



HOTEL OPERATIONS (HOUSEKEEPING SERVICES)

TECHNICAL-PROFESSIONAL

Grade 12

**Three-Term Budget Of Work (BOW)
for Learning Competencies**

**TECHNICAL-PROFESSIONAL
HOSPITALITY AND TOURISM
Grade 12**

**Three-Term Budget of Work
For Learning Competencies**

Please note that each Tech-Pro elective is completed within one term if delivered at Grade 12.

Elective	Hotel Operations (Housekeeping Services)
Prerequisite	None

Performance Standard	The learners demonstrate familiarity of the different types of hotels, classifications of guest and the services hotels provide to the guest.
Content Standard	The learners demonstrate understanding of the principles, practices, and standards of providing housekeeping services in the hospitality industry.

Week	Learning Competency	Suggested Activities
1	Discuss the overview of hotel services	Activity 1: Hotel Services Report Task: Write a report summarizing the different services provided by hotels and their importance to guest satisfaction. Activity 2: Hotel Services Presentation Task: Prepare a presentation showing examples of hotel services and their functions in guest experience.

Week	Learning Competency	Suggested Activities
	Compare the types of hotels according to their classification and accommodation products	Activity 1: Hotel Classification Report Task: Research and write a report comparing hotels by classification (star rating, boutique, resort) and accommodation products. Activity 2: Hotel Comparison Chart Task: Create a chart or infographic comparing types of hotels, highlighting features, amenities, and target markets.
2	Differentiate types of hotel guests	Activity 1: Guest Profile Report Task: Identify and describe different types of hotel guests and their preferences. Activity 2: Guest Scenario Simulation Task: Role-play different guest types and discuss appropriate service responses.
	Discuss the fundamentals of housekeeping services	Activity 1: Housekeeping Fundamentals Essay Task: Write an essay explaining the key principles and functions of housekeeping services. Activity 2: Housekeeping Workflow Diagram Task: Create a visual diagram showing the typical workflow in housekeeping operations.

Performance Standard	The learners describe the functions of the different sections of the hotel, classify guest rooms and status.
Content Standard	understand the principles, practices, and innovations in housekeeping services in accordance with industry standards. Analyze trends, organizational structures, room classifications, and service excellence in hospitality management, reflecting the demands of a globally competitive and sustainable tourism and hospitality sector

Week	Learning Competency	Suggested Activities
3	Analyze the trends in housekeeping services	Activity 1: Trend Analysis Report Task: Research and write about current trends in housekeeping, such as sustainability and automation. Activity 2: Trend Presentation Task: Present your findings on modern housekeeping trends with practical examples.
	Discuss the organizational structure of the housekeeping department and its functions	Activity 1: Organizational Structure Report Task: Write a report describing the housekeeping department structure and functions of each position Activity 2: Organizational Chart Creation Task: Create a chart showing the hierarchy and responsibilities of housekeeping personnel.

Suggested Performance task	Individual Performance Task: • Housekeeping Trends Brief ○ Task: Identify three current trends in housekeeping services (e.g., green cleaning, technology use, guest personalization). ○ Explain briefly how each trend improves service quality. Group Task: • Housekeeping Department Structure Map ○ Task: As a group, create a simple organizational chart of a housekeeping department. Include key positions (e.g., Executive Housekeeper, Supervisors, Room Attendants) and write one main function for each role.
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Week	Learning Competency	Suggested Activities
4	• Discuss the classification of guestrooms and status	• Activity 1: Guestroom Classification Report ○ Task: Describe the types of guestrooms and their status categories (e.g., occupied, vacant, out-of-order).

Week	Learning Competency	Suggested Activities
		• Activity 2: Guestroom Status Simulation ◦ Task: Create a mock tracking system for guestroom status and simulate updates.
	• Evaluate the types of rooms according to bed type, layout, amenities, and special features	• Activity 1: Room Type Analysis ◦ Task: Analyze different room types, bed arrangements, amenities, and special features. • Activity 2: Room Comparison Presentation ◦ Task: Present a comparison of room types and their suitability for different guest needs.

Performance Standard	The learners perform the cleaning procedures of guest rooms in accordance to room status following Occupational Health and Safety standards.
Content Standard	The learners demonstrate understanding of the principles, methods, and techniques of housekeeping services, including the proper use, care, and maintenance of tools, equipment, and supplies, with emphasis on ergonomics, environmental sustainability, and best practices.

Week	Learning Competency	Suggested Activities
5	• Demonstrate cleaning methods and techniques using tools, supplies, and equipment with applied ergonomics, environmental sustainability, and best practices	• Activity 1: Cleaning Methods Practice ◦ Task: Demonstrate proper cleaning techniques using housekeeping tools and equipment while following ergonomics and safety.

Week	Learning Competency	Suggested Activities
		• Activity 2: Cleaning Techniques Simulation ◦ Task: In groups, perform cleaning procedures in a mock room, applying sustainable practices.
	• Discuss the care and maintenance of the hotel furniture, fixtures, and fittings	• Activity 1: Maintenance Report ◦ Task: Write a report explaining proper care and maintenance of furniture, fixtures, and fittings in hotel rooms. • Activity 2: Maintenance Demonstration ◦ Task: Demonstrate cleaning, polishing, and minor maintenance techniques for furniture and fixtures.
	• Apply procedures in cleaning hotel common areas	• Activity 1: Common Area Cleaning Practice ◦ Task: Clean a hallway, lobby, or restroom following proper procedures and safety standards. • Activity 2: Common Area Maintenance Simulation ◦ Task: Perform a group simulation maintaining multiple common areas in a timed exercise.

Performance Standard	The learners exhibit techniques in linen management, laundry and ironing operations, valet/butler services, customer care, and apply effective strategies for handling complaints.
Content Standard	The learners demonstrate understanding of the principles, techniques, and standards in housekeeping operations, including the identification and proper handling of hotel linens, laundry and ironing operations, personalized guest services, customer relations, facility evaluation, and housekeeping safety and security.

Week	Learning Competency	Suggested Activities
6	Identify type of hotel linens and materials	Activity 1: Linen Identification Exercise Task: Identify different types of hotel linens and their uses, noting fabric types and care instructions. Activity 2: Linen Presentation Task: Create a visual display or chart showing types of linens, materials, and applications in hotels.
	Perform linen laundry operations based on the types of linen	Activity 1: Laundry Operations Practice Task: Perform laundry operations on different types of linen, following proper procedures. Activity 2: Laundry Workflow Simulation Task: In groups, simulate the process of sorting, washing, drying, and folding hotel linens.

Suggested Performance task	Individual Performance Task: • Linen Sorting Activity ○ Task: Identify and sort different types of linen (e.g., bed sheets, towels, tablecloths, uniforms) according to fabric type, color, and washing requirements. Indicate the proper washing method for each category. Group Task: • Laundry Procedure Demonstration ○ Task: As a group, perform the complete laundry process for two types of linen (e.g., towels and bed sheets). Show correct steps: sorting, washing, drying, folding, and storing based on recommended procedures.
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Week	Learning Competency	Suggested Activities
7-8	• Perform ironing operations by applying ironing techniques	• Activity 1: Ironing Practice ○ Task: Apply proper ironing techniques to different linens, ensuring wrinkle-free results.

Week	Learning Competency	Suggested Activities
		• Activity 2: Ironing Station Simulation ◦ Task: In groups, set up an ironing station and iron multiple linens efficiently.
	• Show a personalized and specialist service to guests	• Activity 1: Personalized Service Reflection ◦ Task: Write a reflection on how to provide personalized and specialist services to meet guest needs. • Activity 2: Service Simulation ◦ Task: In groups, role-play scenarios delivering personalized services for VIP or special guests.
9	• Demonstrate strategies for handling customer complaints and intoxicated guests	• Activity 1: Complaint Handling Reflection ◦ Task: Write a reflection identifying strategies to manage guest complaints and intoxicated guests. • Activity 2: Role-Play Simulation ◦ Task: In groups, simulate handling complaints and difficult guests professionally.
	• Evaluate the purpose of monitoring and evaluation using housekeeping forms and reports	• Activity 1: Monitoring Report Analysis ◦ Task: Evaluate housekeeping reports and forms to identify trends and areas for improvement. • Activity 2: Group Monitoring Exercise ◦ Task: Simulate recording, reviewing, and analyzing housekeeping reports for quality control.

Week	Learning Competency	Suggested Activities
10	Discuss common safety hazards in the housekeeping environment.	Activity 1: Safety Report Task: Identify and describe common safety hazards in housekeeping and preventive measures. Activity 2: Safety Simulation Task: Perform a mock inspection of a housekeeping environment, identifying hazards and proposing solutions.

Suggested Performance task	Individual Performance Task: Housekeeping Form Review Task: Choose one housekeeping form (e.g., room inspection checklist, maintenance report, linen inventory sheet). Explain its purpose and how it helps in monitoring and evaluating housekeeping operations. Group Task: Safety Hazard Identification Activity Task: As a group, list at least five common safety hazards in housekeeping (e.g., wet floors, chemical exposure, heavy lifting, sharp objects, electrical issues). Provide the correct safety practices or preventive measures for each hazard.
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