

Housekeeping and Laundry Service Level-I



CURRICULUM

Based on October, 2021 (V- II) Occupational
Standard (OS)

March, 2022

Addis Ababa, Ethiopia

Preface

The reformed TVET-System is an outcome-based system. It utilizes the needs of the labor market and occupational requirements from the world of work as the benchmark and standard for TVET delivery. The requirements from the world of work are analyzed and documented – taking into account international benchmarking – as occupational standards (OS).

In the reformed TVET-System, curricula and curriculum development play an important role with regard to quality driven comparable TVET-Delivery. The Curricula help to facilitate the training process in a way, that trainees acquire the set of occupational competences (skills, knowledge and attitude) required at the working place and defined in the occupational standards (OS).

This curriculum has been developed by a group of professional experts from different Regional TVET Bureaus, colleges, Industries, Institutes and universities based on the occupational standard for **Housekeeping and Laundry Service Level I**.

The curriculum development process has been actively supported and facilitated by **Ministry of Labor and Skills**.

Page 1 of 125	Author/Copyright : Ministry of Labor and Skills	Housekeeping and laundry service Level I	Version - I
			March, 2022

TVET-Program Design

1.1. TVET-Program Title: Housekeeping and laundry service Level I

1.2. TVET-Program Description

The Program is designed to develop the necessary knowledge, skills and attitude of the trainees to the standard required by the occupation. The contents of this program are in line with the occupational standard. The Trainees who successfully completed the Program will be qualified to work as an **Assistant Housekeeper** with competencies elaborated in the respective OS. Graduates of the program will have the required qualification to work in the Hospitality industry in the field of **Housekeeping and Laundry Service**.

The prime objective of this training program is to equip the Trainees with the identified competences specified in the OS. Graduates are therefore expected to Identify and Apply Basics Hospitality and Tourism Industry Service, Apply Housekeeping and Laundry Operation, Clean Public Areas, Provide Laundry Service, Identify basic Front Office Operation, Serve Food and Beverage to customer, Follow Workplace Grooming, Hygiene, and Sanitation, Use Basic French for Hotel I, Use Workplace Communication in Hotel English I, Provide First Aid, and Apply 5S in accordance with the performance criteria and evidence guide described in the OS.

1.3. TVET-Program Training Outcomes

The expected outputs of this program are the acquisition and implementation of the following units of competences:

CST HLS1 01 1021 Identify and apply Basics Hospitality and Tourism Industry Service

CST HLS1 07 1021 Follow Workplace Grooming, Hygiene, and Sanitation

CST HLS1 09 1021 Apply 5S

CST HLS1 08 1021 Provide First Aid

CST HLS1 02 1021 Apply Housekeeping and Laundry Operation

CST HLS1 03 1021 Clean Public Areas, Provide laundry service

CST HLS1 04 1021 Provide laundry service

CST HLS1 05 1021 Identify basic Front Office Operation

CST HLS1 06 1021 Serve Food and Beverage to customer

1.4. Duration of the TVET-Program

The Program will have duration of **508 hours** including the on school/ Institution training and on-the-job practice or cooperative training time. Such cooperative training based on realities of the industry, nature of the occupation, location of the TVET institution, and other factors will be considered in the training delivery to ensure that trainees acquire practical and workplace experience.

No.	Unit competency	TVET Institution training		Cooperative training	Total hours	Remarks
		Theory	Practical			
1.	Identify and apply Basics Hospitality and Tourism Industry Service	18	26	26	60	
2.	Follow Workplace Grooming, Hygiene, and Sanitation	18	26	26	60	
3.	Apply 5S	10	22	8	40	
4.	Provide First Aid	9	19	4	32	
5.	Apply Housekeeping and Laundry Operation	14	18	16	60	
6.	Clean Public Areas	14	10	24	48	
7.	Provide laundry service	14	12	22	48	
8.	Identify basic Front Office Operation	24	8	48	80	
9.	Serve Food and Beverage to customer	24	8	48	80	
	Total Hour	145	149	222	508	

1.5. Qualification Level and Certification

Based on the descriptors elaborated on the Ethiopian National TVET Qualification Framework (NTQF) the qualification of this specific TVET Program is **Level I**.

The trainee can exit after successfully completing the modules in one level and will be awarded the equivalent institutional certificate on the level completed. However, only institutional certificate of training accomplishment will be awarded.

1.6. Target Groups

Any citizen **with or without disability** who meets the entry requirements under items 1.7 and capable of participating in the training activities is entitled to take part in the Program.

1.7 Entry Requirements

The prospective participants of this program are required to possess the requirements or directive of the **Ministry of Labor and Skills**.

1.8 Mode of Delivery

This TVET-Program is characterized as a formal Program on middle level technical skills. The mode of delivery is co-operative training. The time spent by the trainees in the real work place/ industry will give them enough exposure to the actual world of work and enable them to get hands-on experience.

The co-operative approach will be supported with school-based lecture-discussion, simulation and actual practice. These modalities will be utilized before the trainees are exposed to the industry environment. Hence based on the nature of the occupation, location of the TVET institutions, and interest of the industry alternative mode of cooperative training such as apprenticeships, internship and traineeship will be employed. In addition, in the areas where industry is not sufficiently available the established production and service centers/learning factories in TVET institutions will be used as cooperative training places. The Training-Institution and identified companies have forged an agreement to co-operate with regard to the implementation of this program.

1.9. TVET-Program Structure

Unit of Competence	Module Code & Title	Training Outcomes	Duration (In Hours)
CST HLS1 01 1021 Identify and apply Basics Hospitality and Tourism Industry Service	CSTHLS1 M01 0322 Identifying and applying Basics Hospitality and Tourism Industry Service	<ul style="list-style-type: none"> Acquire information on the hospitality and tourism industry Source and apply information on Legal and ethical issues for hospitality industry Source and apply information on hospitality and tourism industry technology Update personal and organization knowledge of tourism industry 	60
CST HLS1 07 1021 Follow Workplace Grooming, Hygiene, and Sanitation	CST HLS1 M02 0322 Following Workplace Grooming, Hygiene, and Sanitation	<ul style="list-style-type: none"> Identify materials requirement Perform measurements and simple calculation Evaluation of selected materials Treatment of affected timber 	60
CST HLS1 09 1021 Apply 5S	CSTHLS1 M03 0322 Applying 5S	<ul style="list-style-type: none"> Develop understanding of quality system Sort needed items from unneeded 	40

			<ul style="list-style-type: none"> • Set workplace in order • Shine work area • Standardize activities 		
CST HLS1 08 1021	_Provide First Aid	CSTHLS1 M04 0322	Providing First Aid	<ul style="list-style-type: none"> • Assess the situation • Perform first aid procedures • Communicate details of the incident • Evaluate own performance 	32
CST HLS1 02 1021	_Apply Housekeeping and Laundry Operation	CST HLS1 M05 0322	Applying Housekeeping and Laundry Operation	<ul style="list-style-type: none"> • Identify housekeeping and laundry operation • Identify guest room and amenities • Prepare the structure of housekeeping and laundry management • Use cleaning equipment and agents • Provide lost and found facility • Provide valet service 	60
CST HLS1 03 1021	_Clean Public Areas	CSTHLS1 M06 0322	Cleaning Public Areas, Providing laundry service	<ul style="list-style-type: none"> • Prepare for cleaning • Cleaning furniture's and fixtures • Clean and maintain food serving area 	48

			<ul style="list-style-type: none"> • Apply pest control activity • Complete cleaning procedure 		
CST HLS1 04 1021	Provide laundry service	CSTHLS1 M07 0322	Providing laundry service	<ul style="list-style-type: none"> • Perform basic laundry function • Remove stain from fabric • Iron and repair linen • Careful guest property • Complete and maintain laundry process 	48
CST HLS1 05 1021	Identify basic Front Office Operation	CSTHLS1 M08 0322	Identifying basic Front Office Operation	<ul style="list-style-type: none"> • Identify the front office department and functions • Clarify interdepartmental coordination • Provide Porter Services • Receive and Respond to telephone calls 	80
CST HLS1 06 1021	Serve Food and Beverage to customer	CSTHLS1 M09 0322	Serving Food and Beverage to customer	<ul style="list-style-type: none"> • Prepare for service • Welcome customers • Take and process orders • Serve and clear food and drinks • Close down after service 	80

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*The time duration (Hours) indicated for the module should include all activities in and out of the TVET institution.

1.10 Institutional Assessment

Two types of evaluation will be used in determining the extent to which training outcomes are achieved. The specific training outcomes are stated in the modules. In assessing them, verifiable and observable indicators and standards shall be used.

The **formative assessment** is incorporated in the training modules and form part of the training process. Formative evaluation provides the trainee with feedback regarding success or failure in attaining training outcomes. It identifies the specific training errors that need to be corrected, and provides reinforcement for successful performance as well. For the teacher, formative evaluation provides information for making instruction and remedial work more effective.

Summative Evaluation the other form of evaluation is given when all the modules in the program have been accomplished. It determines the extent to which competence have been achieved. And, the result of this assessment decision shall be expressed in the term of institutional Assessment implementation guidelines..

Techniques or tools for obtaining information about trainees' achievement include oral or written test, demonstration and on-site observation.

1.11 TVET Teachers Profile

The teachers conducting this particular TVET Program are **B-Level** and above who have satisfactory practical experiences or equivalent qualifications.

Page 8 of 125	Author/Copyright : Ministry of Labor and Skills	Housekeeping and laundry service Level I	Version - I
			March, 2022

1.7. Training and Assessment methodology

The program is delivered using a variety of training methods. The table below shows training and assessment methodology for non-impaired trainees and with reasonable adjustment for impaired trainees. In addition, as per the nature of the module title the trainer can use recommended and possible training and assessment methodology.

Learning Methods:				
For none impaired trainees	Reasonable Adjustment for Trainees with Disability (TWD)			
	Low Vision	Deaf	Hard of hearing	Physical impairment
Lecture-discussion	<ul style="list-style-type: none"> ❖ Provide large print text ❖ Prepare the lecture in Audio/video ❖ Organize the class room seating arrangement to be accessible to trainees ❖ Write short notes on the black/white board using large text ❖ Make sure the luminosity of the light of class room is kept ❖ Use normal tone of voice ❖ Encourage trainees to record the lecture in audio format ❖ Provide Orientation on the physical feature of the work shop ❖ Summarize main points 	<ul style="list-style-type: none"> ❖ Assign sign language interpreter ❖ Arrange the class room seating to be conducive for eye to eye contact ❖ Make sure the luminosity of the light of class room is kept ❖ Introduce new and relevant vocabularies ❖ Use short and clear sentences ❖ Give emphasis on visual lecture and ensure the attention of the trainees ❖ Avoid movement during lecture time ❖ Present the lecture in video format ❖ Summarize main points 	<ul style="list-style-type: none"> ❖ Organize the class room seating arrangement to be accessible to trainees ❖ Speak loudly ❖ Ensure the attention of the trainees ❖ Present the lecture in video format ❖ Ensure the attention of the trainees 	<ul style="list-style-type: none"> ❖ Organize the class room seating arrangement to be accessible for wheelchairs users. ❖ Facilitate and support the trainees who have severe impairments on their upper limbs to take note ❖ Provide Orientation on the physical feature of the work shop

Demonstration	<ul style="list-style-type: none"> ❖ Conduct close follow up ❖ Use verbal description ❖ Provide special attention in the process of guidance ❖ facilitate the support of peer trainees ❖ Prepare & use simulation 	<ul style="list-style-type: none"> ❖ use Sign language interpreter ❖ Use video recorded material ❖ Ensure attention of the trainees ❖ Provide structured training ❖ Show clear and short method ❖ Use gesture ❖ provide tutorial support (if necessary) 	<ul style="list-style-type: none"> ❖ Illustrate in clear & short method ❖ Use Video recorded material ❖ Ensure the attention of the trainees ❖ provide tutorial support (if necessary) 	<ul style="list-style-type: none"> ❖ Facilitate and support the trainees having severe upper limbs impairment to operate equipments/ machines ❖ Assign peer trainees to assist ❖ Conduct close follow up ❖ provide tutorial support (if necessary)
Group discussion	<ul style="list-style-type: none"> ❖ Facilitate the integration of trainees with group members ❖ Conduct close follow up ❖ Introduce the trainees with other group member ❖ Brief the thematic issues of the work 	<ul style="list-style-type: none"> ❖ Use sign language interpreters ❖ Facilitate the integration of trainees with group members ❖ Conduct close follow up ❖ Introduce the trainees with other group member 	<ul style="list-style-type: none"> ❖ Facilitate the integration of trainees with group members ❖ Conduct close follow up ❖ Introduce the trainees with other group member ❖ Inform the group members to speak loudly 	<ul style="list-style-type: none"> ❖ Introduce the trainees with their peers
Exercise	<ul style="list-style-type: none"> ❖ Conduct close follow up and guidance ❖ Provide tutorial support if necessary ❖ provide special attention in the process 	<ul style="list-style-type: none"> ❖ Conduct close follow up and guidance ❖ Provide tutorial support if necessary ❖ provide special attention in the process/practical training ❖ Introduce new and relevant vocabularies 	<ul style="list-style-type: none"> ❖ Conduct close follow up and guidance ❖ Provide tutorial support if necessary ❖ provide special attention in the process/practical training 	<ul style="list-style-type: none"> ❖ Assign peer trainees ❖ Use additional nominal hours if necessary

<p>Individual assignment</p>	<ul style="list-style-type: none"> ❖ prepare the assignment questions in large text ❖ Encourage the trainees to prepare and submit the assignment in large texts ❖ Make available recorded assignment questions ❖ Facilitate the trainees to prepare and submit the assignment in soft or hard copy 	<ul style="list-style-type: none"> ❖ Use sign language interpreter ❖ Provide briefing /orientation on the assignment ❖ Provide visual recorded material 	<ul style="list-style-type: none"> ❖ Provide briefing /orientation on the assignment ❖ Provide visual recorded material 	
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Assessment Methods:				
Interview		<ul style="list-style-type: none"> ❖ Use sign language interpreter ❖ Ensure or conform whether the proper communication was conducted with the trainee through the service of the sign language interpreter ❖ Use short and clear questioning ❖ Time extension 	<ul style="list-style-type: none"> ❖ Speak loudly ❖ Using sign language interpreter if necessary 	<ul style="list-style-type: none"> ❖ Use written response as an option for the trainees having speech challenges
Written test	<ul style="list-style-type: none"> ❖ Prepare the exam in large texts ❖ Use interview as an option if necessary ❖ Prepare the exam in audio format ❖ Assign human reader (if necessary) ❖ Time extension 	<ul style="list-style-type: none"> ❖ Prepare the exam using short sentences, multiple choices, True or False, matching and short answers ❖ Avoid essay writing ❖ Time extension 	<ul style="list-style-type: none"> ❖ Prepare the exam using short sentences, multiple choices, true or false, matching and short answers if necessary. 	<ul style="list-style-type: none"> ❖ Use oral response as an option to give answer for trainees having severe upper limb impairment ❖ Time extension for trainees having severe upper limb impairment
Demonstration/Observation	<ul style="list-style-type: none"> ❖ Brief the instruction or provide them in large text ❖ Time extension 	<ul style="list-style-type: none"> ❖ Use sign language interpreter ❖ Brief on the instruction of the exam ❖ Provide activity-based/ practical assessment method ❖ Time extension 	<ul style="list-style-type: none"> ❖ Provide activity based assessment ❖ Brief on the instruction of the exam ❖ Use loud voice ❖ Time extension 	<ul style="list-style-type: none"> ❖ Provide activity based assessment ❖ Conduct close follow up ❖ Time extension

LEARNING MODULE 01	
TVET-PROGRAMME TITLE: Housekeeping and Laundry Service Level I	
MODULE TITLE: Identifying Basics of Hospitality and Tourism Industry Services	
MODULE CODE: CST HLS1 M01 0322	
NOMINAL DURATION: 60 hours	
<p>MODULE DESCRIPTION: This module describes knowledge, skills and attitude required to perform hospitality and tourism industry basic activities, including the role of different industry sectors and key legal and ethical issues that must be considered by hospitality and tourism industry personnel in their day-to-day work.</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <p>LO1. Acquire information on the hospitality and tourism industry</p> <p>LO2. Source and apply information on legal and ethical issues for the hospitality industry</p> <p>LO3. Source and apply information on hospitality and tourism industry technology</p> <p>LO4. Update personal and organizational knowledge of the tourism industry</p>	
<p>MODULE CONTENTS:</p> <p>LO1. Acquire information on the hospitality and tourism industry</p> <p>1.1 Identifying and accessing information sources on hospitality and tourism industry</p> <p>1.2 Historical background of hospitality and tourism industry</p> <p>1.3 Obtaining information to assist effective work performance within the industry.</p> <p>1.4 Accessing and updating specific information sources</p> <p>1.5 Using knowledge of the hospitality and tourism industry</p> <p>LO2. Source and apply information on legal and ethical issues for the hospitality industry</p> <p>2.1 Obtaining information on legal and ethical issues</p> <p>2.2 Conducting legal obligations and ethical industry practices</p> <p>LO3. Source and apply information on hospitality and tourism industry technology</p> <p>3.1 Accessing information on technologies that impact the hospitality and tourism organization process.</p> <p>3.2 Potential effects of different technologies</p> <p>3.3 Applying knowledge of current and emerging technology</p> <p>LO4. Update personal and organizational knowledge of the tourism industry</p>	

- 4.1 Using opportunities to update general knowledge
- 4.2 Monitoring issues of concern to the industry
- 4.3 Sharing and applying updated knowledge

Learning Methods:

- Lecture and Discussion
- Demonstrations
- Simulation
- Videos

Assessment Methods:

- Quiz
- Written test with Oral questioning
- Practical demonstration
- Assignment
- Contentious Assessment

Annex: Resource Requirements

Module Code: CST HLS1 M01 0322

Module Title: Identifying and Applying Basic Hospitality and Tourism Industry Services

Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTLM prepared by the trainer	25	1:1
2.	Reference Books			
2.1	Advances In Hospitality and Leisure Vol. 1	Joseph S. Chen 2004	5	1:5
2.2	Hospitality and Catering GNVQ	Johns, Y.1995	5	1:5
2.3	Hospitality Today: An Introduction - Fourth ed.	Angelo , R.M. 2001	5	1:5

2.4	Welcome to Hospitality: An Introduction - Third Edition	Kaye (Kye-Sung) Chon 2010	5	1:5
B.	Learning Facilities & Infrastructure			
1.	Class room	5X5 meter	1	1:25
2.	Workshop	Standard	1	1:15
3.	Library	10X10 meter	1	1:25
C.	Consumable Materials			
1.	Brochure	Prepared by the department	25	1:1
2.	Folder	Prepared by the department	25	1:1
3.	White board Marker	Standard	5	1:5
4.	Paper	Pack	1	1:1
5.	Map	Standard	25	1:25
D.	Tools and Equipment			
1.	Computer	Dell	25	1:1
2.	Printer	Hp	1	1:25
3.	Telephone	Apparatus	1	1:25

LEARNING MODULE 02	
TVET-PROGRAMME TITLE: Housekeeping And Laundry Service Level I	
MODULE TITLE: Following Workplace Grooming, Hygiene, and Sanitation	
MODULE CODE: CST HLS1 M02 0322	
NOMINAL DURATION: 60 Hours	
<p>MODULE DESCRIPTION: This module covers the competence required to perform good grooming and hygiene practices within a range of service industry operations. It requires the ability to follow predetermined procedures for industrial grooming, identify and control simple hazards and take particular hygiene and sanitation measures to ensure self and colleagues at a health risk.</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <p>Unit One ;Follow work place grooming and appearance</p> <p>Unit Two ;Follow hygiene and sanitation procedures and identify hazards</p> <p>Unit Three; Report any personal health issues</p> <p>Unit Four ;Prevent food and other item contamination</p> <p>Unit Five; Prevent cross-contaminations by washing hands</p>	
<p>MODULE CONTENTS</p> <p>Unit One :Work place grooming and appearance</p> <ul style="list-style-type: none"> 1.1. Grooming and appearance procedures 1.2. Identifying improper grooming and appearance practices 1.3. Correct proper grooming & appearance 1.4. Report improper grooming and appearance practices <p>Unit Two :Hygiene And Sanitation Procedures And Identify Hazards</p> <ul style="list-style-type: none"> 2.1 Hygiene and sanitation procedures& policies 2.2 Poor hygiene practices 2.3 Hygiene hazards 2.4 Hazard identification tool and templates 2.5 Actual or foreseeable hazardous 2.6 Other personnels & hazard identification 2.7 Records hazards 	

Unit Three:Report any personal health issues

3.1 Personal health issues

3.2 Incidents of contamination

Unit Four : Prevent food and other item contamination

4.1 Proper safety tools

4.2 Clothes or items that cause food contamination

4.3 Unnecessary contact with ready food

4.4 Contaminated food

4.5 Cross contamination of other items

Unit Five :Prevent cross-contaminations by washing hands

5.1Hand washing procedures

5.2Hand washing facilities

ASSESSMENT CRITERIA:

Unite One : Work place grooming and appearance

- Follow grooming and appearance procedures
- Identify improper grooming and appearance practices
- Correct proper grooming and appearance practices
- Report improper grooming and appearance practices

Unite Two: Hygiene and sanitation procedures and identify hazards..

- Follow hygiene and sanitation procedures & policies
- Identify & report poor health and safety practices
- Identify hygiene hazards
- Minimize/remove hazards according to legal requirements.
- Report hygiene breaches
- Document hazard identification tools and template
- Identify methods to identify actual or foreseeable hazards
- Involve other personnel in hazard identification process
- Records identified hazard

Unite Three:Report any personal health issues

- Report any personal health issues.

- Report incidents of food contamination

Unite Four: Prevent food and other item contamination

- Maintain prevention of food contamination.
- Ensure not to wear other items that contaminate food
- Prevent unnecessary contact with ready food
- Practices that contaminate food are well prevented.
- Use of clean materials, clothes and

Unite Five : Prevent cross-contaminations by washing hands

- Washing hands
- Use appropriate facilities

Annex: Resource Requirement

CST HLS1 M02 0322 Following Workplace Grooming, Hygiene, and Sanitation				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTTLM prepared by the trainer	25	1:1
2.	Reference Books			
2.1	Principle of Food Sanitation	5 th edition Norman G.Marriott and Robert B.Gravani	5	1:5
2.2	Food Hygiene	Marwaha, K. , MAR. 2007,	5	1:5
3	Journals/Publication/Magazines	-	-	-
B.	Learning Facilities & Infrastructure			
1.	Classroom	Standard		1:25

2.	Housekeeping lab.	Standard		1:25
3.	Library	Standard		1:25
C. Consumable Materials				
1	Uniform	Full dressing		1:1
2	PPE	Full set		1:1
3	Paper	A4	1pack	1:25
4	Whiteboard marker		1pck	1:25
5	Pen	Bick (black)		
6	Chalk		1pck	
7	Flipchart with stand	Sinner line	1	
D. Tools and Equipments				
1	LCD Screen	LCD Portable Tripod Projector Screen 70" x 70"	1	1:25
2	Desktop/Laptop		25	1:1
3	Printer		1	
4	LCD projector	GP-9 HD Mini Projector LED Multimedia, Home Theater USB VGA HDMI TV AV	1	1:25
5	Flipchart stand	Flip Chart Stand with Wheels, 70X100cm - FSFC70X100WN	2	1:25

LEARNING MODULE 03

TVET-PROGRAMME TITLE: **Housekeeping And Laundry Service Level I**

MODULE TITLE: **Applying 5S Procedures**

MODULE CODE: **CST HLS1 M03 0322**

NOMINAL DURATION: **80 Hours**

MODULE DESCRIPTION: This module covers the skills; Knowledge and Attitude required by an employee or worker to apply 5S procedures (structured approach to housekeeping) to their own job and work area and maintains the housekeeping and other standards set by 5S. The unit assumes the employee or worker has a particular job and an allocated work area and that processes in the work area are known by the individual.

LEARNING OUTCOMES

At the end of the module the trainee will be able to:

LO1. Develop understanding of quality system

LO2. Sort needed items from unneeded

LO3. Set workplace in order

LO4. Shine work area

LO5. Standardize activities

MODULE CONTENTS

LO1. Develop Understanding of Quality System

- 1.1 Discussing quality assurance procedures
- 1.2 Understanding the relationship of quality system and continuous improvement
- 1.3 Identifying the purpose and elements of quality assurance
- 1.4 Explaining the 5S system

LO2. Sort Needed Items from Unneeded

- 2.1 Identifying items in the work area
- 2.2 Distinguishing essential and non-essential items
- 2.3 Sorting items
- 2.4 Sorting items for regulatory purposes
- 2.5 Placing non-essential item in the appropriate place other than workplace
- 2.6 Checking availability of essential items

LO3. Set Workplace in Order

- 3.1 Identifying the best location for essential item
- 3.2 Placing essential item in its assigned location
- 3.3 Returning used essential items to its assigned location
- 3.4 Checking essential item is in its assigned location

LO4; Shine Work Area

- 4.1 Keeping the work area clean and tidy at all times
- 4.2 Conducting housekeeping activities during shift
- 4.3 Ensuring the work area is neat, clean and tidy at both beginning and end of shift

LO5; Standardize Activities

- 5.1 Following procedures
- 5.2 Following checklists for activities, where available
- 5.3 Keeping the work area to specified standard

LO6; Sustain 5S System

- 6.1 Cleaning up after completion of job and before commencing next job
- 6.2 Identifying situations where compliance to standards is unlikely
- 6.3 Inspecting work area regularly for compliance to specified standard
- 6.4 Recommending improvements to lift the level of compliance in the workplace

ASSESSMENT CRITERIA:**LO.1 Develop understanding of quality system**

- Discuss quality assurance procedures of the enterprise or organization
- Understand the relationship of quality system and continuous improvement in the workplace
- Identify and relate to workplace requirements the purpose and elements of quality assurance (QA) system
- Explain the 5S system as part of the quality assurance of the work organization

LO.2 Sort needed items from unneeded

- Identify all items in the work area
- Distinguish between essential and non-essential items
- Sort items to achieve deliverables and value expected by downstream and final customers
- Sort items required for regulatory or other required purposes
- Place any non-essential item in a appropriate place other than the workplace
- Regularly check that only essential items are in the work area

LO3 Set workplace in order

- Identify the best location for each essential item
- Place each essential item in its assigned location
- After use immediately return each essential item to its assigned location
- Regularly check that each essential item is in its assigned location

LO4 Shine work area

- Keep the work area clean and tidy at all times
- Conduct regular housekeeping activities during shift
- Ensure the work area is neat, clean and tidy at both beginning and end of shift

LO5 Standardize activities

- Follow procedures
- Follow checklists for activities, where available
- Keep the work area to specified standard

LO6 Sustain 5S system

- Clean up after completion of job and before commencing next job or end of shift
- Identify situations where compliance to standards is unlikely and take actions specified in procedures
- Inspect work area regularly for compliance to specified standard
- Recommend improvements to lift the level of compliance in the workplace

Annex: Resource Requirements

CST HLS1 M03 0322 Apply 5S Procedures				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A. Learning Materials				
1.	TTLM	TTLM prepared by the trainer	25	1:25
2. Reference Books				
	The 5S's of Kaizen	Enna , 2017	5	1:5
3.2	Kaizen Definition & Principles in Brief	Thessaloniki, 2006	5	1:5
3 Journals/Publication/Magazines				
3.1	Kaizen Philosophy In A Modern-Day Business	Dilek Demirbas Rhys Blackburn David Bennett,2019		
B. Learning Facilities & Infrastructure				
1.	Housekeeping shop	Standard	1	1:25
2.	Class room	Standard	1	1:25
3.	Practical work	Standard	1	1:25
C. Consumable Materials				
1.	Chalk	Standard	1 pack	
2	Whiteboard Marker	Standard	1 pack	
5	Paper	Standard	1 pack	
6	Pen	Standard	1 pack	
8	Flip Chart	Standard	1 role	

9	Paper For check list	A4	5rim	1:5
10	paper for shop lay out	A3	5rim	1:5
11	Color paint	Standard	5	1:1
12	thinner	Standard		1:5
13	soap	Hand wash		1:1
14	Brush & broom	Plastic/ragger	25	1:1
D. Tools and Equipments				
1.	Computer	Desktop/Laptop		
2	Printer			
3	wheel brow	steel	5	1:5
4	Shovel	steel	12	1:2
5	fork	steel	12	1:2
6	Mask	Standard	25 each	1:1
7	Glove	plastic	25 each	1:1
8	Eye glass	plastic	25 each	1:1
9	helmet	plastic	25 each	1:1
10	Safety Shoe	Rubber soul	25 each	1:1
11	Wast segregation box for re use	wooden	1	1:25
12	Wast segregation box for disposal	wooden	1	1:25

LEARNING MODULE 04

TVET-PROGRAMMETITLE: **Housekeeping and Laundry Service Level I**

MODULE TITLE: **Provide First Aid**

MODULE CODE: **CST HLS1 M04 0322**

NOMINAL DURATION: **45 Hours**

MODULE DESCRIPTION: This unit describes the knowledge, skills and attitude required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

LEARNING OUTCOMES

At the end of the module the trainee will be able to:

- **Assess the situation**
- **Perform first aid procedures**
- **Communicate details of the incident**
- **Evaluate own performance**

MODULE CONTENTS;

Unit one: Assess the situation

- 1.1 Hazards
- 1.2 Immediate risks
- 1.3 Injuries, illnesses and conditions

Unit two: Perform first aid procedures

- 2.1. Provide information calmly .
- 2.2. Available resources and equipment .
- 2.3 .Casualty in a culturally aware, sensitive and respectful manner.
- 2.4 .The nature of casualty's injury and relevant first aid procedures .
- 2.5. First aid management
- 2.6. Establish first aid principles.
- 2.7 . First aid assistance.
- 2.8. Operate First aid equipment correctly .

- 2.9 .Manual handling techniques
- 2.10 .Casualty's condition and response
- 2.11 .Finalizing Casualty management

Unit three: Communicate details of the incident

- 3.1 Request Ambulance support and/or appropriate medical assistance
- 3.2 Communication media and equipment
- 3.3 Assessment of casualty's condition
- 3.4 Prepare Reports .
- 3.5 Record details of casualty's physical condition, changes and response accurately .

Maintain confidentiality records and information

Unit four: Evaluate own performance

- 4.1 See Feedback come from **appropriate clinical expert**
- 4.2 Recognized the possible psychological impacts

ASSESSMENT CRITERIA:

Unit one: Assess the situation

- Hazards
- Immediate risks
- Injuries, illnesses and conditions

Unit two: Perform first aid procedures

- .Provide information calmly .
- .Available resources and equipment .
- .Casualty in a culturally aware, sensitive and respectful manner.
- .The nature of casualty's injury and relevant first aid procedures .
- . First aid management
- . Establish first aid principles.
- . First aid assistance.
- . Operate First aid equipment correctly.
- .Manual handling techniques
- Casualty's condition and response
- Finalizing Casualty management

Unit three: Communicate details of the incident

- Request Ambulance support and/or appropriate medical assistance
- Communication media and equipment
- Assessment of casualty's condition
- Prepare Reports .
- Record details of casualty's physical condition, changes and response accurately .
- Maintain confidentiality records and information

Unit four: Evaluate own performance

- See Feedback come from **appropriate clinical expert**
- Recognized the possible psychological impacts

LEARNING MODULE 05

TVET-PROGRAMME TITLE: **Housekeeping and Laundry Service Level I**

MODULE TITLE: **Applying Housekeeping and Laundry Operation**

MODULE CODE: **CST HLS1 M05 0322**

NOMINAL DURATION: **60 Hours**

MODULE DESCRIPTION: This module covers the knowledge, skills, and attitudes required to Apply housekeeping and laundry operation. It includes the Importance & Functions of Housekeeping and laundry, key control procedure, Cleaning equipment and Agents, and Organization of Housekeeping and laundry Department.

LEARNING OUTCOMES

At the end of the module the trainee will be able to:

- Housekeeping and laundry operation
- Guest room and Amenities
- Structure of Housekeeping and Laundry Department
- Cleaning equipment and Agents
- Provide Lost and Found Facility
- Provide Valet Service

MODULE CONTENTS:

UNIT ONE: Housekeeping and Laundry Operation

- 1.1. Importance and functions of housekeeping
- 1.2. Standard operating procedure (SOPs)
- 1.3. Relationship between Housekeeping and Other Departments
- 1.4. Duties and responsibilities of housekeeping and laundry
- 1.5. Layout and functions of department sections

UNIT TWO: Guest Rooms and Amenities

- 2.1 Types of guest room
- 2.2 Guest room amenities & facilities

UNIT THREE: Structure of Housekeeping and Laundry Department

- 3.1 Organizational structure
- 3.2 Attributes of the departments

3.3 Job description and specifications

UNIT FOUR: Cleaning Equipment and Agents

- Cleaning equipment, supplies and materials
- Checking equipment's clean and safe
- *Sanitizing agents and chemicals*
- Personal protective equipment
- Storing cleaning material, equipment and chemicals
- Minimizing waste

UNIT FIVE: Provide Lost and Found Facility

- Organizational requirements
- Appropriate person's record lost and found item
- *Identification* of the claimant

UNIT SIX: Provide Valet Service

- Valet service
- Standards of valet's grooming and communication
- Valet quality service
- Customer needs and resolve problems
- Maintain privacy client property and activities

ASSESSMENT CRITERIA:

UNIT ONE: Housekeeping and laundry operation

- Identify Importance and functions of housekeeping
- Apply Standard operating procedure (SOPs)
- Understand Relationship between Housekeeping and Other Departments
- Identify Duties and responsibilities of housekeeping
- Know Duties and responsibilities of laundry
- Understand department Layout
- Identify functions of all sections

UNIT TWO: Guest Rooms and Amenities

- Understand types of guestrooms
- Identify guest room amenities
- Clarify guest room facilities

UNIT THREE: Structure of Housekeeping and Laundry Department

- Identify Organizational structure
- Understand Attributes of the departments
- Identify Job description and specifications

UNIT FOUR: Cleaning equipment and Agents

- Select cleaning equipment, supplies and materials
- Check equipment's clean and safe
- Prepare Sanitizing agents and chemicals
- Use Personal protective equipment
- Store cleaning material, equipment and chemicals
- Understand minimizing waste

UNIT FIVE: Provide Lost and Found Facility

- Identify organizational requirements for lost and found item
- Know appropriate person's record lost and found item
- Verify identification of the claimant

UNIT SIX: Provide Valet Service

- Identify Valet service
- Apply Standards of valet's grooming and communication
- Provide Valet quality service
- Identify Customer needs and resolve problems
- Maintain Confidentiality privacy client property and activities

Annex: Resource Requirement

CST HLS1 M05 0322 Applying Housekeeping and Laundry Operation				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A. Learning Materials				
1.	TTLM	TTLM prepared by the trainer	25	1:1
2.	Reference Books			
2.1	Professional Management of Housekeeping Operations	Thomas J.A.Jones, 4 th edition ,2005	5	1:5
2.2	Text book of Hotel Housekeeping Management and Operations	Sudhir Andre ,2008	5	1:5
3 Journals/Publication/Magazines				
B. Learning Facilities & Infrastructure				
1.	Class Room	Standard	1	1:25
2.	Housekeeping & Laundry Shop	Standard	1	1:25
3.	Library	Standard	1	1:25
C. Consumable Materials				
1.	Toiletries (e.g.Shampoo,lotion)	Full chemicals	1 Pcs	1:25
2	Personal care (combs, shaving cream, razor, shower cap, hair dryer)	Full chemicals	5 each	1:5
5	Coffee Kit (maker, coffee and creamer)		1	1:25
6	Tissue box.		1 role	1:25
8	Bathrobes and slippers.		5 each	1:5
D. Tools and Equipments				

1.	Kitchen facilities, (fridge, coffee maker and microwave)	Standard	1 each	1:25
2	TV with cable.	Standard	1	1:25
3	Towels(Hand,face,body)	Standard	1	1:25
4	Vacuum cleaning	Standard	5	
5	Scrubbing machines	Standard	2	
6	Dry foam machine	Standard	2	
7	Extraction machinery	Standard	3	
8	laundry machine	Standard	3	
9	Brooms	Standard, steel filament	50	
10	Mops	Standard, cotton fiber		
11	PPEs	Standard		
12	Trolley	Standard		
13	Polishing machine	Standard		
14	Bucket	Standard		
15	Basin and bowls	Standard		
16	Dustpans	Standard		
17	Dustbins	Standard		
18	Sani-bins	Standard		
19	Hand Cadis	Standard		
20	Ironing Machine	Standard		

LEARNING MODULE 06

TVET-PROGRAMME TITLE: **Housekeeping and Laundry Service Level I**

MODULE TITLE: **Cleaning Public Areas**

MODULE CODE: **CST HLS1 M06 0322**

NOMINAL DURATION: **48 Hours**

MODULE DESCRIPTION: This module covers the knowledge, skills, and attitudes required in cleaning public area, and storage area. It includes pest control, cleaning of surfaces and floors, cleaning of furnishings and fixtures, making up beds and cots, cleaning of toilets and bathroom, sanitizing rooms and maintaining clean room environment.

LEARNING OUTCOMES

At the end of the module the trainee will be able to:

Unit 1. Prepare for cleaning

Unit 2. Clean furnishing and fixtures

Unit 3. Clean and maintain food serving area

Unit 4. apply Pest Control Activity

Unit 5. Complete cleaning procedure

MODULE CONTENTS:

LO1. Prepare for Cleaning

- 1.1 Cleaning requirements and methods
- 1.2 Components of cleaning
- 1.3 Cleaning equipment
- 1.4 Cleaning agents and supplies
- 1.5 Personal Protective Equipment (PPE)
- 1.6 Procedures and techniques of cleaning equipment
- 1.7 Maintenance procedures

LO2. Clean Furnishing and Fixtures

- 2.1 Performing cleaning
- 2.2 Positioning Furnishings and fixtures
- 2.3 Cleaning and storing equipment
- 2.4 Carrying out routine maintenance

LO3. Clean and Maintain Food Serving Area

- 3.1 Dispose waste food and litter
- 3.2 Cleaning floor, surfaces, and cooking areas
- 3.3 Food storage area
- 3.4 Avoid moisture on floor, shelves and cabinets

LO4. Apply Pest Control Activity

- 4.1 Pest management framework
- 4.1 Types of pests
- 4.2 Precautionary measures to prevent the entry of insect
- 4.3 Methods of pest control
- 4.4 Consultative arrangements for pest management
- 4.5 Inspecting and maintaining facilities

LO5. Complete Cleaning Procedure

- 5.1 Complete cleaning equipment
- 5.2 Disposing wastes
- 5.3 Shifting movable furniture and fittings for hidden dusts
- 5.4 Storing cleaning agents and supplies
- 5.5 Checking orderliness/tidiness

ASSESSMENT CRITERIA:

UNIT .One Prepare for cleaning

- understand cleaning requirements and methods
- Identify components of cleaning
- Identify cleaning equipment
- Understand cleaning agents and supplies
- Use Personal Protective Equipment (PPE)
- Identify Procedures and techniques of cleaning equipment
- Apply maintenance procedures

Unit Two: Clean furnishing and fixtures

- Perform cleaning
- Perform positioning of furnishing
- Perform clean and storing equipment
- Apply of clean and storing equipment
- Understand of carry out routine maintenance

UNITE..Three Clean and maintain food serving area

- Apply dispose waste food and litter
- Perform cleaning floor, surfaces, and cooking areas
- Identify food storage area
- Avoid moisture on floor, shelves and cabinets

UNITE Four :Apply Pest Control Activity

- Apply dispose waste food and litter
- Perform cleaning floor, surfaces, and cooking areas
- Identify food storage area
- Avoid moisture on floor, shelves and cabinets

UNITE Five Complete cleaning procedure

- Understand pest management framework
- Identify types of pests
- Use precautionary measures to prevent the entry of insect
- Use methods of pest control
- Consultative arrangements for pest management
- Inspecting and maintaining facilities.

Annex: Resource Requirement

CST HLS1 M06 0322 Cleaning Public Areas				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A. Learning Materials				
1.	TTLM	TTLM prepared by the trainer		1:1
2. Reference Books				
2.1	Professional Management of Housekeeping Operations	Thomas J.A.Jones, 4 th edition ,2005	5	1:5
2.2	Text book of Hotel Housekeeping Management and Operations	Sudhir Andre 2008	5	1:5
3 Journals/Publication/Magazines				
B. Learning Facilities & Infrastructure				
1.	Class Room	Standard	1	1:25
2.	Housekeeping Shop	Standard	1	1:25
3.	Library	Standard	1	1:25
C. Consumable Materials				
1	Neutral detergent	Standard		
2	Acid and alkaline-based detergents	Standard		
5	disinfectants	Standard		
6	Face masks	Standard		
D. Tools and Equipments				
1.	Brooms	Standard		
2	Mops	Standard		
3	Brushes	Standard		
4	Dusters / dusting and washing rags	Standard		

5	Buckets	Commercial/Standard		
6	Vacuum cleaning	Standard		
7	Scrubbing machines	Standard		
8	Dry foam machine	Standard		
9	Extraction machinery	Standard		
10	PPEs	Standard		
11	Public area trolley	Standard		

LEARNING MODULE 05	
TVET-PROGRAMME TITLE: Housekeeping and Laundry Service Level I	
MODULE TITLE: Providing Laundry Service	
MODULE CODE: CST HLS1 M0 7 1122	
NOMINAL DURATION: 48 Hours	
MODULE DESCRIPTION: This module deals with the skills knowledge and Attitude required to Maintain and Operate an Industrial Laundry in a range of settings within the hotel and travel industries workplace context	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <p>Unit 1. Perform basic laundry functions</p> <p>Unit 2. Remove stains from fabric</p> <p>Unit 3. Iron and Repair linen</p> <p>Unit 4. Care for guest property</p> <p>Unit 5. Complete and maintain laundry process</p>	
<p>MODULE CONTENTS:</p> <p>Unit 1. Perform Basic Laundry Functions</p> <ul style="list-style-type: none"> • Collect and check laundry linen • Sort and classify linens for laundry service • Linens and clothes free from silverware and trash • Complete and submit require documents <p>Unit 2. Remove Stains From Fabric</p> <p>2.0 Check stain items</p> <p>2.1 Receive stain linens</p> <p>2.2 Nature and type of stains</p> <p>2.3 Methods and techniques of remove stain items</p>	

Unit 3. Iron and Repair Linen

- 3.0 Prepare linen and cloths for ironing
- 3.1 Operate ironing equipment
- 3.2 Linen and cloths free from crease and damage
- 3.3 Select tools, equipment and supplies for repairing linens
- 3.4 Repairing areas of blends with rest of fabric

Unit 4.Care for Guest Property

- 4.0 Pack and store unpacked guest luggage
- 4.1 Prepare and present ready clothes
- 4.2 Clean shoes
- 4.3 Hygienic work practices
- 4.4 Repair personal items
- 4.5 Organize client property
- 4.6 Confidentiality maintains guest property and activity.
- 4.7 Meet individual needs and relevant details requests

Unit 5. Complete and Maintain Laundry Process

- 5.0 Completing internal and external records
- 5.1 Packaging and presenting guest's personal laundry
- 5.2 Following correct record keeping and billing procedure
- 5.3 Returning and storing finished item
- 5.4 basic maintenance

ASSESSMENT CRITERIA

Unit 1.Perform basic laundry functions

- perform Collect and check laundry linens
- Apply Sort and classify linens for laundry service
- Understand Linens and clothes free from silverware and trash
- Perform Complete and submitted require documentation

Unit 2.Remove stains from fabric

- Understand Check-stained items
- Confirm receive stained linens
- Understand nature and type of stains
- Perform methods and techniques of removing stain

Unit 3.Iron and Repair linen

- Understand Prepare linen for iron
- apply Operate iron equipment and flatwork iron
- Understand Ensure ironed linen and clothes free from crease and damage
- Perform Select and use tools, equipment and supplies repair linen
- Perform Repairing areas of blends with rest of fabric

Unit 4.Care for guest property

- Understand Pack and store unpacked guest luggage
- Apply Prepare and present ready clothes
- Understand Presenting ready clothes
- Apply Clean shoes
- apply hygienic work practice
- perform Repair personal items
- Confidentiality maintains guest property and activity.
- Confirm Meet individual needs and relevant details requests

Unit 5.Complete and maintain laundry process

- Understand Completing internal and external records
- Confirm Packaging and presenting guest’s personal laundry
- apply Following correct record keeping and billing procedure
- perform Returning and storing finished item
- apply basic maintenance e

Annex: Resource Requirement

CST HLS1 M07 0322 Providing laundry service				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTTLM prepared by the trainer	1	1:25
2.	Reference Books			
	Hotel Housekeeping Operation and management	G. Raghubalan, 2016	5	1:5
	Operation and management	Balan Raghu,2009	5	1:5
	Journals/Publication/Magazines		1	1:25
B.	Learning Facilities & Infrastructure			
1.	Class Room	Standard	1	1:25
2.	Housekeeping Lab	Standard	1	1:25
3.	Library	Standard	1	1:25
C.	Consumable Materials			

1.	Detergent	Liquid soap	5galon	1:5
		Powder soap	1	1:25
		Soup	1	1:25
2	Stain remover	Standard		1:25
5	Baking soda	Standard		1:25
6	Laundry additives	Standard		1:25
D.	Tools and Equipments			1:25
1.	Washing machine	Standard	1	1:25
2	Dryer	Standard	1	1:25
3	Clothes drying rack	Standard	1	1:25
4	Iron	Standard	1	1:25
5	Ironing board	Standard	1	1:25
6	Sewing kit	Standard	1	1:25
7	Waste bin	Standard	1	1:25
8	Washing machine	Standard	1	1:25
9	Dryer	Standard	1	1:25
10	Clothes drying rack	Standard	1	1:25
11	Suit	Standard	5	1:5
12	Shoes	Standard	5	1:5

LEARNING MODULE 08	
TVET-PROGRAMME TITLE: Housekeeping And Laundry Service Level I	
MODULE TITLE: Identifying Basic Front Office Operation	
MODULE CODE: CST HLS1 M08 0322	
NOMINAL DURATION: 80 Hours	
MODULE DESCRIPTION: This module covers the competence required to perform the front office department and its functions in commercial accommodation establishments. It requires the knowledge of the front of the house departments and their functions to understand the role, responsibility and the organizational structure of the front office department..	
LEARNING OUTCOMES	
At the end of the module the trainee will be able to:	
LO1. Identify the front office department and functions	
LO2. Clarify interdepartmental coordination	
LO3. Provide Porter Services	
LO4. Receive and Respond to telephone calls	
MODULE CONTENTS	
LO1. Identify the Front Office Department and Functions	
1.1 Front areas of the house hotel organization	
1.2 Guest services	
1.3 Guest cycle	
1.4 Communicating information to internal and external customers.	
1.5 knowledge of hospitality etiquettes	
1.6 Hierarchy, role and responsibility of front office department	
1.7 Front office systems	
LO2. Clarify Interdepartmental Coordination	
2.1 Role of front office	
2.2 The significant of front office	
LO3. Provide Porter Services	
3.1 <i>Escorting</i> guests to rooms	

3.2 Operate luggage storage system

3.3 Track any lost luggage

3.4 Provide ancillary services

LO4. Receive and Respond to Telephone Calls

4.1 Establish Purpose of the call

4.2 Use telephone equipment

4.3 Answer telephone calls

4.4 clear Communication

4.5 Repeat call details

4.6 Transfer caller enquiries

4.7 Record caller requests and information

4.8 Report Threatening

Annex: Resource Requirements

CST HLS1 M08 0322		Identifying Basic Front Office Operation		
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTTLM prepared by the trainer	25	1: 1
2.	Reference Books			
2.1	Hotel Front Office Management	James Bardi, 2010	5	1: 5
2.2	Hotel Finance	Iyengar, A. 2008	5	1: 5
3	Journals/Publication/Magazines			
B.	Learning Facilities & Infrastructure			
1.	Front Office Lab	Standard/with Reservation Software	1 room	1:25
2.	Classroom	Standard	1 room	1:25
3.	Library	Standard		

C.	Consumable Materials			
1.	Paper	A4	1 pack	1:25
2	Pen		1 pack	1:25
5	DND Card	Door knob size	5	1:5
6	Ink	Standard	1	1:25
8	Whiteboard Marker	Standard	5	1:5
D.	Tools and Equipments			
1.	Television	Standard		
2.	Telephone	Standard		
3.	Desktop	Standard		
4.	Key Rack			
5.	LCD Projector	GP-9 HD Mini Projector LED Multimedia, Home Theater USB VGA HDMI TV AV	1	
6.	Printer		1	
7	Front Office Counter	Standard	1	

LEARNING MODULE 09	
TVET-PROGRAMME TITLE: Housekeeping And Laundry Service Level I	
MODULE TITLE: Serving Food and Beverage to Customer	
MODULE CODE: CST HLS1 M09 0322	
NOMINAL DURATION: 80 Hours	
<p>MODULE DESCRIPTION: This module covers the competence required to perform hospitality skills in the workplace. The unit integrates a defined range of key technical and organisational skills required by service staff to Welcome customers, Take and process orders, Serve and clear food and drinks and Close down service to multiple and diverse customers.</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <p>Unit one: Prepare for service</p> <p>Unit two: Welcome customers</p> <p>Unit three: Take and process orders</p> <p>Unit four: Serve and clear food and drinks</p> <p>Unit five: Close down after service</p>	
<p>MODULE CONTENTS</p> <p>Unit one: Prepare for Service</p> <ol style="list-style-type: none"> 1.1. Understand food and beverage service 1.2. Check cleanliness of furniture and fittings 1.3. Prepare and adjust the environment 1.4. Check and prepare equipment for service 1.5. Setting table according to styles of service 1.6. Display food and beverage items <p>Unit two: Welcome Customers</p> <ol style="list-style-type: none"> 2.1 . Greeting customers on arrival 2.2 . Provide <i>information</i> to customers 2.3 . Make recommendations and suggestions to customers 	

2.4 .Answering customer questions on menu items

Unit three: Take and Process Orders

3.1 . Handling guest order

3.2 . Receive information on special requests

3.3 . Arrange glassware, service ware ,cutlery and crockery

3.4 . Process guest accounts and receive payment

Unit four: Serve and Clear Food and Drinks

4.1 . Collect food and beverage selections from kitchen

4.2 . Serve food and beverage service courteously

4.3 . Recognize and follow up delays of service

4.4 .Apologize and reassure customers delay service or problem

4.5 . Check customer satisfaction

4.6 . Remove used items

4.7 . Dispose of leftover food

4.8 .Dispose of recyclable items

4.9 . Thanks and welfare customers courteously

Unit five: Close Down After Service

5.1 .Complete end service procedures

5.2 .Prepare set up for next service

5.3 .Complete administration and reporting requirements

5.4 .Participate debriefing sessions with colleagues

ASSESSMENT CRITERIA:

Unit one: Prepare for service

- Understand food and beverage service and outlets information
- Check cleanliness and condition of furniture and fittings prior to service
- Prepare and adjust the environment prior to service
- Check and prepare equipment for service
- Setting table according to styles of service

- Display food and beverage items

Unit two: Welcome customers..

- Greeting customers on arrival.
- Provide information to customers.
- Make recommendations and suggestions to customers.
- Answering customer questions on menu items correctly and courteously

Unit three: Take and process orders

- Handling guest order correctly
- Receive information on special requests
- Arrange glassware, service ware ,cutlery and crockery
- Process guest accounts and receive payment

Unit four: Serve and clear food and drinks

- Collect food and beverage selections promptly from kitchen or bar.
- Serve food and beverage service courteously
- Recognize and follow up delays of service.
- Apologize and reassure customers delay service or problem
- Check customer satisfaction
- Remove used items
- Dispose of leftover food
- Dispose of recyclable items
- Thank and farewell customers courteously

Unit five: Close down after service

- Complete end of service procedures
- Prepare set up for next service.
- Administration and reporting requirements
- Participate debriefing sessions with colleagues

Annex: Resource Requirements

CST HLS1 M08 0322		Serving Food and Beverage to customer		
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTLTM prepared by the trainer	25	1:1
2.	Reference Books			
2.1	Food and Beverage Service: Training Manual	Andrews, S. 1980	5	1:5
2.2.	Customer Service and Hotel Management	Ashim Gupta 2014	5	1:5
2.2	Introduction to Food and Beverage Service	Brown, G.,2004	5	1:5
3.	Journals/Publication/Magazines			
B.	Learning Facilities & Infrastructure			
1.	Food and Beverage Shop	Standard	1	1:25
2.	Class Room	Standard	1	1:25
3.	Library	Standard	1	1:25
C.	Consumable Materials			
1.	Tea bag	Standard		1:25
2	Coffee	Standard		1:25
5	Paper napkin	Standard		1:25
6	Table cloth	Standard		1:25
D.	Tools and Equipments			
1.	Glassware	Standard		1:25
2	Crockery	Standard		1:25

3	Restaurant Linens	Standard		1:25
4	Placemats	Standard		1:25
5	Glassware	Standard		1:25
6	Crockery	Standard		1:25
7	Restaurant Linens	Standard		1:25
8	Placemats	Standard		1:25
11	Computer	Desktop/Laptop		1:25
12	LCD Projector	GP-9 HD Mini Projector LED Multimedia, Home Theater USB VGA HDMI TV AV	1	1:25
13	Printer		1	1:25