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SELF-ASSESSMENT GUIDE

Qualification	HOUSEKEEPING NC III		
Unit of Competency Covered	<ul style="list-style-type: none"> • Supervise room cleaning and maintenance requirement • Supervise housekeeping services to guests • Implement lost and found procedures • Supervise laundry of linen, uniform and guest clothes 		
Instruction: Read each question and check the appropriate column to indicate your answer.			
Can I?	YES	NO	
SUPERVISE ROOM CLEANING AND MAINTENANCE REQUIREMENT			
<i>Monitor housekeeping requirement procedures and resources</i>			
1. Monitor use of Personal Protective Equipment (PPE) in compliance with Occupational Safety and Health Standards*			
2. Comply with external regulations according to industry standards*			
3. Control tools, equipment and supplies according to housekeeping procedures*			
4. Respond to accidents, injuries, and unsafe work conditions in accordance with establishment procedures*			
5. Store and maintain incident reports			
<i>Monitor cleanliness and safety in the workplace</i>			
6. Do continuous monitoring of the cleanliness and safety of the workplace*			
7. Raise housekeeping issues with designated personnel in accordance with workplace procedures			
8. Monitor maintenance and storage of tools, equipment and supplies in accordance with workplace standards*			
9. Store and maintain records			
10. Review emergency Management Plan periodically*			
<i>Assess and evaluate assigned tasks</i>			
11. Schedule and apply risk assessment activities based on industry standards*			
12. Ensure safe workplace to protect the workers' safety*			

13. Review and assess effectiveness of the systems according to workplace standards		
14. Implement necessary improvements*		
15. Maintain compliance with legislations and internal requirements*		
SUPERVISE HOUSEKEEPING SERVICES TO GUESTS		
<i>Monitor housekeeping team</i>		
16. Assure team's understanding of regulatory requirements, including health and safety		
17. Follow housekeeping standard operational procedures (SOPs)*		
18. Implement waste management and disposal according to workplace standards*		
19. Monitor use of Personal protective equipment (PPE) accordingly*		
<i>Update current practices in housekeeping</i>		
20. Observe trends and practices in the housekeeping industry		
21. Implement occupational safety and health practices in the workplace*		
22. Obtain sources of information on issues affecting the hospitality industry		
23. Apply updated industry knowledge and information to daily operation*		
<i>Evaluate Housekeeping team's performance vs. organizational standards</i>		
24. Measure team's daily performance against the organizational standards		
25. Evaluate room allocation per day according to housekeepers' performance*		
26. Monitor roster staffing vs the performance efficiency, type of room and the front office information for expected time of arrival and expected time of departure*		
27. Review guests' feedback*		
<i>Monitor usage of tools, equipment and supplies</i>		
28. Verify inventory of tools, equipment and supplies based on Standards Operating procedures. *		
29. Schedule preventive maintenance of tools and equipment as required*		
30. Submit inventory and preventive maintenance results		

31. Evaluate turn down service as to cleanliness and good scent of room*		
IMPLEMENT LOST AND FOUND PROCEDURES		
<i>Monitor lost and found facility</i>		
32. Check lost and found facility*		
33. Implement in-house lost and found policies and procedures*		
34. Inspect storage area of lost and found items regularly*		
35. Check legal requirements that apply to lost and found facilities*		
<i>Deal with lost and found items</i>		
36. Check and monitor valuable, non-valuable and perishable items for appropriate action*		
37. Monitor recorded lost and found items as to safety and necessary action. *		
38. Check inventory of lost and found items periodically. *		
<i>Deal with claims for lost and found items</i>		
39. Facilitate queries as to legal ownership of the lost and found items. *		
40. Supervise proper verification of ownership of property being claimed. *		
41. Validate identification cards presented. *		
42. Check authorization of the representative to claim the lost and found items. *		
43. Monitor lost and found registry as to completeness of report*		
<i>Deal with unclaimed items</i>		
44. Monitor established policies and procedures on unclaimed lost and found items as to compliance		
45. Check inventory of unclaimed lost and found items in storage periodically. *		
46. Monitor claims and releases of lost and found items in accordance with policies and standards. *		
SUPERVISE LAUNDRY OF LINE, UNIFORM AND GUEST CLOTHES		
<i>Manage the role and responsibilities of a laundry services</i>		
47. Monitor and control documentation of laundered items*		

48. Perform laundry staff assignment*		
49. Check and monitor costing of laundry services*		
50. Check and monitor laundry tools, equipment and supplies as to the required par stock*		
51. Ensure the use of Personal Protective Equipment (PPE) in compliance with Occupational Safety and Health Standards*		
<i>Monitor laundry procedures</i>		
52. Supervise receiving and checking of picked-up guest clothes in accordance with enterprise requirements*		
53. Evaluate received used in-house items*		
54. Insure segregation of guest clothes and linens		
55. Monitor application of appropriate procedure for specific guest clothes and linens*		
56. Supervise appropriate formula application for washing clothes and linen*		
57. Monitor laundered items with unremoved stains for appropriate treatment*		
58. Supervise worn out or damaged linen condemnation. *		
59. Monitor staff use of laundry tools, equipment and supplies particularly for the safety and maintenance*		
60. Check removal of lint on guest clothes*		
61. Evaluate delivered linen from outsource laundry*		
<i>Supervise the costing, packaging and delivery of laundered items</i>		
62. Verify costing of laundered guest clothes*		
63. Monitor packaging of laundered items*		
64. Ensure on time delivery of laundered items		
<i>Supervise laundry facility maintenance</i>		
65. Monitor post-cleaning laundry activities*		
66. Check laundry tools and equipment as to cleanliness, working condition of equipment and storage*		

67. Check dry cleaning procedure as to use of chemical*		
68. Evaluate daily internal laundry reports*		
<p>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</p>		
<p style="text-align: center;">Candidate's Name and Signature</p>	<p style="text-align: center;">Date</p>	

* Critical Aspects of Competency