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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>		
<p>Candidate's Name and Signature:</p>		<p>Date:</p>