical Value	Performance Criteria
5	a. Identify the correct cleaning chemicals equipment and procedures for cleaning the various areas covered. b. Perform the establishment procedures and standards in relation to presentation of guest room. c. Set up equipment and trolley properly. d. Perform correct procedure in entering rooms for servicing. e. Demonstrate correct procedure in making up beds. f. Perform correct procedure in cleaning rooms.

	g. Perform the correct procedure in cleaning and storing trolley and equipment. Complete all tasks with 90% - 100% accuracy.
4	Complete all the tasks with 80 - 89% accuracy.
3	Complete all the tasks with 70 - 79% accuracy.
2	Complete all the tasks with 65 - 69% accuracy.
1	Complete all the tasks with 64% or below accuracy.

Competency #3. Launder Linen and Guest clothes.

Numerical Value	Performance Criteria
5	<ul style="list-style-type: none"> a. Identify types of fabric and laundry equipment. b. Observe safety practices in handling laundry equipment and chemicals. c. Perform correct procedure in laundering guest laundry items. d. Pack and store laundry items. Complete all tasks with 90% - 100% accuracy.
4	Complete all the tasks with 80 - 89% accuracy.
3	Complete all the tasks with 70 - 79% accuracy.
2	Complete all the tasks with 65 - 69% accuracy.
1	Complete all the tasks with 64% or below accuracy.

Competency #4: Clean equipment

Numerical Value	Performance Criteria
5	<ul style="list-style-type: none"> a. Select and properly set up equipment and materials before cleaning b. Perform the correct procedure in cleaning equipment. c. Comply with occupational health and safety requirements in the preparation of dry and wet cleaning agents and chemicals. d. Maintain and store cleaning equipment and chemicals. Complete all tasks with 90% - 100% accuracy.
4	Complete all the tasks with 80 - 89% accuracy.
3	Complete all the tasks with 70 - 79% accuracy.
2	Complete all the tasks with 65 - 69% accuracy.
1	Complete all the tasks with 64% or below accuracy.

Competency #5 Clean premises.

Numerical Value	Performance Criteria
5	<ul style="list-style-type: none"> a. Select and properly use equipment and materials for cleaning premises. b. Comply occupational health and safety requirements in the preparation of dry and wet cleaning agents and chemicals. c. Identify and explain different cleaning operations, chemicals and treatment of common hazards. d. Dispose garbage and used chemicals accordingly. e. Clean wet and dry areas according to establishment procedures: eg. bathroom, bedroom, conference room, private lounge and other public areas. <p>Complete all tasks with 90% - 100% accuracy.</p>
4	Complete all the tasks with 80 – 89% accuracy.
3	Complete all the tasks with 70 – 79% accuracy.
2	Complete all the tasks with 65 – 69% accuracy.
1	Complete all the tasks with 64% or below accuracy.

I certify that the student has completed all the competencies in this course and has achieved the competency ratings as shown above.

Instructor's Signature

Date