

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>	

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SELF-ASSESSMENT GUIDE

Qualification	HOUSEKEEPING NC II		
Certificate of Competency 2:	PROVIDE HOUSEKEEPING TO GUESTS		
Certificate of Competencies Covered	<ul style="list-style-type: none"> • Provide Housekeeping Services To Guests • Clean and Prepare Rooms for Incoming Guests • 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	
• Accept and record guest/staff housekeeping requests and service delivery in accordance to enterprise policies and procedure.			
• Confirm and note details of requests made in accordance with enterprise procedures			
• Made apology where a request has arisen from a delayed delivery of service			
• Refer requests not related to housekeeping to appropriate department.			
• Identify service/item obtained through liaison with other staff in accordance with enterprise procedures			
• Locate and deliver required items to guest room in accordance with enterprise procedures			
• Set up equipment in guest room in accordance with the request of the guest			
• Remove from guest room requested items in accordance with enterprise procedures.			
• Advise guest on services and items available through housekeeping department			
• Advise guest on use of items delivered to guest room			
• Demonstrate to guest the proper use of delivered item to the guest room			
• Liaise with other staff and department to provide support services			

<ul style="list-style-type: none"> • Select correct cleaning, supplies and equipment required for servicing rooms and prepared for use 		
<ul style="list-style-type: none"> • Identify accurately supplies for trolleys and selects or orders in sufficient numbers in accordance with establishment procedures 		
<ul style="list-style-type: none"> • Safely load trolleys with adequate supplies in accordance with establishment procedures 		
<ul style="list-style-type: none"> • Identify correctly rooms requiring service based on information supplied to housekeeping staff 		
<ul style="list-style-type: none"> • Access rooms in accordance with the establishment's customer service and security procedures 		
<ul style="list-style-type: none"> • Strip beds and mattresses, pillows and linens are check for stains and damage rooms are check whether guests left any valuables 		
<ul style="list-style-type: none"> • Segregate immediately items with stains and forward to the Laundry Department for proper processing 		
<ul style="list-style-type: none"> • Replace bed linens in accordance with establishment standards and procedures 		
<ul style="list-style-type: none"> • Clean rooms in correct order and with minimum disruption to guests 		
<ul style="list-style-type: none"> • Clean and check all furniture, fixtures and fittings in accordance with establishment procedures and hygiene/safety guidelines 		
<ul style="list-style-type: none"> • Check, replenish or replace room supplies, in accordance with establishment standards 		
<ul style="list-style-type: none"> • Identify pests promptly and appropriate action is taken in accordance with safety and establishment procedures 		
<ul style="list-style-type: none"> • Check rooms for any defects and are accurately reported in accordance with establishment procedures 		
<ul style="list-style-type: none"> • Record damage items are in accordance with establishment procedures 		
<ul style="list-style-type: none"> • Report promptly any unusual or suspicious person, item or occurrence in accordance with establishment procedures 		
<ul style="list-style-type: none"> • Collect and store guest's belongings left in vacated rooms in accordance with lost and found establishment procedures 		
<ul style="list-style-type: none"> • Clean trolleys and equipment after use in accordance with safety and establishment procedures 		
<ul style="list-style-type: none"> • Store correctly all items in accordance with establishment procedures 		

<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 explains 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>		
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Qualification	HOUSEKEEPING NC II		
Certificate of Competency 3:	CLEAN PUBLIC AREAS		
Certificate of Competencies Covered	<ul style="list-style-type: none"> • Clean Public Areas, Facilities And Equipment • 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	
• Select equipment according to type of cleaning to be done			
• Check all equipment if clean and in safe working condition prior to use			
• Select and prepare suitable dry and wet cleaning agents and chemicals in accordance with manufacturer's and relevant occupational health and safety requirements			
• Select and use protective clothing where necessary			
• Assess use furniture, fixtures, ceilings and walling materials			
• Select appropriate cleaning equipment and chemicals in accordance with the type of material used			
• Apply cleaning technique on furniture and walling materials in accordance with type of material used			
• Apply appropriate procedures in accordance with the technique			
• Clean and store equipment and chemicals properly in accordance with manufacturer's specifications and requirements			
• Prepare wet and dry areas for cleaning and hazards are identified and assessed			
• Barricade or warning signs place in the work area as appropriate, to reduce risk to colleagues and customers			
• Select and apply cleaning agents or chemicals on specific areas in accordance with manufacturer's recommendations, safety procedures and establishment policies and procedures			

• Use safe equipment in accordance with manufacturer's recommendations		
• Dispose off garbage and use chemicals in accordance with hygiene, safety and environmental legislation requirements		
• Clean equipment after use in accordance with enterprise requirements and manufacturer's instructions		
• Carry out routine preventive maintenance or arranged in accordance with enterprise procedures		
• Identify and report defects in accordance with establishment procedures		
• Store equipment in the designated area and in a condition ready for re-use.		
• Store and control chemicals in accordance with health and safety 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 poses 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.		
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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 		
<p>Instruction:</p> <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.		
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