

Reference. No.																			
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SELF-ASSESSMENT GUIDE

Qualification	HOUSEKEEPING NC II		
Certificate of Competency 1:	PROVIDE VALET/BUTLER SERVICE		
Certificate of Competencies Covered	<ul style="list-style-type: none"> • Provide Valet/Butler Service • Deal with/Handle Intoxicated Guests 		
Instruction: <ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 			
Can I?	YES	NO	
• Define role of valet in accordance with establishment standards*			
• Prepare and delivers valet services			
• Record valet services			
• Enhance rapport establish and feelings of goodwill between the guest and the establishment through principles of good communication			
• Access and utilize knowledge of individual guests record to provide personalized and quality valet service			
• Follow valet grooming and communication in accordance with establishment standards			
• Set the guest luggage in a room in accordance with guest instructions			
• Prepare and present guest clothes appropriately ready for guest use			
• Clean shoes correctly as per guest instruction			

<ul style="list-style-type: none"> Assess level of intoxication of guest in accordance with industry procedure. 		
<ul style="list-style-type: none"> Offer assistance politely to intoxicated guest in line with enterprise procedure. 		
<ul style="list-style-type: none"> Refer urgently difficult situation to immediate boss as per enterprise regulations. 		
<ul style="list-style-type: none"> Handle carefully the intoxicated guest lying on the floor by not touching. instead watches him in line with enterprise practice.* 		
<ul style="list-style-type: none"> Sought immediate assistance from hotel security personnel for the situations that poses a threat to safety and security according to enterprise procedure* 		
<ul style="list-style-type: none"> Analyze and apply procedures carefully and explain politely to the guest the situation using appropriate communication skills and in accordance with organizational policy.* 		
<ul style="list-style-type: none"> Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations and in line with industry practice. 		
<ul style="list-style-type: none"> Comply with legislative requirements as per alcoholic regulations. 		
<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>Candidate's Name and Signature:</p>	<p>Date:</p>	