



Jabatan Pembangunan Kemahiran  
Kementerian Sumber Manusia, Malaysia

STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN  
(*NATIONAL OCCUPATIONAL SKILLS STANDARD*)

I551-003-3:2018

HOUSEKEEPING OPERATION SUPERVISION  
*PENYELIAAN OPERASI PENGEMASAN*

LEVEL 3

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Department of Skills Development (DSD)  
Federal Government Administrative Centre  
62530 PUTRAJAYA, MALAYSIA

NATIONAL OCCUPATIONAL SKILLS STANDARD

**HOUSEKEEPING OPERATION SUPERVISION**

***PENYELIAAN OPERASI PENGEMASAN***

**LEVEL 3**

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### Abbreviation

1. CP	Competency Profile
2. CPC	Competency Profile Chart
3. CU	Competency Unit
4. DKM	<i>Diploma Kemahiran Malaysia</i>
5. DLKM	<i>Diploma Lanjutan Kemahiran Malaysia</i>
6. DND	Do Not Disturb
7. ETA	Estimated Time of Arrival
8. ETD	Estimated Time of Departure
9. ERT	Emergency Response Team
10. F&B	Food And Beverage
11. FIFO	First In First Out
12. FIT	Frequent Individual Traveller
13. HACCP	Hazard Analysis and Critical Control Points
14. GIT	Group Individual Traveller
15. NOSS	National Occupational Skills Standard
16. OAS	Occupational Area Structure
17. OS	Occupational Structure
18. P&C	Private And Confidential
19. PC	<i>Penyata Pencapaian</i>
20. PMS	Property Management System
21. SKM	<i>Sijil Kemahiran Malaysia</i>
22. SOP	Standard Operation Procedures
23. STEC	Standard Technical Evaluation Committee
24. VIP	Very Important Person

## Glossary

1. Check In                    The process by which a guest registers their arrival at a hotel and receives their key/keycards.
2. Check Out                The process by which a guest settles their bill and hands back any key/keycards.
3. F&B (or F and B)        Food and Beverage. Refers to restaurant and bar business.
4. House Count             The total occupancy of the hotel at any given moment.
5. Late Arrival             Guests that advise they will be later than the agreed time of arrival.
6. Late Charge             Charges that may be passed on to a guest after their departure from a hotel. For example, telephone calls or mini bar charges that weren't determined before the guest left.
7. Late Check Out         When a guest leaves the hotel later than the agreed time of departure. This may be at an agreed 'Late Check Out' fee.
8. Late Show                A guest who arrives later than the agreed time of their reservation.
9. NS (or No Show)        A guest who doesn't show up, despite having a reservation.
10. Occ (or Occupancy)    The rate of occupation of a hotels total rooms, at any given time. For example, an occupancy rate of 95% would mean that 95% of a hotels room inventory is presently occupied.
11. Room Night(s)         Essentially refers to an occupied room. E.g) Guest A has booked 5 room nights (they are staying for 5 nights) or Corporate Guest B accumulated 20 room nights last year (they stayed for a total of 20 nights)
12. Room Inventory        The volume of rooms available to be sold.
13. Upgrade                Process by which a guest is offered a better room than he/she booked.
14. Walk In                 A guest that hasn't pre-booked, but simply walks in and reserves a room. Often they'll pay a higher rate (even Rack Rate) accordingly.
15. VIP                     King and Queen, Head of state, Minister, Deputy Minister, High Government Official, Ambassadors, CEO company, Presidents of company
16. Protocol                involves the proper procedures or system of rules used to govern affairs of state or diplomatic occasions

## **Acknowledgement**

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard including:

- i) National Skills Development Council (NSDC)
- ii) Standard Technical Committee (STC)
- iii) Standard Technical Evaluation Committee (STEC)
- iv) Standard Development Committee (SDC)
- v) Facilitator
- vi) Secretariat
- vii) Related Organisation

**STANDARD PRACTICE**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:**  
**HOUSEKEEPING OPERATION SUPERVISION**  
**LEVEL 3**

## 1. Introduction

Malaysia's tourism sector is one of the 12 National Key Economic Areas (NKEAs), which has been identified as one of the contributing prime sector in Malaysia's economic achievement. Being the top 10 tourism destination, undeniably, Malaysia has proven its ability in the tourism industry. Based on statistics provided by Malaysia's Department of Statistics, tourism industry in Malaysia continues to expand in 2016 with the contribution of 14.8 per cent (RM182.4 billion) to the economy. In terms of growth, Gross Value Added of Tourism Industries grew at 9.4 per cent and the growth was impelled by retail trade industry (43.9%), food & beverage (16.0%) and accommodation (13.1%). Hotel industry plays a very important role in complementing tourism as it provides accommodation to travellers and tourists. From 2015 to 2016, hotel supply in Malaysia increased by 18 classified hotels to reach 4,817 hotels and 309,369 rooms. To accommodate the estimated growth in tourist demand projected for the upcoming years, a significant number of hotel projects are expected to enter the market. As of April 2017, an addition of 98 hotels, with 25,537 classified rooms has been publicly announced for the period of 2017-2021. The number of persons engaged in the hotel industry in 2014 was 112,670. Operations and supervisory recorded the highest total number with 51,246 persons (45.5%) followed by category of clerical and related occupations (17.6%), general workers (16.5%) and managerial, professional and executive (13.4%).<sup>1</sup>

Nowadays, tourism represents 35% of the world's exports of services and over 70% in some developing countries. However, this growth often comes with unsustainable consumption practices endangering ecosystems and natural resources. There is hence a need for greener hotels that are at the heart of the tourism industry. Hotel guests are more conscious of environmental problems and have started to consider the environment in their accommodation choice. This is also becoming valid for luxury hotels. The development of eco-labels is thus helping tourists in their choice. Without cutting on clients' comfort, many efforts can be made in the backstage by the hotel management industry through the application of best available practices and technological innovations.

### 1.1. Occupation Overview

Housekeeping Operation Supervision personnel supervises and coordinates activities of staff in the assigned room and floor area, ensuring appropriate inventory of supplies levels, equipment and monitoring quality controls. The personnel also supervises, directs and ensures the completion of housekeeping activities in the assigned room and floor area while reinforcing guest service standards.

### 1.2. Rationale of NOSS Development

This is a review of the NOSS entitled Housekeeping Operations Level 3 (HT-050-3:2012). Previously, the NOSS for Housekeeping Operations Level 3 was developed as a single tier. Due to the long training period, the hospitality industry was not able to

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<sup>1</sup>[https://www.dosm.gov.my/v1/index.php?r=column/ctwo&menu\\_id=b0pIV1E3RW40VWRTUkZocEhyZ1pLUT09](https://www.dosm.gov.my/v1/index.php?r=column/ctwo&menu_id=b0pIV1E3RW40VWRTUkZocEhyZ1pLUT09), Date accessed 25 May 2018

provide skilled worker within a short period of time. This has resulted in the influx of foreign skilled workers in the local hospitality industry. This NOSS also is reviewed to anticipate technology changes in this industry as well as to replace the previous NOSS format.

### **1.3. Rationale of Occupational Structure and Occupational Area Structure**

In view of the industry practice, the NOSS development committee has come to a consensus that the areas of housekeeping should be divided into three: Room, Public Area and Laundry & Linen. This NOSS covered the operation of room and public area only. The entry level for this NOSS is at Level 2. The occupational standard for Level 3 is also developed in consideration of higher degree of responsibility and job functions. The current Occupational Structure and Occupational Area Structure are depicted in the following page.

Based on Malaysia Standard Industry Classification (MSIC 2008) the housekeeping operations is classified in Section (I) Accommodation and Food Service Activities, and grouped under Short term accommodation activities (551). This group includes the provision of accommodation, typically on a daily or weekly basis, principally for short stay by visitors. This includes the provision of furnished accommodation in guest rooms and suites, or complete self-contained units with kitchens, with or without daily or other regular housekeeping services, and may often include a range of additional services such as food and beverage services, parking, laundry services, swimming pools and exercise rooms, recreational facilities and conference and convention facilities.

### **1.4. Regulatory / Statutory Body Requirements Related to Occupation**

- i) Ministry of Tourism and Culture Malaysia
  - Innkeepers Act 1952
  - Registration of guest Act 1965

### **1.5. Occupational Pre-Requisite**

The employer and employee must fulfil the requirements of Malaysian Employment Act 1955.

### **1.6. General Training Pre-Requisite For Malaysian Skills Certification System**

The minimum requirements for those interested to enrol in this course are as follows:

- i) Have completed Malaysian Skills Certificate in Housekeeping Operation Level 2

## 2. Occupational Structure (OS)

Section	(I) Accommodation and Food Service Activities		
Group	(551) Short term accommodation activities		
Area	Room	Public Area	Laundry & Linen
Level 5	Executive Housekeeper/Housekeeping Manager		
Level 4	Assistant Executive Housekeeper/Assistant Housekeeper		
Level 3	Room Supervisor	Public Area Supervisor	Laundry & Linen Supervisor
Level 2	Room Associate	Public Area Associate	Laundry & Linen Associate
Level 1	NIL	NIL	NIL

Figure 1: Occupational Structure

## 3. Occupational Area Structure (OAS)

Section	(I) Accommodation and Food Service Activities		
Group	(551) Short term accommodation activities		
Area	Room	Public Area	Laundry & Linen
Level 5	Housekeeping Management		
Level 4	Housekeeping Administration		
Level 3	Housekeeping Operation Supervision		Laundry Service Operations
Level 2	Housekeeping Operation		NA
Level 1	NA		

Figure 2: Occupational Area Structure

#### 4. Definition of Competency Levels

The NOSS is developed for various occupational areas. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

- Level 1: Competent in performing a range of varied work activities, most of which are routine and predictable.
- Level 2: Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and require individual responsibility and autonomy.
- Level 3: Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
- Level 4: Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
- Level 5: Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

## **5. Award of Certificate**

The Director General may award, to any person upon conforming to the Standards, the following skills qualifications as stipulated under the National Skills Development Act 2006 (Act 652):

- 5.1. Malaysian Skills Certificate (MSC)
- 5.2. Statements of Achievement

## **6. Occupational Competencies**

The Housekeeping Operation Supervision Level 3 personnel are competent in performing the following core competencies:

- 6.1. Housekeeping Quality Inspection
- 6.2. Housekeeping VIP Services
- 6.3. Housekeeping Inventory & Stock Control
- 6.4. Housekeeping Preventive Maintenance
- 6.5. Housekeeping Staff Administration
- 6.6. Flower and Accessory Arrangement

For added value, the Housekeeping Operation Supervision Level 3 personnel are competent in performing the following elective competency:-

- 6.7. Landscape & Ground Garden Maintenance

## **7. Work Conditions**

Generally they work during normal working hours from morning to evening depending on organization's nature of business. They may be required to work extra hours to fulfil internal and external requirements. In the housekeeping service, they may be needed to work in shifts to accommodate work requirements and need to use/wear appropriate attire during the commencement of their jobs. They may work individually or in a modular group in a conducive and ventilated environment.

Shift work is common for housekeepers, although the more superior housekeepers will usually only work days and put lower members of staff on the rotation for the overnight shifts. These shifts will usually last for around eight hours with a break included. It is also normal to work on weekends and holidays, but these are often shared out with other members of staff occupying managerial positions.

## **8. Employment Prospects**

Employment for housekeepers between 2016 and 2018 is expected to grow very strongly. In 2016, the total contribution of Travel & Tourism to employment, including jobs indirectly supported by the industry was 12.0% of total employment (1,700,500 jobs). This is expected to rise by 1.8% in 2017 to 1,731,000 jobs and rise by 4.0% pa to 2,564,000 jobs in 2027 (14.5% of total).<sup>2</sup>

## **9. Up Skilling Opportunities**

As for career advancement, most competent Room & Public Area Supervisor learn their profession on the job. Further certification may increase their chances of career advancement. Thus with additional formal training/education and certification, this experienced and competent Room & Public Area Supervisor can advance to become an Executive Housekeeper.

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<sup>2</sup> [https://www.wttc.org/-/media/files/reports/economic-impact-research/countries 2017/malaysia2017.pdf](https://www.wttc.org/-/media/files/reports/economic-impact-research/countries%2017/malaysia2017.pdf)Date accessed 25 May 2018

## 10. Organisation Reference for Sources of Additional Information

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

- 10.1. Malaysian Associate Hotels (MAH)  
C5-3 Wisma MAH  
Jalan Ampang Utama 1/1  
One Ampang Avenue  
68000 Ampang, Selangor  
Tel : 03 - 4251 8477  
Website : [www.hotels.org.my](http://www.hotels.org.my)
  
- 10.2. Ministry of Tourism and Culture Malaysia (MOTAC)  
No. 2, Menara 1, Jalan P5/6, Presint 5  
62200 Putrajaya, Wilayah Persekutuan Putrajaya  
Malaysia  
Tel : 03 - 8000 8000  
Website : <http://www.motac.gov.my/>
  
- 10.3. Association of Housekeeping Expertise Malaysia  
No. 14, Jalan Wangsamias  
Bukit Wangsamias  
53300 Kuala Lumpur  
[www.ahem.my](http://www.ahem.my)

**11. Standard Technical Evaluation Committee**

NO	NAME	POSITION & ORGANISATION
1.	H. Hartini Binti Hamid	Professional Trainer Hijazi Experts
2.	Azizah Binti Lah	Executive Housekeeper Verdant Hill Hotel Kuala Lumpur

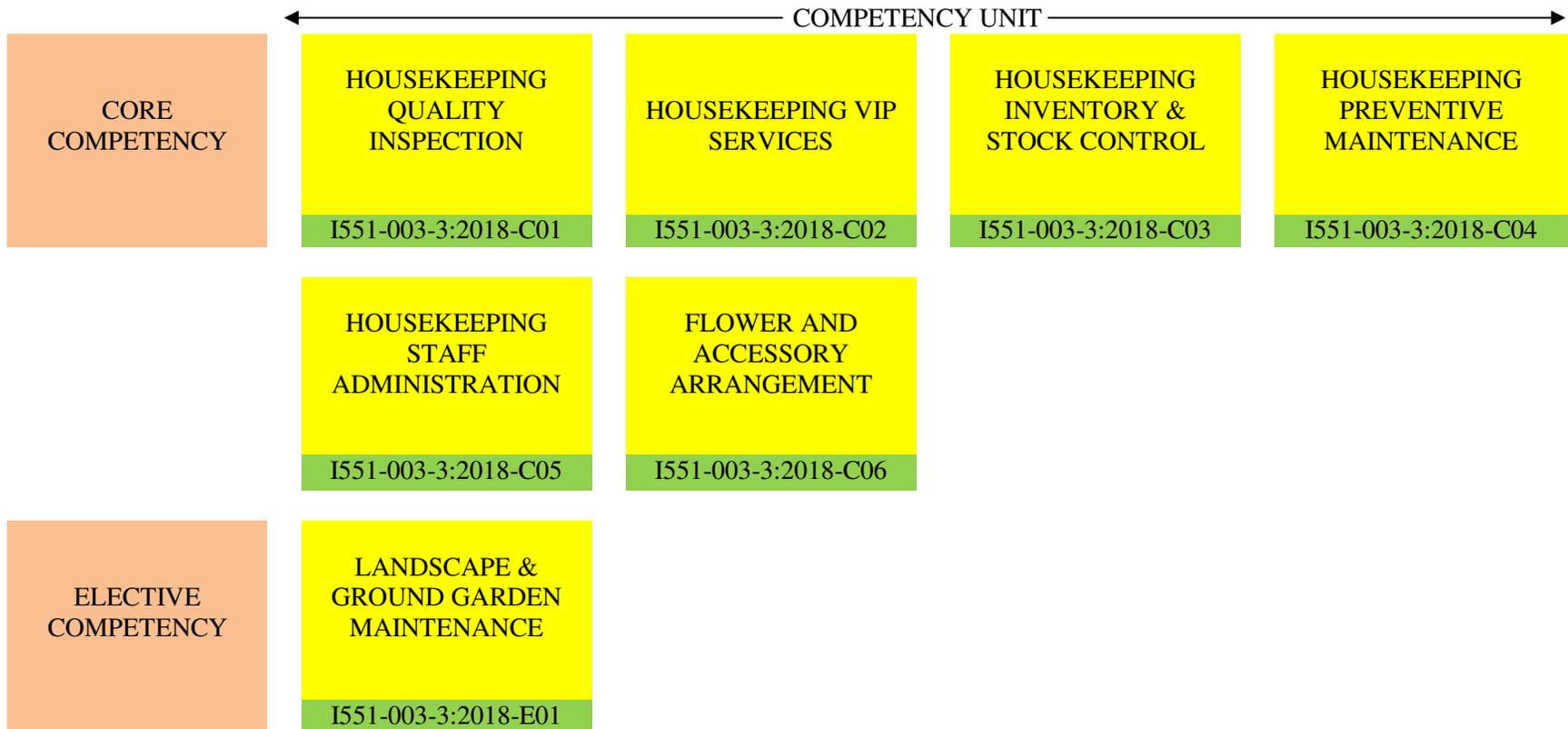
**12. Standard Development Committee****HOUSEKEEPING OPERATION SUPERVISION****LEVEL 3**

NO	NAME	POSITION & ORGANISATION
1.	Shahida Binti Saharum	Executive Housekeeper Pulse Grande Hotel
2.	Hidjrah Binti Ali	Housekeeper Crockfords Hotel
3.	Mohd Adlan Razman Bin Mohd Jamzari	Executive Housekeeper Dorsett Grand Subang
4.	Ahmad Kamil Bin Mohd Ghazali	Housekeeping Manager Sama-Sama Express Hotel
5.	Edum Binti Owin @ Kidum Binti Owen	Vice President Association of Housekeeping Expertise Malaysia (AHEM)
6.	Paventhara Vadiveloo	Executive Housekeeper One World Hotel
7.	Raees Fadzly Bin Kassim	Executive Housekeeper Hotel Maya KL
8.	Zaharin @ Zahreen Binti Hj. Ali	Lecturer INTI International College
9.	Lee Lay Bee	Lecturer Taylor's University
10.	Siti Fatimah Binti Agus Susanto	Senior Lecturer Nilai University
<b>FACILITATOR</b>		
1.	Khairul Anuar Bin Yahya	CIAST/PPL/FDS-0022/2012 Edusure Sdn. Bhd.

**STANDARD CONTENT**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:**  
**HOUSEKEEPING OPERATION SUPERVISION**  
**LEVEL 3**

**13. Competency Profile Chart (CPC)**

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES		
AREA	ROOM, PUBLIC AREA, LAUNDRY & LINEN		
NOSS TITLE	HOUSEKEEPING OPERATION SUPERVISION		
NOSS LEVEL	THREE (3)	NOSS CODE	I551-003-3:2018



#### 14. Competency Profile (CP)

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation Supervision		
NOSS LEVEL	Three (3)	NOSS CODE	I551-003-3:2018

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
1. Housekeeping Quality Inspection  I551-003-3:2018-C01	Housekeeping Quality Inspection is the process of supervising housekeeping section staff to ensure housekeeping section performance activities identified, checked and verified.  The person who is competent in this CU shall be able to perform guest room quality inspection, public area quality inspection, inspect laundry & linen services operation standards, inspect hygiene, safety practise, pest control & waste management and prepare housekeeping inspection report in accordance with hygiene guidelines and safety and security procedure.	1. Perform guest room quality inspection.	1.1 Sufficient cleaning equipment & supplies required checked in accordance with SOP. 1.2 Room status checked according to housekeeping report. 1.3 Staff performance compliance monitored in accordance with SOP. 1.4 Guest room's cleaning quality performance checked using room inspection checklist. 1.5 Quality and performance non-compliance identified and corrective measures communicated to staff using appropriate communication methods. 1.6 Work order issued to maintenance department according to defect needs.
	The outcome of this competency is to ensure the quality of rooms, public area, laundry and linen are continuously and cost effectively maintained in accordance with organization standard and regulation.	2. Perform public area quality inspection.	2.1 Sufficient cleaning equipment & supplies required checked. 2.2 Public area manpower assignment checked according to event order. 2.3 Public area task assigned to subordinates according to event order. 2.4 Public area operation quality

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>performance checked using quality performance checklist and frequency of inspection.</p> <p>2.5 Quality and performance non-compliance identified and corrective measures communicated to staff using appropriate communication methods.</p> <p>2.6 Work order issued to maintenance departments according to defect needs.</p>
		3. Inspect laundry & linen services operation standards.	<p>3.1 Supplies required by associate checked to ensure sufficiency.</p> <p>3.2 Laundry and linen service operation quality performance checked using quality performance checklist.</p> <p>3.3 Quality and performance non-compliance identified and corrective measures communicated to staff using appropriate communication methods.</p>
		4. Inspect hygiene, safety practise, pest control & waste management.	<p>4.1 Hygiene, safety practise, pest control &amp; waste management inspection schedule prepared.</p> <p>4.2 Hygiene, safety practice, pest control and waste management quality performance checked using quality performance checklist.</p> <p>4.3 Quality and performance non-compliance identified and corrective measures communicated to staff using appropriate communication methods.</p> <p>4.4 Work order issued to maintenance</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		5 Prepare housekeeping inspection report.	<p>departments according to defect needs.</p> <p>5.1 Performance information recorded to ensure completion, timeliness and accuracy in accordance with SOP.</p> <p>5.2 Housekeeping supervisor reports compiled, reviewed and submitted to superior completely and promptly in accordance with SOP.</p>
<p>2. Housekeeping VIP Services</p> <p>I551-003-3:2018-C02</p>	<p>Housekeeping VIP Services is the process for entertaining and providing special service arrangements for incoming VIPs and hotel guests.</p> <p>The person who is competent in this CU shall be able to check VIP services assignment, attend VIP services requirements and update VIP services preferences in accordance with hygiene guidelines and safety and security procedure.</p> <p>The outcome of this competency is to ensure VIPs and special guests are provided with excellent, friendly and personal attention and professional services in accordance with company standard and regulation.</p>	<p>1. Check VIP services assignment.</p> <p>2. Attend VIP services requirements.</p>	<p>1.1 Guest information obtained and guest preference and requirements determined in advance before guest arrival in accordance with SOP.</p> <p>1.2 Different categories of VIP identified for set-up as per requirements.</p> <p>1.3 Other staff and external service providers liaised to meet anticipated guest needs.</p> <p>1.4 Guest room checked before guest arrival to ensure compliance with stated requests.</p> <p>1.5 Guest amenities selected in accordance with guest profile.</p> <p>2.1 Luggage is unpacked, stored and packed neatly in accordance with guest instructions.</p> <p>2.2 Guest clothes and shoes prepared and presented to guest in accordance with guest instructions.</p> <p>2.3 Confidentiality of guest's property and activities maintained in</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
			<p>accordance with legal and ethical requirements.</p> <p>2.4 Special additional arrangements provided in accordance with guest requisition.</p> <p>2.5 Guest requests attended to promptly and efficiently in accordance with SOP.</p>
		3. Update VIP services preferences.	<p>3.1 Guest profile details record updated in accordance with SOP.</p> <p>3.2 Hospitality management debriefed on VIP services provided.</p>
<p>3. Housekeeping Inventory &amp; Stock Control</p> <p>I551-003-3:2018-C03</p>	<p>Housekeeping Inventory &amp; Stock Control is the process for managing inventory and stock control of supplies used by the housekeeping department.</p> <p>The person who is competent in this CU shall be able to monitor stock control, coordinate stock take and update inventory record in accordance with organization policies and procedures.</p> <p>The outcome of this competency is to ensure supplies and stocks are controlled and cost-effectively utilized in order to achieve higher profitability in accordance with organization policies and procedures.</p>	1. Monitor stock control.	<p>1.1 Pantry store cleanliness and orderliness checked in accordance with SOP.</p> <p>1.2 Stock levels (FIFO) in store maintained and reordered in accordance with SOP.</p> <p>1.3 Incoming and outgoing supplies received from vendor and processed in accordance with SOP.</p> <p>1.4 Effective cost management implementation measured in accordance with management directive.</p>
		2. Coordinate stock take.	<p>2.1 Types of inventory and stock control record determined in accordance with SOP.</p> <p>2.2 Incoming and outgoing supplies tracked, monitored and recorded in accordance with SOP.</p> <p>2.3 Distribution of supplies during</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		3. Update inventory record.	<p>storage handled and order filling monitored in accordance with SOP.</p> <p>3.1 Completed inventory and stock control data recorded in accordance with reporting requirements.</p> <p>3.2 Housekeeping inventory and stock control activity report produced in the required format.</p>
<p>4. Housekeeping Preventive Maintenance</p> <p>I551-003-3:2018-C04</p>	<p>Housekeeping Preventive Maintenance is the process for monitoring preventive maintenance which consists of three parts: inspection, minor corrections, and work-order initiation. Inspections are performed by housekeeping staff in the normal course of their duties.</p> <p>The person who is competent in this CU shall be able to determine preventive maintenance schedule checklist, check tools, equipment and materials, monitor preventive maintenance, and coordinate room or public area setup in accordance with housekeeping and hygiene &amp; safety guidelines.</p> <p>The outcome of this competency is to set up, maintain guest room's cleanliness in accordance with</p>	<p>1. Determine preventive maintenance schedule checklist.</p> <p>2. Check tools, equipment and materials.</p> <p>3. Monitor preventive maintenance.</p>	<p>1.1 Task identified according to maintenance schedule.</p> <p>1.2 Duration of cleaning process identified according to maintenance schedule.</p> <p>1.3 Room or public area to be blocked identified according to maintenance schedule.</p> <p>2.1 Cleaning tools, equipment, material &amp; chemicals required for room maintenance correctly selected and prepared for use.</p> <p>2.2 Cleaning tools and equipment checked to ensure functionality.</p> <p>3.1 Preventive maintenance task assigned to subordinates according to area.</p> <p>3.2 Preventive maintenance process monitored according to SOP</p> <p>3.3 Final inspection carried out according to quality inspection checklist</p>



CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
	organization requirements.	3. Monitor staff performance.	3.1 Staff performance conducted and reviewed using staff appraisal form. 3.2 Staff feedback obtained and referred to for further action if required. 3.3 Staff performance assessed in accordance with human resource guideline.
		4. Conduct staff training.	4.1 Type of training and training content assessed to suit with operation requirement. 4.2 Suitable staff for training determined based on staff background. 4.3 Training implementation coordinated and monitored as per training specification. 4.4 Trained staff evaluated as per training content and operation requirement.
		5. Update housekeeping log book.	5.1 Content of report determined and information obtained in accordance with SOP. 5.2 Daily housekeeping log book updated and submitted to superior completely and promptly in accordance with SOP.

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
<p>6. Flower And Accessory Arrangement</p> <p>I551-003-3:2018-C06</p>	<p>Flower and Accessory Arrangement is a scope of competency in arranging flowers and accessories according to approved designs.</p> <p>The person who is competent in flower and accessories arrangement must be able to prepare flower arrangement tools and materials, prepare flowers and decorative accessories and prepare flower arrangement in accordance with flower arrangement designs.</p> <p>The outcome of this competency is to produce flower and accessory arrangement based on guest/ establishment requirements and designs.</p>	<p>1. Prepare flower arrangement tools and materials.</p>	<p>1.1 Flowers arrangement tools and materials prepared according to flower arrangement needs.</p> <p>1.2 Tool and material quantity and condition checked according to tool and material checklist.</p> <p>1.3 Banquet event order checked in accordance with SOP.</p> <p>1.4 VIP and special request arrival checked in accordance with SOP.</p>
		<p>2. Prepare flowers and decorative accessories.</p>	<p>2.1 Flower accessories prepared according to flower arrangement needs.</p> <p>2.2 Flowers condition checked according to specifications</p>
		<p>3. Prepare flower arrangement.</p>	<p>3.1 Flower arrangement layout confirmed and liaised with related department according to type of arrangement and quantity.</p> <p>3.2 Flower arrangement executed according to event order.</p> <p>3.3 Flower arrangement seeks for confirmation with organiser or catering.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
<p>7. Landscape &amp; Ground Garden Maintenance</p> <p>I551-003-3:2018-E01</p>	<p>Landscape &amp; Ground Garden Maintenance is the process for maintaining the hotel's landscape and gardens.</p> <p>The person who is competent in this CU shall be able to prepare for landscape &amp; ground garden maintenance work, perform landscape &amp; ground garden maintenance work and update landscaping &amp; ground garden maintenance record in accordance with safety and hygiene guidelines.</p> <p>The outcome of this competency is to create and maintain a clean, beautiful and pleasant landscape environment in accordance with organization's standard.</p>	<p>1. Prepare for landscape &amp; ground garden maintenance work.</p>	<p>1.1 Landscape maintenance checklist identified according to maintenance task.</p> <p>1.2 Landscape and ground garden maintenance task identified according to maintenance schedules.</p> <p>1.3 Landscape maintenance tools, equipment and materials selected and prepared with adequate supplies.</p>
		<p>2. Perform landscape &amp; ground garden maintenance work.</p>	<p>2.1 Public landscape areas to be maintained assessed and work site prepared and tidied in accordance with maintenance schedule.</p> <p>2.2 Public area grass and plants weeded, watered and fertilized with minimum disturbance to guest in accordance with SOP.</p> <p>2.3 Public area plants, trees and garden trimmed and beautified with minimum disturbance to guests in accordance with SOP.</p> <p>2.4 Landscape waste collected and disposed in accordance to environmental guidelines.</p> <p>2.5 Pest control carried out using appropriate control methods in accordance with SOP.</p> <p>2.6 Tools and equipment cleaned and stored in accordance with SOP.</p>

CU TITLE & CU CODE	CU DESCRIPTOR	WORK ACTIVITIES	PERFORMANCE CRITERIA
		3. Update landscaping & ground garden maintenance record.	3.1 Material consumption identified according to landscaping activities. 3.2 Material consumption record updated and submitted to superior completely and promptly in accordance with SOP.

**CURRICULUM OF COMPETENCY UNIT**  
**NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR:**  
**HOUSEKEEPING OPERATION SUPERVISION**  
**LEVEL 3**

## 15. Curriculum of Competency Unit (CoCU)

### 15.1. Housekeeping Quality Inspection

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation Supervision		
COMPETENCY UNIT TITLE	Housekeeping Quality Inspection		
LEARNING OUTCOMES	<p>The outcome of this competency unit is to ensure the quality of rooms, public area, laundry and linen are continuously and cost effectively maintained in accordance with organization's standard and regulations.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> <li>1. Perform guest room quality inspection.</li> <li>2. Perform public area quality inspection.</li> <li>3. Inspect laundry &amp; linen services operation standards.</li> <li>4. Inspect hygiene, safety practise, pest control &amp; waste management.</li> <li>5. Prepare housekeeping inspection report.</li> </ol>		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-3:2018-C01	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Perform guest room quality inspection.	1.1 Guest room cleaning Standard Operating Procedure (SOP). 1.2 Master key log which include: <ul style="list-style-type: none"> <li>• Date and time</li> <li>• Master key code</li> <li>• Name of supervisor</li> <li>• Signature out/in</li> <li>• Witness</li> </ul> 1.3 Room status which include: <ul style="list-style-type: none"> <li>• Vacant Dirty (VD)</li> </ul>	1.1 Identify guest room cleaning SOP. 1.2 Identify room inspection checklist. 1.3 Check room, floor status and information. 1.4 Handle master key based on room assignment. 1.5 Check manpower requirements. 1.6 Check cleaning equipment and supplies are sufficient in trolley.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Meticulous in interpreting room status and information.</li> <li>• Meticulous in performing guest room quality inspection.</li> <li>• Responsible in handling floor master key.</li> </ul>	1.1 Guest room cleaning SOP described. 1.2 Master key log listed. 1.3 Room status listed. 1.4 Room inspection checklist listed. 1.5 Room inspection procedure described. 1.6 Quality and performance non-compliance described. 1.7 Room and bathroom cleanliness confirmed using room inspection checklist. 1.8 Room linen cleanliness

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Occupied Dirty (OD)</li> <li>• Vacant Clean (VC)</li> <li>• Occupied Clean (OC)</li> <li>• Vacant Inspected (VI)</li> <li>• Occupied Inspected (OI)</li> <li>• Out of Service (OS)</li> <li>• Out of Order (OO)</li> <li>• Out of Inventory (OI)</li> <li>• Sleeper and Skipper</li> <li>• Occupied No Luggage (ONL)</li> </ul> <p>1.4 Room inspection checklist which include:</p> <ul style="list-style-type: none"> <li>• Furniture, fixture and fitting condition.</li> <li>• Room and bathroom cleanliness.</li> <li>• Room linen cleanliness and orderliness.</li> <li>• Guest supplies as per standard set-up.</li> </ul> <p>1.5 Room inspection procedure which include:</p> <ul style="list-style-type: none"> <li>• Clock wise</li> <li>• Anti-clock wise</li> </ul> <p>1.6 Quality and performance non-compliance which include:</p> <ul style="list-style-type: none"> <li>• Subordinates' grooming standards.</li> </ul>	<p>1.7 Monitor staff performance compliance.</p> <p>1.8 Check guest room's cleaning quality performance using room inspection checklist.</p> <p>1.9 Identify quality and performance non-compliance.</p> <p>1.10 Communicate corrective measures to staff using appropriate communication methods.</p> <p>1.11 Issue work order to maintenance department according to defect needs.</p>	<p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Adhere to safety guidelines when handling floor master key.</li> <li>• Adhere to safety and hygiene guidelines</li> <li>• Wear related PPE.</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Control usage of chemicals.</li> <li>• Save energy and water.</li> </ul>	<p>confirmed using room inspection checklist.</p> <p>1.9 Furniture, fixture and fitting condition confirmed using with room inspection checklist.</p> <p>1.10 Staff performance monitored in accordance with guest room cleaning Standard Operating Procedure (SOP).</p> <p>1.11 Work order issued to maintenance department according to defect needs.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Safety and hygiene.</li> <li>• Wrong types of linen.</li> <li>• Furniture, fixture and fitting functionality.</li> <li>• Room cleanliness.</li> <li>• Incorrect room cleaning practises.</li> <li>• Room defect.</li> </ul>			
2. Perform public area quality inspection.	<p>2.1 Public area section which include:</p> <ul style="list-style-type: none"> <li>• Lobby</li> <li>• Front desk</li> <li>• Elevators</li> <li>• Public restrooms</li> <li>• Swimming pool area</li> <li>• Banquet and meeting rooms</li> <li>• Housekeeping area</li> <li>• Car park</li> <li>• Offices</li> </ul> <p>2.2 Public area cleaning Standard Operating Procedure (SOP)</p> <p>2.3 Store key log which include:</p> <ul style="list-style-type: none"> <li>• Date and time</li> <li>• Name of supervisor</li> <li>• Witness</li> </ul> <p>2.4 Public area inspection checklist which include:</p> <ul style="list-style-type: none"> <li>• Cleaning equipment functionality.</li> </ul>	<p>2.1 Identify public area cleaning SOP.</p> <p>2.2 Identify public area inspection checklist.</p> <p>2.3 Identify manpower requirements.</p> <p>2.4 Handle store key.</p> <p>2.5 Check cleaning equipment &amp; supplies are sufficient in janitor cart.</p> <p>2.6 Monitor staff performance compliance.</p> <p>2.7 Check public area section cleaning quality performance using public area inspection checklist.</p> <p>2.8 Identify quality and performance non-compliance.</p> <p>2.9 Execute corrective measures to staff using appropriate</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Meticulous in performing public area quality inspection.</li> <li>• Responsible in handling store key.</li> </ul> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Adhere to safety and hygiene guidelines</li> <li>• Wear related PPE.</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Control usage of chemicals.</li> <li>• Save energy and water.</li> </ul>	<p>2.1 Public area cleaning Standard Operating Procedure (SOP) described.</p> <p>2.2 Public area inspection checklist listed.</p> <p>2.3 Store key log explained.</p> <p>2.4 Standard performance for public area operation notified to staff to ensure desired results of established cleaning system consistently achieved.</p> <p>2.5 Public area cleanliness confirmed using public area inspection checklist.</p> <p>2.6 Staff performance monitored in accordance with public area cleaning Standard Operating Procedure (SOP).</p> <p>2.7 Work order issued to maintenance department according to defect needs.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Furniture, fixtures and fitting condition and functionality.</li> <li>• Section cleanliness.</li> <li>• Public area supplies as per standard set-up.</li> </ul> <p>1.7 Public area inspection procedure which include:</p> <ul style="list-style-type: none"> <li>• Frequency of inspection.</li> <li>• Contractor service inspection.</li> <li>• Contract staff manning attendances record.</li> </ul> <p>1.8 Quality and performance non-compliance</p> <ul style="list-style-type: none"> <li>• Subordinates' grooming standards</li> <li>• Safety and hygiene               <ul style="list-style-type: none"> <li>– Types of hazards</li> </ul> </li> <li>• Furniture, fixture and fitting functionality.</li> <li>• Public area cleanliness.</li> <li>• Incorrect public area cleaning practises.</li> <li>• Public area defect.</li> </ul>	<p>communication methods.</p> <p>2.10 Issue work order to maintenance department according to defect needs.</p>		

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
<p>3. Inspect laundry &amp; linen services operation standards.</p>	<p>3.1 Laundry and linen services Standard Operating Procedure (SOP).                      3.2 Store key log which include:  <ul style="list-style-type: none"> <li>• Date and time.</li> <li>• Name of supervisor.</li> <li>• Witness</li> </ul>                     3.3 Laundry and linen inspection checklist which include:  <ul style="list-style-type: none"> <li>• Equipment functionality and cleanliness.</li> <li>• Store cleanliness.</li> <li>• Laundry and linen supplies as per par level.</li> <li>• Laundry and linen condition.</li> </ul>                     3.4 Laundry and linen inspection procedure which include:  <ul style="list-style-type: none"> <li>• Contractor services inspection</li> </ul>                     3.5 Quality and performance non-compliance which include:  <ul style="list-style-type: none"> <li>• Subordinates grooming standards</li> <li>• Safety and hygiene – Types of hazards</li> </ul> </p>	<p>3.1 Identify laundry and linen services SOP.                      3.2 Identify laundry and linen inspection checklist.                      3.3 Identify manpower requirements.                      3.4 Handle store key.                      3.5 Check laundry trolley functionality.                      3.6 Check laundry and linen supplies are sufficient in store.                      3.7 Monitor staff performance compliance.                      3.8 Monitor contractor/vendor services standard.                      3.9 Identify quality and performance non-compliance.                      3.10 Communicate corrective measures to staff using appropriate communication methods.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Meticulous in performing laundry and linen service inspection.</li> <li>• Responsible in handling store key.</li> </ul> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Adhere to safety guidelines when handling store key.</li> <li>• Adhere to safety and hygiene guidelines.</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	<p>3.1 Laundry and linen services Standard Operating Procedure (SOP) described.                      3.2 Laundry and linen services inspection checklist listed                      3.3 Store key log explained.                      3.4 Standard performance for laundry and linen services operation notified to staff to ensure desired results of an established cleaning system consistently achieved.                      3.5 Laundry and linen cleanliness confirmed using laundry and linen inspection checklist.                      3.6 Staff performance monitored in accordance with laundry and linen Standard Operating Procedure (SOP).</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Valet trolley condition</li> </ul>			
<p>4. Inspect hygiene, safety practise, pest control &amp; waste management.</p>	<p>4.1 Hygiene, safety practise, pest control and waste management Standard Operating Procedure (SOP).</p> <p>4.2 Hygiene, safety practise, pest control and waste management inspection checklist which include:</p> <ul style="list-style-type: none"> <li>• Pest control services schedule.</li> <li>• Waste disposal services schedule.</li> <li>• Supplies and services according to specification.</li> <li>• Approved chemicals.</li> </ul> <p>4.3 Hygiene, safety practise, pest control and waste management inspection procedure which include:</p> <ul style="list-style-type: none"> <li>• Frequency of services</li> <li>• Safety Data Sheet (SDS)</li> <li>• Contractor services inspection</li> </ul> <p>4.4 Quality and performance non-compliance which</p>	<p>4.1 Identify hygiene, safety practise, pest control and waste management SOP.</p> <p>4.2 Identify hygiene, safety practise, pest control and waste management inspection checklist.</p> <p>4.3 Identify manpower requirement.</p> <p>4.4 Monitor staff performance compliance in accordance with SOP.</p> <p>4.5 Identify non-compliance quality and performance.</p> <p>4.6 Execute corrective measures to staff using appropriate communication methods.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Alert in inspecting hygiene, safety practice, pest control and waste management.</li> <li>• Responsible for own safety and safety of others.</li> </ul> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Follow established safety and hygiene rules and regulations.</li> <li>• Wear related PPE.</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Control usage of chemical</li> </ul>	<p>4.1 Hygiene, safety practise, pest control and waste management Standard Operating Procedure (SOP) described.</p> <p>4.2 Hygiene, safety practise, pest control and waste management inspection procedure described.</p> <p>4.3 Hygiene, safety practise, pest control and waste management inspection checklist listed.</p> <p>4.4 Quality and performance non-compliance confirmed using hygiene, safety practise, pest control and waste management inspection checklist.</p> <p>4.5 Staff performance monitored in accordance with hygiene, safety practise, pest control and waste management Standard Operating Procedure (SOP).</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	include: <ul style="list-style-type: none"> <li>• Failure in services contract.</li> <li>• Contract agreement not met.</li> <li>• Incompetent contractor's staff.</li> </ul>			
5. Prepare housekeeping inspection report.	5.1 Housekeeping inspection report content which include: <ul style="list-style-type: none"> <li>• Quality</li> <li>• Performance</li> <li>• Quantity</li> <li>• Duration</li> <li>• Productivity</li> <li>• Accuracy</li> <li>• Complaints</li> </ul>	5.1 Collect inspection information. 5.2 Review report against all input and adjust to rectify any anomalies. 5.3 Compile inspection report. 5.4 Prepare housekeeping inspection report. 5.5 Submit report to superior.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Knowledgeable and meticulous in preparing housekeeping inspection report.</li> <li>• Detailed in preparing report.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	5.1 Housekeeping inspection report content explained. 5.2 Inspection report revised to rectify any anomalies. 5.3 Inspection report produced within stipulated time.

## Employability Skills

### Core Abilities

- Please refer to NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Debra F. Cannon, Catherine M. Gustafson (2013), American Hotel & Lodging Association, Training and Development for the Hospitality Industry (AHLEI), Pearson Education, ISBN : 9780133454161
- 2 Rocco M Angelo (2013), Hospitality Today, American Hotel & Lodging Association(AHLEI), Pearson Education, ISBN : 9780133454239
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## 15.2. Housekeeping VIP Services

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation Supervision		
COMPETENCY UNIT TITLE	Housekeeping VIP Services		
LEARNING OUTCOMES	<p>The outcome of this competency is to ensure VIPs and special guests are provided with excellent, friendly and personal attention and professional services in accordance with company standard and regulation.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> <li>1. Check VIP services assignment.</li> <li>2. Attend VIP services requirement.</li> <li>3. Update VIP services preferences.</li> </ol>		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-3:2018-C02	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Check VIP services assignment.	1.1 Types of VIP category which include: <ul style="list-style-type: none"> <li>• VIP 1 (Royalty, Minister, President)</li> <li>• VIP 2 (Head of companies)</li> <li>• VIP 3 (Media, Journalist, Corporate, Magazine writers, bloggers)</li> </ul> 1.2 VIP guest information which include: <ul style="list-style-type: none"> <li>• VIP guest profile</li> <li>• VIP preferences/ expectation</li> <li>• Arrival and departure</li> </ul>	1.1 Identify VIP guest information. 1.2 Identify and pre-block room assigned. 1.3 Assign staff for room cleaning. 1.4 Liaise related department for VIP amenities and security requirements. 1.5 Inspect room using VIP room inspection checklist. 1.6 Update VIP room status.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Knowledgeable and resourceful in VIP protocols and procedure.</li> <li>• Confident in handling VIP guests.</li> <li>• Proactive and energetic in handling VIP guests.</li> <li>• Hospitable in handling VIP guests.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Adhere to safety and hygiene guidelines</li> </ul>	1.1 Types of VIP category listed. 1.2 VIP guest information interpreted. 1.3 Cleanliness of VIP room confirmed according to VIP room inspection checklist. 1.4 Amenity preparation and security of VIP confirmed with related department. 1.5 VIP guest room readiness confirmed before guest arrival to ensure compliance with VIP requirements.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Special arrangements</li> </ul>		<u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	
<p>2. Attend VIP services requirement.</p>	<p>2.1 Definition of hospitable and its elements which include:</p> <ul style="list-style-type: none"> <li>• Grooming</li> <li>• Communication skills</li> </ul> <p>2.2 VIP protocol and procedures</p> <p>2.3 VIP safety and security guidelines</p> <p>2.4 Product / current events knowledge which include:</p> <ul style="list-style-type: none"> <li>• New Opening of Restaurants</li> <li>• Places of Interest</li> <li>• Shopping Mall</li> <li>• Theme Parks</li> </ul>	<p>2.1 Apply grooming and personal presentation standards for VIP.</p> <p>2.2 Unpack and keep luggage neatly in accordance with guest instructions.</p> <p>2.3 Prepare guest clothes and shoes for guest in accordance with guest instructions.</p> <p>2.4 Maintain confidentiality of guest's property and activities in accordance with legal and ethical requirements.</p> <p>2.5 Provide special additional arrangement in accordance with guest requisition.</p> <p>2.6 Attend VIP guest requests promptly and efficiently.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Meticulous in attending VIP services requirement.</li> <li>• Self confident in handling VIP guest needs.</li> <li>• Knowledgeable and resourceful in handling VIP guest needs.</li> <li>• Enjoy serving people.</li> </ul> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Adhere to safety and security guidelines.</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	<p>2.1 Specific VIP protocol and procedures relating to VIP service listed.</p> <p>2.2 VIP guest greeted, met and escorted upon arrival according to VIP protocol.</p> <p>2.3 Grooming and personal presentation standard for VIP services applied.</p> <p>2.4 Safety and security provided according to VIP procedures.</p> <p>2.5 VIP guest service activities performed in accordance with guest instruction.</p> <p>2.6 Confidentiality of guest property and activities maintained accordance with legal ethical requirements.</p> <p>2.7 Special additional arrangement provided with guest requisition.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
3. Update VIP services preferences.	3.1 Property Management System (PMS)	3.1 Identify VIP guest preferences. 3.2 Update VIP guest profile record to front office/ guest services. 3.3 Debrief hotel management on VIP services provided.	<u>ATTITUDE</u> • Proactive and meticulous in updating VIP services preference.  <u>SAFETY</u> • Non-Disclosure VIP information.  <u>ENVIRONMENT</u> • Not Available	3.1 Guest history detail record completely documented and updated into system for future arrival. 3.2 Hotel management promptly noted on VIP services provided.

## Employability Skills

### Core Abilities

- Please refer to NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 14 Debra F. Cannon, Catherine M. Gustafson (2013), American Hotel & Lodging Association, Training and Development for the Hospitality Industry (AHLEI), Pearson Education, ISBN : 9780133454161
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### 15.3. Housekeeping Inventory & Stock Control

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation Supervision		
COMPETENCY UNIT TITLE	Housekeeping Inventory & Stock Control		
LEARNING OUTCOMES	<p>The outcome of this competency unit is to ensure supplies and stocks are controlled and cost-effectively utilized in order to achieve higher profitability in accordance with organization policies and procedures.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> <li>1. Monitor stock control</li> <li>2. Coordinate stock take</li> <li>3. Update inventory record</li> </ol>		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-3:2018-C03	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Monitor stock control.	1.1 Types of stock item which include: <ul style="list-style-type: none"> <li>• Cleaning Supplies</li> <li>• Operating Supplies</li> <li>• Guest Supplies</li> <li>• Linen Supplies</li> <li>• Reading Materials</li> </ul> 1.2 Stock ordering procedure 1.3 Stock receiving procedure 1.4 Method of stock control which include: <ul style="list-style-type: none"> <li>• Bin card</li> <li>• Inventory</li> </ul>	1.1 Rotate stock levels. 1.2 Maintain stock levels. 1.3 Reorder stock items. 1.4 Receive incoming supplies. 1.5 Receive outgoing supplies. 1.6 Process outgoing supplies. 1.7 Implement effective cost reduction measures.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Knowledgeable and meticulous in monitoring stock control</li> <li>• Responsible and honest when processing outgoing supplies</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	1.1 Stock levels appropriately alternated. 1.2 Stock levels filed in correct order. 1.3 Stock organized at appropriate intervals. 1.4 Selected incoming and outgoing supplies correctly obtained. 1.5 Selected incoming and outgoing supplies appropriately produced. 1.6 Stock taking responsibilities allocated to staff. 1.7 Accurate stock report produced.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
2. Coordinate stock take.	2.1 Inventory control system which include: <ul style="list-style-type: none"> <li>• First In First Out (FIFO)</li> <li>• Frequency of inventory.</li> <li>• Communication with related departments.</li> </ul> 2.2 Discrepancies in inventory which include: <ul style="list-style-type: none"> <li>• Double/miscounting</li> <li>• Fraud</li> <li>• Pilferage</li> <li>• Spoilage</li> <li>• Unrecorded usage</li> <li>• Insufficient delivery by vendor</li> </ul>	2.1 Track inventory for incoming and outgoing supplies. 2.2 Monitor incoming and outgoing supplies. 2.3 Record incoming and outgoing supplies. 2.4 Handle distribution supplies. 2.5 Monitor store requisition. 2.6 Conduct stock take activities.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Knowledgeable in performing inventory control.</li> <li>• Detailed when recording incoming and outgoing supplies.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Accurate when racking inventory for incoming and outgoing supplies.</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	2.1 Inventory control system explained. 2.2 Inventory for incoming and outgoing supplies correctly listed in inventory organization system. 2.3 Incoming and outgoing supplies recorded in required format. 2.4 Supplies distribution appropriately controlled during storage activities. 2.5 Controlled store requisition process observed.
3. Update inventory record.	3.1 Inventory record documentation which include: <ul style="list-style-type: none"> <li>• Inventory list</li> <li>• Inventory control checklist</li> <li>• Stock count record</li> </ul> 3.2 Causes of variance which include: <ul style="list-style-type: none"> <li>• Discard</li> <li>• Dispose</li> <li>• Abuse and pilferage</li> <li>• Spoilage</li> </ul>	3.1 Check inventory and stock control data. 3.2 Check physical check process accuracy. 3.3 Check variance record accuracy. 3.4 Record inventory and stock control data. 3.5 Update inventory and stock control data. 3.6 Prepare housekeeping inventory and stock control activity report.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Knowledgeable in updating inventory record.</li> <li>• Timely in preparing inventory record.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	3.1 Inventory and stock control data completely verified in data system. 3.2 Inventory and stock control data evaluated in required format. 3.3 Inventory record documentation filed for future reference. 3.4 Inventory and stock control completely recorded in required format.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Damage</li> <li>• Lack of control system</li> </ul>			

### Employability Skills

#### Core Abilities

- Please refer to NCS- Core Abilities latest edition.

#### Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 27 Debra F. Cannon, Catherine M. Gustafson (2013), American Hotel & Lodging Association, Training and Development for the Hospitality Industry (AHLEI), Pearson Education, ISBN : 9780133454161
- 28 Rocco M Angelo (2013), Hospitality Today, American Hotel & Lodging Association(AHLEI), Pearson Education, ISBN : 9780133454239
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#### 15.4. Housekeeping Preventive Maintenance

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation Supervision		
COMPETENCY UNIT TITLE	Housekeeping Preventive Maintenance		
LEARNING OUTCOMES	<p>The outcome of this competency unit is to set up, maintain guest rooms' cleanliness and quality standard in accordance with organization's standard.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> <li>1. Determine preventive maintenance schedule checklist.</li> <li>2. Check tools, equipment and materials.</li> <li>3. Monitor preventive maintenance.</li> <li>4. Coordinate room or public area setup.</li> </ol>		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-3:2018-C04	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Determine preventive maintenance schedule checklist.	1.1 Preventive maintenance task which include: <ul style="list-style-type: none"> <li>• Mattress Turning</li> <li>• Carpet Shampooing</li> <li>• Major Washing</li> <li>• Scrubbing</li> <li>• Polishing</li> <li>• Grouting Cleaning</li> <li>• Internal Glass Cleaning</li> <li>• Upholstery Cleaning</li> <li>• Fridge Defrosting</li> <li>• Cooking facilities cleaning where applicable.</li> </ul>	1.1 Identify maintenance task according to maintenance schedule. 1.2 Identify room or public area to pre block. 1.3 Coordinate with related departments for preventive maintenance. 1.4 Identify duration of cleaning process. 1.5 Identify manpower requirements.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Meticulous in identifying preventive maintenance requirements.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Adhere to safety and hygiene guidelines.</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available.</li> </ul>	1.1 Preventive maintenance task explained. 1.2 Preventive maintenance procedure described. 1.3 Cleaning process duration determined according to maintenance schedule. 1.4 Manpower requirements determined according to maintenance task.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	1.2 Preventive maintenance procedure which include: <ul style="list-style-type: none"> <li>• Blocking schedule.</li> <li>• Cleaning process duration.</li> <li>• Manpower requirements.</li> <li>• Coordinate with related departments.</li> </ul>			
2. Check tools, equipment and materials.	2.1 Types of approved cleaning chemicals which include: <ul style="list-style-type: none"> <li>• Glass Cleaner</li> <li>• Multipurpose Cleaner</li> <li>• Bathroom Cleaner</li> <li>• Stainless Polish</li> <li>• Stain Remover</li> <li>• Degreaser</li> </ul> 2.2 Types of cleaning tools and equipment which include: <ul style="list-style-type: none"> <li>• Vacuum Cleaner</li> <li>• Sweeper</li> <li>• Squeegee</li> <li>• Brooms And Brushes</li> <li>• Dust Pans</li> <li>• Mops</li> <li>• Rags</li> <li>• Microfiber Cloth</li> <li>• Carpet Extractor</li> <li>• Wet And Dry Pick-Up</li> </ul>	2.1 Identify supplies for housekeeping trolleys/ janitor cart. 2.2 Check relevant supplies and adequate in housekeeping trolleys/ janitor cart. 2.3 Check approved cleaning chemicals requirements. 2.4 Check cleaning equipment functionality and sufficiency.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Meticulous and detailed in checking equipment status.</li> <li>• Systematic in organising resources.</li> <li>• Careful in handling approved cleaning chemicals.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Adhere to safety and hygiene guidelines.</li> <li>• Wear related PPE.</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Control usage of approved cleaning chemicals.</li> </ul>	2.1 Types of approved cleaning chemicals listed. 2.2 Types of cleaning tools and equipment listed. 2.3 Cleaning equipment functionality confirmed according to manufacturer's manual. 2.4 Relevant supplies identified for housekeeping trolleys/janitor cart according to maintenance task. 2.5 Cleaning chemical accurately prepared in appropriate process. 2.6 Housekeeping trolleys safely stocked with adequate. supplies, tools and equipment for guest room and public area cleaning process.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Air Blower</li> <li>• Steam Cleaner</li> </ul>			
3. Monitor preventive maintenance.	<p>3.1 Guest room and public area cleaning Standard Operating Procedure (SOP)</p> <p>3.2 Monitoring progress area which include:</p> <ul style="list-style-type: none"> <li>• Maintenance task</li> <li>• Housekeeping task</li> </ul> <p>3.3 Method in monitoring production activities which include:</p> <ul style="list-style-type: none"> <li>• Checklist</li> <li>• Inspect</li> <li>• Report</li> </ul>	<p>3.1 Assign preventive maintenance task to subordinates.</p> <p>3.2 Monitor preventive maintenance process.</p> <p>3.3 Follow up with related departments to rectify defects, if any.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Responsive to arising maintenance concern issues.</li> <li>• Attentive in handling maintenance issues.</li> <li>• Proactive in recommending remedial actions.</li> </ul> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Adhere to safety and hygiene guidelines.</li> <li>• Wear related PPE.</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Save energy and water.</li> </ul>	<p>3.1 Guest rooms and public area cleaning SOP explained.</p> <p>3.2 Monitoring report documented and generated according to company's documentation procedure.</p> <p>3.3 Preventive maintenance progress monitored with related departments to rectify defects, if any.</p>
4. Coordinate room or public area setup.	<p>4.1 Room or public area layout plan and standard set-up.</p> <p>4.2 Preventive maintenance room inspection checklist which include:</p> <ul style="list-style-type: none"> <li>• Furniture, fixture and fitting condition.</li> <li>• Room linen cleanliness and</li> </ul>	<p>4.1 Interpret layout plan and standard set-up.</p> <p>4.2 Assign room or public area set-up to subordinates.</p> <p>4.3 Carry out final inspection with related departments.</p> <p>4.4 Update housekeeping preventive maintenance record.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Systematic in coordinating room or public area set-up.</li> <li>• Meticulous in performing final inspection.</li> </ul> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Adhere to safety and hygiene guidelines.</li> <li>• Wear related PPE.</li> </ul>	<p>4.1 Room or public area layout plan and standard set-up identified.</p> <p>4.2 Preventive maintenance room inspection checklist listed.</p> <p>4.3 Preventive maintenance public area inspection checklist listed.</p> <p>4.4 Room and public area inspection procedure described.</p> <p>4.5 Quality and performance non-compliance explained.</p> <p>4.6 Room set-up confirmed</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>orderliness.</p> <ul style="list-style-type: none"> <li>• Guest supplies as per standard set-up.</li> <li>• Safety compliances.</li> </ul> <p>4.3 Preventive maintenance public area inspection checklist which include:</p> <ul style="list-style-type: none"> <li>• Cleaning equipment functionality.</li> <li>• Furniture, fixture and fitting condition and functionality.</li> <li>• Section cleanliness.</li> <li>• Public area supplies as per standard set-up.</li> <li>• Safety compliances.</li> </ul> <p>4.4 Room and public area inspection procedure which include:</p> <ul style="list-style-type: none"> <li>• Clock wise</li> <li>• Anti-clock wise</li> </ul> <p>4.5 Quality and performance non-compliance.</p>		<p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Save energy and water.</li> </ul>	<p>according to layout plan and standard setup.</p> <p>4.7 Public area set-up confirmed according to layout plan and standard set-up.</p> <p>4.8 Guest and public area supplies as per standard set-up.</p> <p>4.9 Cleanliness of all sections confirmed according to inspection checklist.</p>

## Employability Skills

### Core Abilities

- Please refer to NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

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### 15.5. Housekeeping Staff Administration

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation Supervision		
COMPETENCY UNIT TITLE	Housekeeping Staff Administration		
LEARNING OUTCOMES	<p>The outcome of this competency unit is to ensure the duties and responsibilities of staff are properly assigned, monitored and evaluated in accordance with organization requirements.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> <li>1. Prepare work schedule and duty roster.</li> <li>2. Conduct briefing session.</li> <li>3. Monitor staff performance.</li> <li>4. Conduct staff training.</li> <li>5. Update housekeeping log book.</li> </ol>		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-3:2018-C05	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare work schedule and duty roster.	1.1 Work schedule and duty roster preparation requirements which include: <ul style="list-style-type: none"> <li>• Number of manpower</li> <li>• Occupancy or events of the day</li> <li>• Public holidays and festival of the month</li> <li>• Special projects</li> <li>• Daily task</li> </ul> 1.2 Work schedule and duty roster preparation method which include:	1.1 Identify number of manpower. 1.2 Identify occupancy or events of the day. 1.3 Identify public holidays and festival of the month. 1.4 Identify special project. 1.5 Identify daily task. 1.6 Prepare monthly duty roster. 1.7 Prepare work schedule. 1.8 Submit work schedule and duty roster to superior for approval.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Resourceful and meticulous in preparing work schedule and duty roster.</li> <li>• Non-biased in allocating manpower and schedule.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	1.1 Work schedule and duty roster preparation requirements explained. 1.2 Manpower allocation estimated according to job capacity. 1.3 Suitable preparation work schedule and duty roster generated in required format.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• System</li> <li>• Manual</li> </ul>			
2. Conduct briefing session.	<p>2.1 Pre shift briefing which include:</p> <ul style="list-style-type: none"> <li>• Morning shift</li> <li>• Afternoon shift</li> <li>• Overnight shift</li> </ul> <p>2.2 Shift briefing purpose and content which include:</p> <ul style="list-style-type: none"> <li>• Occupancy</li> <li>• Arrival and departure pattern</li> <li>• VIP</li> <li>• Guest complaint and comment</li> <li>• Special task/ event/ project</li> <li>• Special attention for guest and group arrival</li> <li>• Turn over room</li> </ul>	<p>2.1 Prepare shift briefing purpose and content.</p> <p>2.2 Conduct briefing session.</p> <p>2.3 Conduct refresher training to subordinates.</p> <p>2.4 Apply leadership skills.</p> <p>2.5 Apply communication skills.</p> <p>2.6 Apply interpersonal skills.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Responsible in conducting briefing session.</li> <li>• Firm in executing subordinate briefing.</li> <li>• Factual in briefing issues/topics.</li> </ul> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Not Available</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	<p>2.1 Shift briefing purpose and content determined according to issue or topic highlight.</p> <p>2.2 Briefing session performed in a systematic manner using effective communication skills.</p> <p>2.3 Refresher training performed in a systematic manner using effective communication skills.</p>
3. Monitor staff performance.	<p>3.1 Subordinates' performance supervising method which include:</p> <ul style="list-style-type: none"> <li>• Observation</li> <li>• Interview</li> <li>• Instruction</li> <li>• Delegation</li> </ul> <p>3.2 Subordinates'</p>	<p>3.1 Monitor probation of new staff.</p> <p>3.2 Conduct staff performance.</p> <p>3.3 Appraise subordinates' appraisal yearly.</p> <p>3.4 Obtain staff feedback.</p> <p>3.5 Review staff performance.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Knowledgeable and meticulous in monitoring staff performance.</li> <li>• Diligent in supervising staff performance.</li> </ul> <p><u>SAFETY</u></p>	<p>3.1 Staff performance criteria explained.</p> <p>3.2 Subordinates' performance supervising method explained.</p> <p>3.3 Subordinates' performance evaluation recommendation explained.</p> <p>3.4 Key Performance Indicators (KPI) explained.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<p>performance evaluation criteria which include:</p> <ul style="list-style-type: none"> <li>• Quality</li> <li>• Productivity</li> <li>• Discipline</li> <li>• Skill or Competency</li> <li>• Grooming</li> <li>• Teamwork</li> <li>• Product knowledge</li> <li>• Empowerment</li> <li>• Adaptability</li> </ul> <p>3.3 Subordinates' performance evaluation / appraisal recommendation which include:</p> <ul style="list-style-type: none"> <li>• Confirmation</li> <li>• Promotion</li> <li>• Training</li> <li>• Refresher course</li> <li>• Motivation</li> <li>• Termination</li> </ul> <p>3.4 Employee Performance Indicators (EPI) Achievement which include:</p> <ul style="list-style-type: none"> <li>• Definition of EPI</li> <li>• Purpose of EPI</li> </ul>		<ul style="list-style-type: none"> <li>• Not Available</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	<p>3.5 Subordinates performance, attitude and discipline appraised according to company practise.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
4. Conduct staff training.	4.1 Staff training details which include: <ul style="list-style-type: none"> <li>• Participant (new staff or existing staff)</li> <li>• Number of participants</li> <li>• Training materials</li> <li>• Facilities</li> </ul> 4.2 Types of training which include: <ul style="list-style-type: none"> <li>• Communication skills training.</li> <li>• Task skills training.</li> <li>• Safety and hygiene training.</li> </ul>	4.1 Identify training schedule according to Human Resources (HR)/training guidelines. 4.2 Determine training scope. 4.3 Arrange training facilities. 4.4 Coordinate staff training. 4.5 Evaluate staff performance during and after training programme. 4.6 Prepare and submit training report to superior.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Systematic in conducting staff training.</li> <li>• Resourceful in gathering feedback on training programme effectiveness.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	4.1 Staff training details explained. 4.2 Types of training listed. 4.3 Training scope and types of training determined according to training schedule. 4.4 Training programme executed according to training schedule. 4.5 Staff performance gap identified according to training programme evaluation. 4.6 Training report generated and submitted to superior.
5. Update housekeeping log book.	5.1 Daily activity log which include: <ul style="list-style-type: none"> <li>• Incident</li> <li>• Follow-up task.</li> <li>• Staff information.</li> <li>• Guest special request.</li> <li>• Room status.</li> <li>• Guest complaint and comment.</li> <li>• Briefing highlight.</li> </ul>	5.1 Determine daily log content. 5.2 Compile supporting documents/materials. 5.3 Evaluate daily log information. 5.4 Summarise daily log information. 5.5 Recommend for continuous improvement, if any. 5.6 Produce housekeeping daily log. 5.7 Submit daily log to superior.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Knowledgeable in updating housekeeping log book.</li> <li>• Clear and precise in writing daily report.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	5.1 Daily report information listed. 5.2 Daily report information evaluated and recommended for continuous improvement, if any. 5.3 Housekeeping daily report generated as per standard format.

## Employability Skills

### Core Abilities

- Please refer to NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Debra F. Cannon, Catherine M. Gustafson (2013), American Hotel & Lodging Association, Training and Development for the Hospitality Industry (AHLEI), Pearson Education, ISBN : 9780133454161
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### 15.6. Flower And Accessory Arrangement

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation Supervision		
COMPETENCY UNIT TITLE	Flower And Accessory Arrangement		
LEARNING OUTCOMES	<p>The outcome of this competency is to produce flower and accessory arrangement based on guest/ establishment requirements and designs.</p> <p>Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> <li>1. Prepare flower arrangement tools and materials.</li> <li>2. Prepare flowers and decorative accessories.</li> <li>3. Prepare flower arrangement.</li> </ol>		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-3:2018-C06	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare flower arrangement tools and materials.	1.1 Flower arrangement information which include: <ul style="list-style-type: none"> <li>• Quantity and design of flower arrangement.</li> <li>• Types of flowers required (rose, carnation, baby breath, fern leaf and orchid).</li> <li>• Flower arrangement location (lobby, guest room, function room, spa area &amp; VIP lounge).</li> </ul> 1.2 Type of flowers	1.1 Check banquet event order. 1.2 Check VIP arrival and special request. 1.3 Identify flower quantity and design arrangement. 1.4 Identify flower types required. 1.5 Identify flower arrangement location. 1.6 Prepare flowers arrangement tools, equipment and materials. 1.7 Update tool, equipment and material checklist.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Knowledgeable and meticulous in preparing floral arrangement tools and materials.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Adhere to safety procedures in preparing floral arrangement maintenance tools, equipment and consumables.</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	1.1 Banquet event order promptly mentioned for flower arrangement tools and materials. 1.2 Types of flowers, quantity, design and flower arrangement required confirmed according to event order and guest request. 1.3 Types of tools, equipment and materials arranged for flower arrangement.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	arrangement tools, equipment and materials which include: <ul style="list-style-type: none"> <li>• Flower Cutter</li> <li>• Floral Scissors</li> <li>• Pliers</li> <li>• Knife</li> <li>• Table</li> <li>• Pail</li> <li>• Glue Gun</li> <li>• Stapler</li> <li>• Sprayer</li> <li>• Wire</li> <li>• Floral Foam Block (Wet And Dry)</li> <li>• Anchor Tape</li> <li>• Bamboo Stick</li> </ul>			
2. Prepare flowers and decorative accessories.	2.1 Type of flowers container/shape which include: <ul style="list-style-type: none"> <li>• Pot</li> <li>• Basket</li> <li>• Glass</li> <li>• Vase</li> <li>• Plastic container</li> </ul> 2.2 Type of floral foam block which include: <ul style="list-style-type: none"> <li>• Dry</li> <li>• Wet</li> </ul> 2.3 Type of decorative accessories which include:	2.1 Select flower container. 2.2 Soak floral foam block into water. 2.3 Cut floral foam block according to container size. 2.4 Put floral foam block into container. 2.5 Apply net, if necessary.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Resourceful in preparing flower and decorative accessory activities.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	2.1 Flower container/shape selection confirmed in accordance with types of flower. 2.2 Types of floral foam block identified according to flower arrangement technique. 2.3 Suitable floral foam block determined according to container size and types of flower. 2.4 Suitable decorative accessory type selected according to flower design.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Net</li> <li>• Ribbon</li> <li>• Colour paper</li> <li>• Soft toys</li> <li>• Beads</li> <li>• Candy</li> </ul>			
3. Prepare flower arrangement.	<p>3.1 Types of flower arrangement which include:</p> <ul style="list-style-type: none"> <li>• Ikebana</li> <li>• Oriental</li> <li>• English</li> <li>• Contemporary</li> <li>• Elongated</li> <li>• Long and low</li> <li>• Posie</li> <li>• Bouquet</li> <li>• Garland</li> <li>• Arch</li> <li>• Single stalk</li> <li>• Corsage</li> </ul> <p>3.2 Flower arrangement procedure which include:</p> <ul style="list-style-type: none"> <li>• Design</li> <li>• Materials used</li> <li>• Futuristic arrangement</li> <li>• Creativity</li> </ul>	<p>3.1 Prepare flower and accessory combination.</p> <p>3.2 Confirm floor plan.</p> <p>3.3 Confirm flower design according to event order and guest request.</p> <p>3.4 Build flower arrangement.</p> <p>3.5 Confirm flower arrangement quality with superior.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Knowledgeable and meticulous in preparing flower arrangement.</li> <li>• Creative in decorating flowers.</li> </ul> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Wear related PPE.</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	<p>3.1 Flower arrangement types listed.</p> <p>3.2 Flower arrangement procedure described.</p> <p>3.3 Flower design confirmed according to flower arrangement information.</p> <p>3.4 Flower arrangement executed according to flower design.</p>

## Employability Skills

### Core Abilities

- Please refer to NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

## References for Learning Material Development

- 1 Debra F. Cannon, Catherine M. Gustafson (2013), American Hotel & Lodging Association, Training and Development for the Hospitality Industry (AHLEI), Pearson Education, ISBN : 9780133454161
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### 15.7. Landscape & Ground Garden Maintenance

SECTION	(I) Accommodation and Food Service Activities		
GROUP	(551) Short term accommodation activities		
AREA	Room, Public Area, Laundry & Linen		
NOSS TITLE	Housekeeping Operation Supervision		
COMPETENCY UNIT TITLE	Landscape & Ground Garden Maintenance		
LEARNING OUTCOMES	<p>The outcome of this competency unit is to create and maintain a clean, beautiful and pleasant landscape environment in accordance with organization's standard. Upon completion of this competency unit, trainees shall be able to:</p> <ol style="list-style-type: none"> <li>1. Prepare for landscape &amp; ground garden maintenance work.</li> <li>2. Perform landscape &amp; ground garden maintenance work.</li> <li>3. Update landscaping &amp; ground garden maintenance record.</li> </ol>		
TRAINING PRE-REQUISITE	Not Available		
CU CODE	I551-003-3:2018-E01	NOSS LEVEL	Three (3)

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
1. Prepare for landscape & ground garden maintenance work.	1.1 Tools and equipment for landscape maintenance which include: <ul style="list-style-type: none"> <li>• Personal Protective Equipment's (PPE)</li> <li>• Weeding tools</li> <li>• Grass cutter</li> <li>• Hose</li> <li>• Pail and water deoper</li> <li>• Water</li> <li>• Fertiliser</li> <li>• Garden kit</li> <li>• Fresh flowers</li> <li>• Garbage bag</li> </ul>	1.1 Identify landscape and ground garden maintenance schedule. 1.2 Identify landscape and ground garden maintenance task. 1.3 Arrange tools, equipment and materials. 1.4 Prepare work site.	<u>ATTITUDE</u> <ul style="list-style-type: none"> <li>• Knowledgeable and meticulous in preparing for landscape and ground garden maintenance work.</li> </ul> <u>SAFETY</u> <ul style="list-style-type: none"> <li>• Adhere to safety procedures in handling tools and equipment.</li> </ul> <u>ENVIRONMENT</u> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	1.1 Landscape event order identified for landscape and ground garden maintenance work. 1.2 Landscape and ground garden maintenance task identified according to maintenance schedule. 1.3 Tools, equipment and materials completely ready for landscape and ground garden maintenance.

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
<p>2. Perform landscape &amp; ground garden maintenance work.</p>	<p>2.1 Types of soil which include:</p> <ul style="list-style-type: none"> <li>• Sand</li> <li>• Clay</li> <li>• Silt</li> <li>• Peat</li> </ul> <p>2.2 Types of plant which include:</p> <ul style="list-style-type: none"> <li>• Indoor</li> <li>• Outdoor</li> </ul> <p>2.3 Types of fertilizer for which include:</p> <ul style="list-style-type: none"> <li>• Flower</li> <li>• Leaf</li> <li>• Fruits</li> </ul> <p>2.4 Types of festive plant which include:</p> <ul style="list-style-type: none"> <li>• Pine trees</li> <li>• Lime trees</li> <li>• Pussy Willow</li> <li>• Poinsettia flower</li> </ul> <p>2.5 Landscape and ground garden maintenance procedure which include:</p> <ul style="list-style-type: none"> <li>• Weeding</li> <li>• Grass Cutting</li> <li>• Plant Watering</li> <li>• Plant Fertilising</li> <li>• Pruning</li> <li>• Replanting</li> <li>• Trimming</li> <li>• Sculpturing</li> </ul>	<p>2.1 Weed grass and plants.</p> <p>2.2 Water grass and plants.</p> <p>2.3 Fertilise grass and plants.</p> <p>2.4 Trim plants, trees and garden.</p> <p>2.5 Beautify plants, trees and garden.</p> <p>2.6 Collect landscape waste.</p> <p>2.7 Dispose landscape waste.</p> <p>2.8 Monitor and destroy mosquito breeding spots.</p> <p>2.9 Maintain water feature.</p> <p>2.10 Carry out pest control.</p> <p>2.11 Clean tools and equipment.</p> <p>2.12 Store tools and equipment.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Knowledgeable and meticulous in performing landscape and ground garden maintenance work.</li> </ul> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Adhere to safety procedures in handling tools and equipment.</li> <li>• Wear related PPE.</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	<p>2.1 Types of soil, plants, fertilizer and festive plants listed.</p> <p>2.2 Landscape and ground garden maintenance procedure described.</p> <p>2.3 Safety guidelines adhered to in landscape and ground gardening activities.</p> <p>2.4 Tools and equipment utilised properly for landscape and ground gardening maintenance activities.</p> <p>2.5 Grass and plants properly managed using weeding, watering and fertilizing techniques with minimum disruption to guest.</p> <p>2.6 Plants, trees and gardens beautified.</p> <p>2.7 Landscape and ground gardening waste disposed with suitable technique and environmental guidelines.</p> <p>2.8 Tools and equipment replaced in store room after cleaned.</p>

WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	ATTITUDE/ SAFETY/ ENVIRONMENT	ASSESSMENT CRITERIA
	<ul style="list-style-type: none"> <li>• Water Feature Maintenance</li> </ul>			
<p>3. Update landscaping &amp; ground garden maintenance record.</p>	<p>3.1 Landscaping and ground garden maintenance report preparation which include:</p> <ul style="list-style-type: none"> <li>• Tool and equipment inventory</li> <li>• Daily upkeep</li> <li>• Material consumption</li> <li>• Event plant allocation</li> </ul>	<p>3.1 Identify landscaping and ground garden maintenance checklist.</p> <p>3.2 Update landscaping ground garden maintenance checklist.</p> <p>3.3 Compile landscaping and ground garden maintenance record.</p> <p>3.4 Prepare landscaping and ground garden maintenance report.</p>	<p><u>ATTITUDE</u></p> <ul style="list-style-type: none"> <li>• Knowledgeable in updating landscaping material consumption record.</li> <li>• Precise in updating landscaping and ground garden maintenance record.</li> </ul> <p><u>SAFETY</u></p> <ul style="list-style-type: none"> <li>• Not Available</li> </ul> <p><u>ENVIRONMENT</u></p> <ul style="list-style-type: none"> <li>• Not Available</li> </ul>	<p>3.1 Maintenance checklist appropriately updated in required format.</p> <p>3.2 Landscaping and ground garden maintenance record content confirmed.</p> <p>3.3 Landscaping and ground garden maintenance report generated in required format.</p>

## Employability Skills

### Core Abilities

- Please refer to NCS- Core Abilities latest edition.

### Social Values & Social Skills

- Please refer to Handbook on Social Skills and Social Values in Technical Education and Vocational Training.

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## 16. Delivery Mode

The following are the **recommended** training delivery modes:-

KNOWLEDGE	SKILL
<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Group discussion</li> <li>• E-learning, self-paced</li> <li>• E-learning, facilitate</li> <li>• Case study or Problem based learning (PBL)</li> <li>• Self-paced learning, non-electronic</li> <li>• One-on-one tutorial</li> <li>• Shop talk</li> <li>• Seminar</li> <li>• Site visit</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstration</li> <li>• Simulation</li> <li>• Project</li> <li>• Scenario based training (SBT)</li> <li>• Role play</li> <li>• Coaching</li> <li>• Observation</li> <li>• Mentoring</li> </ul>

Skills training and skills assessment of trainees should be implemented in accordance with TEM requirements and actual situation.

**17. Tools, Equipment and Materials (TEM)****HOUSEKEEPING OPERATION SUPERVISION****LEVEL 3**

CU No.	CU CODE	COMPETENCY UNIT TITLE
<b>CU 01</b>	I551-003-3:2018-C01	Housekeeping Quality Inspection
<b>CU 02</b>	I551-003-3:2018-C02	Housekeeping VIP Services
<b>CU 03</b>	I551-003-3:2018-C03	Housekeeping Inventory & Stock Control
<b>CU 04</b>	I551-003-3:2018-C04	Housekeeping Preventive Maintenance
<b>CU 05</b>	I551-003-3:2018-C05	Housekeeping Staff Administration
<b>CU 06</b>	I551-003-3:2018-C06	Flower and Accessory Arrangement
<b>EU 01</b>	I551-003-3:2018-E01	Landscape & Ground Garden Maintenance

\* Items listed refer to TEM's **minimum requirement** for skills delivery only.

Bil	ITEM*	RATIO (TEM : Trainees or AR = As Required)						
		CU1	CU2	CU3	CU4	CU5	CU6	CU7
<b>A. Tools</b>								
1.	Protective Gloves			1:5				1:1
2.	Warning Signs			1:5				
3.	Dust Pan			1:5				
4.	Floor Master Key	1:5				1:5		
5.	Mops			1:5				
6.	Brooms And Brushes			1:5				
7.	Buckets			1:5				
8.	Cloth			1:5				
9.	Sweeper			1:5				
10.	Brooms And Brushes			1:5				
11.	Dust Pans			1:5				
12.	Rags			1:5				
13.	Microfiber Cloth			1:5				
14.	High Cleaning Tools			1:5				
15.	Ladder			1:5				
16.	Caddy			1:5				
17.	Dipper			1:5				

Bil	ITEM*	RATIO (TEM : Trainees or AR = As Required)						
		CU1	CU2	CU3	CU4	CU5	CU6	CU7
18.	Cobweb Brush			1:5				
19.	Dust Mop			1:5				
20.	Squeegee			1:5				
21.	Extension Pole			1:5				
22.	Extension Wire			1:5				
23.	Personal Protective Equipment (Ppe)			1:5				
<b>B. Equipment</b>								
1.	Housekeeping Trolley				1:5			
2.	Janitor Cart				1:5			
3.	Vacuum Cleaner				1:5			
4.	Telephone							
5.	Fax Machine							
6.	Carpets Shampoo Machines				1:5			
7.	Polishers				1:5			
8.	Scrubbing Machines				1:5			
9.	Buffing Machines				1:5			
10.	Carpet Extractor				1:5			
11.	Blower				1:5			
12.	High Pressure				1:5			
13.	Sanitizer				AR			
14.	Leather Protection Cream				AR			
15.	Polisher				AR			
16.	Abrasives				AR			
17.	Detergents				AR			
18.	Degreaser				AR			
19.	Stain Remover				AR			
20.	All-Purpose Cleaner				AR			
21.	Floor Cleaner				AR			
22.	Glass Cleaner				AR			
23.	Quality Inspection Report	1:5						
24.	VIP Amenities		1:5					
25.	Inventory List			1:5				
26.	Sample Of Housekeeping Duty Roster And					1:5		

Bil	ITEM*	RATIO (TEM : Trainees or AR = As Required)						
		CU1	CU2	CU3	CU4	CU5	CU6	CU7
	Work Schedule							
27.	Sample Of Housekeeping Log Book					1:5		
28.	Flower Cutter						1:5	
29.	Floral Scissors						1:5	
30.	Pliers						1:5	
31.	Knife						1:5	
32.	Table						1:5	
33.	Pail						1:5	
34.	Glue Gun						1:5	
35.	Stapler						1:5	
36.	Sprayer						1:5	
37.	Wire						1:5	
38.	Floral Foam Block (Wet And Dry)						1:5	
39.	Anchor Tape						1:5	
40.	Bamboo Stick						1:5	
41.	Pot						1:5	
42.	Basket						1:5	
43.	Glass						1:5	
44.	Vase						1:5	
45.	Plastic Container						1:5	
46.	Net						1:5	
47.	Ribbon						1:5	
48.	Colour Paper						1:5	
49.	Soft Toys						1:5	
50.	Beads						1:5	
51.	Candy						1:5	
52.	Personal Protective Equipment (Ppe)							1:5
53.	Weeding Tools							1:5
54.	Grass Cutter							1:5
55.	Hose							1:5
56.	Pail And Water Deeper							1:5
57.	Water							1:5
58.	Fertiliser							1:5

Bil	ITEM*	RATIO (TEM : Trainees or AR = As Required)						
		CU1	CU2	CU3	CU4	CU5	CU6	CU7
59.	Garden Kit							1:5
60.	Fresh Flower							1:5
61.	Garbage Bag							1:5
62.	Plants							1:5
63.	Wheelbarrow							1:5
64.	Leaf Blower							1:5

## 18. Competency Weightage

The following table shows the percentage of training priorities based on consensus made by the Standard Development Committee (SDC).

### HOUSEKEEPING OPERATION SUPERVISION

#### LEVEL 3

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
I551-003-3:2018-C01	Housekeeping Quality Inspection	30%	Perform guest room quality inspection.	10%
			Perform public area quality inspection.	20%
			Inspect laundry & linen services operation standards.	20%
			Inspect hygiene, safety practise, pest control & waste management.	40%
			Prepare housekeeping inspection report.	10%
I551-003-3:2018-C02	Housekeeping VIP Services	10%	Check VIP services assignment.	20%
			Attend VIP services requirement.	40%
			Update VIP services preferences.	40%
I551-003-3:2018-C03	Housekeeping Inventory & Stock Control	10%	Monitor stock control.	30%
			Coordinate stock take.	50%
			Update inventory record.	20%
I551-003-3:2018-C04	Housekeeping Preventive Maintenance	15%	Determine preventive maintenance schedule checklist.	10%
			Check tools, equipment and materials.	20%
			Monitor preventive maintenance.	30%
			Coordinate room or public area setup.	40%
I551-003-3:2018-C05	Housekeeping Staff Administration	20%	Prepare work schedule and duty roster	10%
			Conduct briefing session.	30%
			Monitor staff performance	20%
			Conduct staff training.	40%
			Update housekeeping log book.	10%
I551-003-3:2018-C06	Flower And Accessory Arrangement	15%	Prepare flower arrangement tools and materials.	40%
			Prepare flowers and decorative accessories.	40%
			Prepare flower arrangement.	20%
TOTAL PERCENTAGE (CORE)		100%		

CU CODE	COMPETENCY UNIT TITLE	COMPETENCY UNIT WEIGHTAGE	WORK ACTIVITIES	WORK ACTIVITIES WEIGHTAGE
COMPETENCY)				
I551-003-3:2018-E01	Landscape & Ground Garden Maintenance	100%	Prepare for landscape & ground garden maintenance work.	20%
			Perform landscape & ground garden maintenance work	55%
			Update landscaping & ground garden maintenance record.	25%
TOTAL PERCENTAGE (ELECTIVE COMPETENCY		100%		
			CORE ABILITY	80 hours

### Sample Calculation for Summary of Training Hours

The following table shows the nominal training hours based on recommendations made by the Standard Development Committee (SDC). For purpose of Malaysian Skills Certification through accredited centre training, the program duration is subject to Malaysian Skills Certification System.

#### HOUSEKEEPING OPERATION SUPERVISION

#### LEVEL 3

CU CODE	COMPETENCY UNIT TITLE	WORK ACTIVITY	WORK ACTIVITY TRAINING DURATION (HOURS)		TRAINING DURATION (HOURS)	SKILLS CREDIT
			KNOWLEDGE	SKILLS		
I551-003-3:2018-C01	Housekeeping Quality Inspection	Perform guest room quality inspection.	40	90	330	33
		Perform public area quality inspection.	30	70		
		Inspect laundry & linen services operation standards.	10	24		
		Inspect hygiene, safety practise, pest control & waste management.	10	24		
		Prepare housekeeping inspection report.	10	22		
I551-003-3:2018-C02	Housekeeping VIP Services	Check VIP services assignment.	10	24	110	11
		Attend VIP services requirement.	16	38		
		Update VIP services preferences.	6	16		
I551-003-3:2018-C03	Housekeeping Inventory & Stock Control	Monitor stock control.	10	24	110	11
		Coordinate stock take.	16	38		
		Update inventory record.	6	16		
I551-003-3:2018-C04	Housekeeping Preventive Maintenance	Determine preventive maintenance schedule checklist.	10	24	170	17
		Check tools, equipment and materials.	5	12		
		Monitor preventive maintenance.	15	36		
		Coordinate room or public area setup.	20	48		

I551-003-3:2018-C05	Housekeeping Staff Administration	Prepare work schedule and duty roster.	10	24	220	22
		Conduct briefing session.	10	24		
		Monitor staff performance.	17	36		
		Conduct staff training.	24	52		
		Update housekeeping log book.	7	16		
I551-003-3:2018-C06	Flower And Accessory Arrangement	Prepare flower arrangement tools and materials.	12	26	180	18
		Prepare flowers and decorative accessories.	16	38		
		Prepare flower arrangement.	26	62		
TOTAL HOURS (CORE COMPETENCY)			336	784	1120	112
I551-003-3:2018-E01	Landscape & Ground Garden Maintenance	Prepare for landscape & ground garden maintenance work.	9	21	100	10
		Perform landscape & ground garden maintenance work.	15	35		
		Update landscaping & ground garden maintenance record.	6	14		
TOTAL HOURS (ELECTIVE COMPETENCY)			30	70	100	10
TOTAL HOURS OF COMPETENCY UNIT					1120	
CORE ABILITY					80	

The sample calculations performed are based on table in section 18 for delivery of Level 3 training program at 1120 hours excluding delivery of core abilities.