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SELF-ASSESSMENT GUIDE

Qualification	HOUSEKEEPING NC IV		
Unit of Competency Covered	<ul style="list-style-type: none"> • Plan and schedule routine maintenance, repair of physical assets • Plan and manage housekeeping services for guest • Manage lost and found • Manage inventory, storage and issuance of linen, uniforms, supplies and equipment • Manage laundry/valet service 		
Instruction: Read each question and check the appropriate column to indicate your answer.			
Can I?	YES	NO	
PLAN AND SCHEDULE ROUTINE MAINTENANCE, REPAIRS, AND MODIFICATIONS			
<i>Determine job requirements</i>			
1. Assess or confirm replacement or repair of tools and equipment/fixtures in accordance with nature of fault, type, and economic feasibility.*			
2. Check existing warranties and service agreements to establish maintenance requirement			
3. Provide estimates and quotations for cost detailing work to be carried out.*			
4. Receive approval for work in writing from appropriate personnel.			
5. Organize and confirm details to specific site requirements with relevant personnel.*			
6. Identify and check labor, tools and equipment required for the job.*			
<i>Allocate and order resource requirements</i>			
7. Check relevant skills, qualifications and licenses of labor force are to ensure job requirements are fulfilled.*			
8. Schedule labor force to be available when required for work.*			
9. Organize and communicate details of job required concerning the department			

<i>Schedule work</i>		
10. Prepare work schedules to maximize productivity and meet company requirements.*		
11. Identify, assess, and consider weather disruptions and other work contingencies in work schedule.		
12. Schedule and prioritize urgent work requirements*		
<i>Document work order</i>		
13. State detail of schedule of job and resource requirements clearly in work order.		
14. Evaluate work order related to personnel in accordance with company requirements.*		
PLAN AND MANAGE HOUSEKEEPING SERVICES FOR GUESTS		
<i>Establish requirements needed in providing housekeeping services to guests</i>		
15. Identify housekeeping service requirements in accordance with the establishments' policies and procedure.		
16. Record housekeeping requests and service items available according to establishments' requirements.*		
17. Identify required housekeeping personnel to service the guest rooms.		
<i>Manage housekeeping services provided to guests</i>		
18. Monitor recorded housekeeping requests.*		
19. Ensure provision/delivery of identified services for guests.		
20. Coordinate/liase service with other staff.*		
<i>Implement provisions of housekeeping services</i>		
21. Plan and enhance service delivery standards		
22. Liaise housekeeping service to guests with other departments*		
23. Monitor and evaluate housekeeping services for guests.*		

MANAGE LOST AND FOUND		
<i>Establish lost and found policies and procedures</i>		
24. Develop in-house lost and found policies and procedures according to establishment's standards*		
25. Identify legal requirements that apply to lost and found items.*		
26. Establish lost and found register.*		
<i>Monitor lost and found items</i>		
27. Check lost and found items periodically as to safe keeping*		
28. Disseminate list of lost and found items to authorized personnel		
29. Check stored items according to type/category*		
<i>Monitor claim for lost item</i>		
30. Assess claimant's inquiry either by phone, personal or in writing*		
31. Verify claimants ownership of property in accordance to workplace standards*		
32. Accomplish approval for the return of lost and found items in accordance with workplace standards*		
33. Verify lost and found registry *		
MANAGE INVENTORY, STORAGE AND ISSUANCE OF LINEN AND UNIFORM		
<i>Establish an effective system of storing linen and uniforms</i>		
34. Develop system in storing of linen and uniform in the workplace*		
35. Monitor linen and uniform storage.*		
36. Monitor space in storage for optimized use and maintenance*		
<i>Establish inventory, storage and issuance of linen and uniform control system</i>		
37. Develop and implement stock control systems*		
38. Monitor system in the workplace and adjustments are made according to feedback and operational experience*		
39. Initiate training of staff to minimize stock wastage.*		
<i>Develop a system for issuance of linen and uniforms</i>		

40. Develop system for issuance procedures for linens and uniforms*		
41. Prepare monitoring instrument for usage of forms for issuance of linens and uniforms*		
<i>Evaluate delivery of linen and uniform stocks</i>		
42. Monitor internal systems for identifying delivered linen and uniform for laundry*		
43. Verify delivered linen and uniform for laundry against relevant documentation*		
44. Investigate and follow-up variations between the delivered items against documentation *		
45. Evaluate requisition for new stocks *		
MANAGE LAUNDRY/VALET SERVICE		
<i>Establish requirements for providing laundry and valet service</i>		
46. Identify and develop laundry and valet requirements in accordance with the establishments' policies and procedures*		
47. Develop evaluation for laundry and valet requests*		
48. Prepare policy for laundry personnel accordingly*		
<i>Monitor staff response to guest queries for laundry and valet services</i>		
49. Monitor query on policies and procedures in accordance with organizational standards.*		
50. Evaluate documentation in relation to the inquiry on laundry and valet services.*		
<i>Evaluate the implementation of the provisions for laundry and valet services</i>		
51. Assess procedures for receiving request for laundry and valet services*		
52. Monitor procedures for delivery of laundry services to guests*		
53. Evaluate actions undertaken by laundry and valet personnel*		
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	

* Critical aspects of competency