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SELF-ASSESSMENT GUIDE

Qualification	HOUSEKEEPING NC II		
Certificate of Competency 4:	PROVIDE LAUNDRY SERVICE		
Certificate of Competencies Covered	<ul style="list-style-type: none"> • Laundry linen and guest clothes • 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	
• Pick up guest clothes in accordance with enterprise requirements			
• Pick up In-house items in accordance with enterprise requirements			
• Sort and count items correctly according to cleaning process required and urgency of the item			
• Check for stains and treats items for laundering using the correct process			
• Checks for possible valuables inside the pocket*			
• Select laundry methods in accordance with textile labeling codes and based on fiber and fabric, dye fastness, degree of soilage and washing instructions			
• Operate laundry equipment in accordance with manufacturer's instructions			
• Record any damage arising from the laundering process and appropriate person(s) is/are notified in accordance with establishment procedures			
• Use cleaning agents and chemicals in accordance with manufacturer's instructions and specific laundry equipment			
• Check items after the laundering process to ensure quality cleaning			
• Complete correct pressing and finishing processes in accordance with textile characteristics and client requirements			
• Perform post cleaning laundry activity in accordance with enterprise requirements			

• Check results of cleaning and appropriate additional action is taken.		
• Process internal record and billing instructions in accordance with enterprise procedures		
• Produce necessary internal laundry reports		
• Deliver guest clothes in accordance with enterprise requirements		
• Deliver in-house items in accordance with enterprise requirements		
• Assess level of intoxication of guest in accordance with industry procedure.		
• Offer assistance politely to intoxicated guest in line with enterprise procedure.		
• Refer urgently difficult situation to immediate boss as per enterprise regulations.		
• Handle carefully the intoxicated guest lying on the floor by not touching. instead watches him in line with enterprise practice.*		
• Sought immediate assistance from hotel security personnel for the situations that posing a threat to safety and security according to enterprise procedure*		
• Analyze and apply procedures carefully and explains politely to the guest the situation using appropriate communication skills and in accordance with organizational policy.*		
• Deal with intoxicated persons and underage drinkers with caution and care in compliance with legal regulations and in line with industry practice.		
• Comply with legislative requirements as per alcoholic regulations.		
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.		
Candidate's Name and Signature:	Date:	