

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 II**.

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

TVET-Program Design

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

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 **Assistant Housekeeper** with competencies elaborated in the respective OS. Graduates of the program will have the required qualification to work in the **Hotel and Tourism** sector 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 Provide Housekeeping Services to Guests, Babysitting service, Launder Linen and Guest Clothes, Perform repair and stains Removal activity, Control and order stock, Provide Quality Customer Service, Perform Safety and Security Procedures, Use Workplace Communication in English II, Use Workplace Communication in French II and Prevent and Eliminate MUDA 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 HLS2 01 1021 Provide Housekeeping Services to Guests

CST HLS2 02 1021 Babysitting service

CST HLS2 03 1021 Launder Linen and Guest Clothes

CST HLS2 04 1021 Perform repair and stains Removal activity

CST HLS2 05 1021 Control and order stock

CST HLS2 06 1021 Provide Quality Customer Service

CST HLS2 07 1021 Perform Safety and Security Procedures

CST HLS2 08 1021 Prevent and Eliminate MUDA

1.4. Duration of the TVET-Program

The Program will have duration of **326 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.

s.no	Unit competency	TVET Institution training		Cooperative training	Total hours
		Theory	Practical		
1.	Provide Housekeeping Services to Guests	18	20	20	58
2.	Babysitting service	14	16	10	40
3.	Launder Linen and Guest Clothes	18	20	20	58
4.	Perform repair and stains Removal activity	10	4	10	24
5.	Control and order stock	12	8	12	32
6.	Provide Quality Customer Service	20	8	16	44
7.	Perform Safety and Security Procedures	16	8	16	40
8.	Prevent and Eliminate MUDA	10	12	8	30
Total		118	96	112	326

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 II**.

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.

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1.9. TVET-Program Structure

Unit of Competence		Module Code & Title		Training Outcomes	Duration (In Hours)
<u>CST HLS2 02 1021</u>	Provide Housekeeping Services to Guests	<u>CST HLS2 M01 0322</u>	Providing Housekeeping Services to Guests	<ul style="list-style-type: none"> • Handle housekeeping requests • Advise guests on room facilities • Set up equipment and trolleys • Access rooms for servicing • Make up beds • Clean and clear rooms • Clean and store trolleys and equipment • Reduce negative environmental impacts 	58
<u>CST HLS2 03 1021</u>	Babysitting service	<u>CST HLS2 M02 0322</u>	Babysitting service	<ul style="list-style-type: none"> • Comfort infants and toddlers • Bathe and dress infants and toddlers • Feed and sleep infants and toddlers • Enhance social, physical, intellectual, creative and emotional activities of infants and toddlers 	40
<u>CST HLS2 01 1021</u>	Laundry Linen and Guest Clothes	<u>CST HLS2 M03 0322</u>	Laundering Linen and Guest Clothes	<ul style="list-style-type: none"> • Identify the role of on premise laundry • Perform laundry procedure • Perform laundering functions 	58

			<ul style="list-style-type: none"> • Perform dry cleaning functions • Iron laundered items • Process laundered items • Complete laundering process • Reduce negative environmental impacts 		
<u>CST HLS2 05 1021</u>	Perform repair and stains Removal activity	<u>CST HLS2 M04 0322</u>	Performing repair and stains Removal activity	<ul style="list-style-type: none"> • Select and prepare cleaning supplies • Clean floors • Clean furniture and furnishings • Repair and Recycle damaged linen • Remove stains from linen and surface • Maintain and store cleaning equipment and chemical 	24
<u>CST HLS2 04 1021</u>	Control and order stock	<u>CST HLS2 M05 0322</u>	Controlling and ordering stock	<ul style="list-style-type: none"> • Maintain stock levels and records • Process stock orders • Accept delivery of stock • Maintain stock and storage areas • Minimize stock losses • Apply routine store security • Finalise documentation and stock management system requirements 	32

<u>CST HLS2 06 1021</u>	Provide Quality Customer Service	<u>CST HLS2 M06 0322</u>	Providing Quality Customer Service	<ul style="list-style-type: none"> • Develop and maintain product, service and market knowledge • Use information about guest • Provide a quality service experience to customers • Handle Customer Complain 	44
<u>CST HLS2 07 1021</u>	Perform Safety and Security Procedures	<u>CST HLS2 M07 0322</u>	Performing Safety and Security Procedures	<ul style="list-style-type: none"> • Follow workplace procedures for safety and security • Follow procedures for emergency situations • Plan initial response procedures • implement response procedures • Participate in the organization's OHS practices • Eliminate or control the risk 	40
<u>CST HLS2 08 1021</u>	Prevent and Eliminate MUDA	<u>CST HLS2 M08 0322</u>	Preventing and Eliminating MUDA	<ul style="list-style-type: none"> • Prepare for work. • Identify MUDA • Eliminate wastes/MUDA • Prevent occurrence of wastes/MUDA. 	30

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.

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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LEARNING MODULE 01	
TVET-PROGRAMME TITLE: Housekeeping and Laundry service Level II	
MODULE TITLE: Providing Housekeeping Services to Guests	
MODULE CODE: CST HLS2 M01 0322	
NOMINAL DURATION: 58 Hours	
<p>MODULE DESCRIPTION: This module describes the knowledge, skill and attitude required to provide a range of general housekeeping services such as clean and prepare rooms including bedrooms and bathrooms for guests in an accommodation establishment. It requires the ability to set up cleaning equipment and trolleys and to safely clean guest rooms using resources efficiently to reduce negative environmental impacts to guests.</p>	
<p>LEARNING OUTCOMES (objectives)</p> <p>At the end of the module the trainee will be able to:</p> <p>Unit one: Handle housekeeping requests</p> <p>Unit two: Advise guests on room facilities</p> <p>Unit three: Set up equipment and trolleys</p> <p>Unit four: Access rooms for servicing</p> <p>Unit five: Make up beds</p> <p>Unit six: Clean and clear rooms</p> <p>Unit seven: Clean and store trolleys and equipment</p> <p>Unit eight: Reduce negative environmental impacts</p>	
<p>MODULE CONTENTS (units)</p> <p>Unit one: Handle housekeeping requests</p> <ol style="list-style-type: none"> 1.1. Handling the guest requests 1.2. Acknowledge guests by using name 1.3. Agree with guests on meeting requests 1.4. Collect guest requests items 1.5. Locate and deliver requests items in guests room 1.6. set up equipment in guests room 1.7. Advise guests on special request services <p>Unit two: Advise guests on room facilities</p> <ol style="list-style-type: none"> 2.1 Advise guest on correct use of equipment 	

- 2.2 Report malfunction equipment
- 2.3 Collect malfunction equipment
- 2.4 Maintenance of malfunction equipment

Unit three: Set up equipment and trolleys

- 3.1 . Equipment require for preparing room and servicing rooms
- 3.2 . Supplies for trolley loading
- 3.3. Safely load trolley

Unit four: Access rooms for servicing

- 4.1 .Identify rooms require servicing
- 4.2 .Access rooms
- 4.3 .Turndown service
- 4.4 Room status report

Unit five: Make up beds

- 5.1 Strip bed and mattress
- 5.2 Remove Stains or solid linens
- 5.3 Replace bed linens

Unit six: Clean and clear rooms

- 6.1 Clean guest rooms in correct order
- 6.2 Clean furniture, fixtures and fittings
- 6.3 Replenishes or replace room supplies
- 6.4 Pests control
- 6.5 Check and report defect rooms
- 6.6 Record damage items
- 6.7 Report suspicious items or situations
- 6.8 Collect and store lost and found items in vacant rooms

Unit seven: Clean and store trolleys and equipment

- 7.1 Clean and store trolleys and equipment
- 7.2 Store trolleys and equipment
- 7.3 Replenish cleaning supplies and items

Unit eight: Reduce negative environmental impacts

- 8.1 efficiently use energy, water and other resources
- 8.2 Safely dispose waste and hazardous substances

ASSESSMENT CRITERIA:

Unit one: Handle housekeeping requests

- Handling the guest requests
- Acknowledge guests by using name
- Agree with guests on meeting requests
- Collect guest requests items
- Locate and deliver requests items in guests room
- set up equipment in guests room
- Advise guests on special request services

Unit two: Advise guests on room facilities

- Advise guests courteously on correct use of equipment.
- Promptly report malfunction of equipment
- Collect malfunction equipment on suitable times
- Maintenance of malfunction equipment

Unit three: Set up equipment and trolleys

- Equipment require for preparing room and servicing Rooms.
- Identify supplies for trolleys loading
- Safely load trolleys

Unit four: Access rooms for servicing

- Identify rooms require servicing
- .Access rooms
- .Turndown service
- Room status report

Unit five: Make up beds

- Strip beds and mattresses.
- Remove stains or solid linens
- Replace bed linen or bed making

Unit six: Clean and clear rooms

- Clean guest room in correct order
- Clean all furniture, fixtures and fittings
- Replenishes or replace room supplies.
- Pests control

- Check and report defects room.
- Record damage items.
- Report suspicious items or occurrences.
- Collect and store lost and found guest items in vacant room

Unit seven: Clean and store trolleys and equipment

- Safely clean trolleys and equipment
- Store trolleys and equipment
- Replenish supplies and items

Unit eight: Reduce negative environmental impacts

- efficiently use energy, water and other resources
- Safely dispose waste and hazardous substances

Annex: Resource Requirements

CST HLS2 M01 0322 _____ Providing Housekeeping Services to Guests				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTTLM prepared by the trainer	25pcs	1:1
2.	Reference Books			
2.1	Title: Hotel Housekeeping Operation and management	Author: Balan Raghu Publish date: 2009	5pcs	1:5
2.2	Title: Hotel Housekeeping Operation and management	Author: Mr. G. Raghubalan Publish date: 2016	5pcs	1:5
2.3	Housekeeping Management	Author: Casado, M. Publish date: 2000	5pcs	1:5
2.4	Home Management and Housekeeping	Author: Sharma, S. Publish date: 2002	5pcs	1:5

3.	Journals/Publication/Magazines			
B.	Learning Facilities & Infrastructure			
1.	Lecture Room	Standard	1	1:25
2.	Library/ Learning Resource Area	Standard	1	1:25
3.	Laundry room	Hotel standard	1	1:25
4.	Guest rooms	Standard room	1	1:25
5.	Internet	Broad band / wifi	1	1:25
C.	Consumable Materials			
1.	Stationery			
1.1	Paper	A4	1pack	1:25
1.2	Pen	Standard	1pack	1:25
1.3	Pencil	Standard	1pack	1:25
1.4	Writing pad	Standard	1pack	1:25
2	Cleaning chemicals			
2.1	Detergent	Standard	5	1:5
2.2	Disinfectant	Standard	5	1:5
2.3	Deodorizer	Standard	5	1:5
2.4	Window cliner	Standard	5	1:5
2.5	Alkaline	Standard	5	1:5
2.6	Acid cleaner	Standard	5	1:5
2.7	Furniture Polisher	Standard	5	1:5
2.8	Carpet polisher	Standard	5	1:5
3	Bathroom supplies			
3.1	Bath soap	Hotel standard	5	1:5
3.2	Tooth brush	Hotel standard	5	1:5
3.3	Tooth soap	Hotel standard	5	1:5
3.4	Lotion	Hotel standard	5	1:5
3.5	Bath scrub	Hotel standard	5	1:5
3.6	Shower cap	Hotel standard	5	1:5

3.7	Face towel	Hotel standard	5	1:5
3.8	Hand towel	Hotel standard	5	1:5
3.9	Bath towel	Hotel standard	5	1:5
3.10	Bath matt	Hotel standard	5	1:5
3.11	Tissue bag	Hotel standard	5	1:5
3.12	Roll tissue	Hotel standard	5	1:5
4	Enterprise promotional material		5	1:5
5	Local tourist information		5	1:5
6	Magazines and newspapers		5	1:5
7	Mini-bar supplies			1:5
7.1	Spring bottles	Hotel standard	5	1:5
7.2	Soft drinks	Hotel standard	5	1:5
7.3	Beer	Hotel standard	5	1:5
7.4	Bottle of wine	Standard	5	1:5
8	Tea, coffee, sugar and milk	Standard	5	1:5
9	Biscuits	Standard	5	1:5
10	Discretionary supplies and gifts such as fruit, beverages and chocolates	Standard	5	1:5
D.	Tools and Equipments			
1.	Roll away beds	Wood made	5	1:5
2	Additional pillows and blankets	Standard	5	1:5
3	Irons	Standard	5	1:5
4	Hair dryers	Standard	3	3:5
5	Electric kettles and jugs	Standard	3	3:5
6	Telephones	Standard	5	1:5
7	Computers	Standard	1	1:1
8	Televisions and videos	Standard	1	1:1
9	Alarm clocks	Standard	1	1:1
10	Vacuum cleaners	Standard	5	1:5
11	Mops	Standard	5	1:5

12	Brushes	Standard	5	1:5
13	Buckets	Standard	5	1:5
14	Cleaning and polishing cloths	Standard	5	1:5
15	Gloves	Standard	25	1:1
16	Personal protective equipment			
16.1	Protective cloth	Housekeeper uniform	25	1:1
16.2	Safety shoes	Timber land	25	1:1
16.3	Dust mask	Use and through	25	1:1
16.4	Hair cover	Cloth made	25	1:1
17	Glassware	Hotel standard	5	1:5
18	Crockery	Hotel standard	5	1:5
19	Cutlery	Hotel standard	5	1:5

LEARNING MODULE 02	
TVET-PROGRAMME TITLE: Housekeeping and Laundry Service Level II	
MODULE TITLE: Providing Babysitting service	
MODULE CODE: CST HLS2 M02 0322	
NOMINAL DURATION: 40 Hours	
<p>MODULE DESCRIPTION: This module covers the knowledge, skills and attitudes required to provide care and support to infants and toddlers of hospitality guest. It requires the ability to set Comfort , Bath and dress, Feed, sleep and Enhance social, physical, intellectual, creative and emotional activities of infants and toddlers</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <p>Unit One. Comfort infants and toddlers</p> <p>Unit Two. Bathe and dress infants and toddlers</p> <p>Unit Three. Feed and sleep infants and toddlers</p> <p>Unit Four. Enhance social, physical, intellectual, creative and emotional activities of infants and toddlers</p>	
<p>MODULE CONTENTS:</p> <p>Unit One. Comfort infants and toddlers</p> <ol style="list-style-type: none"> 1.1. Infant/toddler`s tools and equipment 1.2. Non- verbal cues & distressed infants and toddlers 1.3. Pick up and cuddling infants and toddlers <p>Unit Two. Bathe and dress infants and toddlers</p> <ol style="list-style-type: none"> 2.1 Infant and toddlers` vital signs 2.2 Infant and toddlers` body water quantity and temperature 2.3 Bath infants and toddlers 2.4 Comforters infants and toddlers <p>Unit Three. Feed and sleep infants and toddlers</p> <ol style="list-style-type: none"> 3.1 Clean & sanitize infants and toddlers feeding bottles 3.2 Prepare milk formula 3.3 Prepare crib 3.4 Sleeping infants and toddlers 	

Unit Four. Enhance social, physical, intellectual, creative and emotional activities of infants and toddlers

4.5 Expose infants and toddlers for communication

4.6 Exercise infants/toddlers with toys

ASSESSMENT CRITERIA:

Unit One. Comfort infants and toddlers

- Prepare tools and equipment for infant/toddler
- responded to distressed infants and toddlers in a relaxed and calm manner
- Care picking up and cuddling infants and toddlers

Unit Two. Bathe and dress infants and toddlers

- Check infants and toddlers' vital signs
- Checking water quantity and temperature
- Bathed infants and toddlers
- Comforting infants and toddlers

Unit Three. Feed and sleep infants and toddlers

- Clean & sanitize infants and toddlers feeding bottles
- prepared milk formula and fed infant as prescribed
- cleaned and sterilized feeding bottles
- Prepare crib
- put infants/toddlers to sleep
- demonstrated the ability to assess infants/toddlers' needs appropriately

Unit Four. Enhance social, physical, intellectual, creative and emotional activities of infants and toddlers

- Infants and toddlers are exposed to family members, relatives and playmates for communication and interaction purposes.
- Infants/toddlers are provided with manipulative or creative toys and games as needed.
- Infants/toddlers are given exercise activities as required.
- enhanced social, physical, intellectual, creative and emotional activities of the infant/toddler

Annex: Resource Requirements

CST HLS2 M02 0322 __Providing Babysitting Service				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTTLM prepared by the trainer	25pcs	1:1
2.	Reference Books			
2.1	Early Essential Newborn Care	Author: WHO;2014	5	1:5
3.	Journals/Publication/Magazines			
4.1	My Babysitting Journal: Childcare Log Book for Babysitters	Author: AKA Designs Date: Jan 1, 2020	5	1:5
B.	Learning Facilities & Infrastructure			
1.	Lecture Room	Suitable for Trainee's	1	1:25
2.	Library/ Learning Resource Area	Suitable for Trainee's	1	1:25
3.	Workshop	Suitable for Trainee's	1	1:25
C.	Consumable Materials			
1.	Stationery	Pen, pencil, paper, note pad, parker, white board marker, chalk, Philip chart	5	1:5
2	Cleaning chemicals	Standard		
2	Bathroom supplies	Standard and one room full needed items	1	1:25
3	Bed room supplies	Standard and one room full needed items	1	1:25
4	Enterprise promotional	Standard	5	1:5

	material			
5	Local tourist information	Standard	5	1:5
6	Magazines and newspapers	Standard	5	1:5
7	Mini-bar supplies	Standard	5	1:5
D.	Tools and Equipments			
1.	Roll away beds	Wood made	2	2:25
2	Additional pillows and blankets	Standard	3	3:25
3	Infants crib/bed	Standard	3	3:25
4	Blanket/comforters	Standard	3	3:25
5	Infant carrier	Standard	3	3:25
6	Stroller	Standard	3	3:25
7	Bathing paraphernalia (e.g. Baby bathtub, baby toiletries, towel, etc.)	Standard	5	
8	Baby's Layette	Standard	3	3:25
9	Feeding bottles with cap, ring and nipple	Standard	5	
10	Thermometer	Standard	3	3:25
11	Thermometer Tray	Standard	3	3:25
12	Sterilizer	Standard	3 bottles/one litter	3:25
13	Infant's/Toddler's Formula	Standard		
14	Bibs	Standard	3	3:25
15	Nursery Rhymes	Standard	3	3:25
16	Toys for the Crib (Mobile)	Standard	3	3:25
17	Infants/Toddlers Toys	Standard	3	3:25
18	Story Books	Standard	5	1:5

LEARNING MODULE 03	
TVET-PROGRAMME TITLE: Housekeeping and Laundry Service Level II	
MODULE TITLE: Laundering Linen and Guest Clothes	
MODULE CODE: CST HLS2 M03 1222	
NOMINAL DURATION: 58 Hours	
<p>MODULE DESCRIPTION: This Unit describes the knowledge, skill and attitude required to launder linen and guest clothes. It requires the ability to operate laundry equipment safely, complete the laundering process using a variety of linen and clothing items and fabrics using resources efficiently to reduce negative environmental impacts.</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <ul style="list-style-type: none"> Unit 1. The role of On and off-premise laundry Unit 2. Perform laundry procedure Unit 3. Perform laundering functions Unit 4. Perform dry cleaning functions Unit 5. Iron laundered items Unit 6. Process laundered items Unit 7. Complete laundering process Unit 8. Reduce negative environmental impacts 	
<p>MODULE CONTENTS:</p> <p>Unit 1. The role of on premise laundry</p> <ul style="list-style-type: none"> 1.1 Differentiating on and off premises laundry 1.2 Laundry operation equipments 1.3 Types of laundry service 1.4 Laundry cleaning agent and chemicals 1.5 Laundry documentation 1.6 Identifying linen items for laundry 1.7 Laundry staff roles 1.8 Laundry operation costs 	

Unit 2. Perform laundry procedure

- Collecting items for laundry
- Sorting laundry items guide line
- Selecting laundry methods
- Checking and treating stained items
- Using laundry cleaning agent and chemicals
- Guide lines operating laundry equipments
- Mending and minor repairs
- Checking items following completion
- Recording damaged linens and accidents

Unit 3. Perform laundering functions

- Sorting soiled cloths, linens and fabrics
- Selecting laundry equipment, agents and supplies
- Operating laundry equipments

Unit 4. Perform dry cleaning functions

- Sorting items for dry cleaning process
- Laundry formulas
- Applying cleaning agents and chemical in washer machine
- Operating laundry equipment
- Pressing and finishing processes

Unit 5. Iron laundered items

- Sorting washed items for ironing
- Checking ironing equipment
- Setting temperature on ironing equipment
- Checking cloths before ironing
- Ironing laundry items

Unit 6. Process laundered items

- Post-cleaning laundry activities
- Internal records and billing
- Delivering laundered in-house and guest clothes

Unit 7. Complete laundering process

- Packaging and presenting laundry items
- Storing laundered items
- Cleaning and storing laundry supplies and agents
- Replenishing laundry supplies and agents

Unit 8. Reduce negative environmental impacts

- Using energy, water and other resources
- Disposing wastes and hazardous substances

Annex: Resource Requirements

CST HLS2 M03 0322 _Laundering Linen and Guest Clothes				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTLM prepared by the trainer	25pcs	1:1
2.	Reference Books			
2.1	Hotel Housekeeping Operation and management	Author: Balan Raghu Publish date: 2009	5pcs	1:5
2.2	Hotel Housekeeping Operation and management	Author: Mr. G. Raghubalan Publish date: 2016	5pcs	1:5
2.3	Housekeeping Management	Author: Casado, M. Publish date: 2000	5pcs	1:5
2.4	Home Management and Housekeeping	Author: Sharma, S. Publish date: 2002	5pcs	1:5
3.	Journals/Publication/Magazines			
B.	Learning Facilities &			

	Infrastructure			
1.	Lecture Room	Standard	1	1:25
2.	Library/ Learning Resource Area	Standard	1	1:25
3.	Laundry room	Hotel standard	1	1:25
4.	Guest rooms	Standard room	1	1:25
5.	Internet access	Broad band / wifi	1	1:25
C.	Consumable Materials			
1.	Water			
2.	Paper	A4	1pack	1:25
3.	Pen		1pack	1:25
4.	Pencil		1pack	1:25
5.	Alkalis	Standard	1 litter	1:25
6.	Detergents, all types	Standard	1 litter	1:25
7.	Softeners	Standard	1 litter	1:25
8.	Bleaches	Standard	1 litter	1:25
9.	Sours	Standard	1 litter	1:25
10.	Emulsifiers	Standard	1 litter	1:25
11.	Conditioners	Standard	1 litter	1:25
12.	Builders	Standard	1 litter	1:25
13.	Solvents, for dry cleaning	Standard	1 litter	1:25
11	Iron control agents	Standard	1 litter	1:25
12	Spotting agents	Standard	1 litter	1:25
D.	Tools and Equipments			
1	Washers/extractors	Standard	1	1:25
2	dryers	Standard	1	1:25
3	irons	Standard	5	1:5
4	steam presses	Standard	2	
5	sorting baskets and shelves	Standard	5	1:5
6	heat sealing equipment and roll plastic	Standard		
7	hangers	Standard	25	
8	Basin	Standard	5	1:5

9	Electrical and mechanical washing machines and dryers	Standard	1	1:25
10	Pails, dippers and laundry brushes	Standard	5	1:5
11	Washing boards	Standard	5	1:5
12	Spotting gun	Standard	2	
13	Sorting baskets and shelving	Standard	5	1:5
14	Heat sealing equipment and roll plastic	Standard	1	
15	Uniforms, suits, jackets, slacks, skirts, shirts	Pressing standard	5	1:5
16	Bed linen, blankets, beds covers, bed skirts, bed pads, pillowcases	Pressing standard	5	1:5
17	guest-room towels	Pressing standard	5	1:5
18	Table linen, skirting	Pressing standard	5	1:5
19	Decoration linen	Pressing standard	5	1:5
20	Curtains	Pressing standard	5	1:5
21	Cleaning cloths	Pressing standard	5	1:5
22	Clothes for dry cleaning, cleaning, pressing	Pressing standard	5	1:5
23	Clothes for mending and repairing	Mending standard	5	1:5

LEARNING MODULE 04

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

MODULE TITLE: **Perform Repair and Stains Removal Activity**

MODULE CODE: **CST HLS2 M04 0322**

NOMINAL DURATION: **50 Hours**

MODULE DESCRIPTION: This module deals with the skills and knowledge required to carry out general cleaning duties, remove stains from linen, clothing and carpets within a range of tourism and hospitality enterprises. It also involves treatment of carpets and soft furnishings.

LEARNING OUTCOMES

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

- Select and prepare cleaning supplies
- Clean floors
- Clean furniture and furnishings
- Repair and recycle damaged linen
- Remove stains from linen and surface
- Maintain and store cleaning equipment and chemical

MODULE CONTENTS;

Unit one: Select and prepare cleaning supplies

- 1.1. Cleaning equipment
- 1.2. Cleaning agents and chemicals
- 1.3. Personal protective equipment's

Unit two: Clean floors

- 2.1 .Placing caution signage
- 2.2 .Select cleaning chemicals
- 2.3 .Correct usage of equipment
- 2.4 .Cleaning floors
- 2.5 .Floor and surface treatment
- 2.6 .Disposing chemical and wastes

Unit three: Clean furniture and furnishings

- 3.1 .Determine color and fastness of item

- 3.2 .Apply cleaning agents
- 3.3 .Apply safety measures of furniture and fittings
- 3.4 .Clean doors, walls, floor, ceilings and windows
- 3.5 .Report repairs and mal-functions
- 3.6 .Maintain and cleaning drapes/curtains

Unit four: Repair and Recycle damaged linen

- 4.1 .Select tools, equipment and supplies
- 4.2 .Assess and repair damaged linen
- 4.3 .Select linens for recycling
- 4.4 .Wise use of linens
- 4.5 .Recycle items

Unit five: Remove stains from linen and surface

- 5.1 .Work plan and time allocation
- 5.2 .Sorting of Stain from fabric
- 5.3 .Nature and type of stains
- 5.4 .Methods and techniques removing Stain
- 5.5 .Stain removing solutions and chemicals
- 5.6 .Handling irremovable stains

Unit six :Maintain and store cleaning equipment and chemical

- 6.1 .Routine maintenance of equipment
- 6.2 .Reporting faults
- 6.3 .Store cleaning equipment and chemicals

ASSESSMENT CRITERIA:

Unit One :Select and prepare cleaning supplies

- Select equipment appropriately.
- Check all equipment
- Use suitable cleaning agents and chemicals.
- Select and use necessary protective cloth

Unit Two : Clean floors

- Place signage
- Correct chemicals for specific areas.
- Use equipment correctly
- Clean floors and floor coverings.
- Dispose garbage and waste .

Unit Three :Clean furniture and furnishings

- See required advice in determining color fastness
- Select and apply cleaning agent
- Apply safety measures
- Replace removed items in correct locations.
- Polish Furniture and furnishings.
- Make Doors, walls, floor, ceilings and windows free of dirt, dust, smears and stains
- Clean and polish doors and window fixtures .
- Note and report repairs promptly
- Take Drapes/curtains free of creases, wrinkles and damages

Unit Four :Repair and Recycle damaged linen

- Select tools, equipment and supplies
- Determine assessed and suitability for repair
- Select linen for recycling.
- Use linen results in minimum waste and economic benefits.
- Make recycled items attractive and correct

Unit Five : Remove stains from linen and surface

Accomplish Work plan and time allocation

- Sort Stained fabric
- Determine Surface
- Nature and type of stains
- Apply stain removing solutions, methods and techniques.
 - Eliminate Removable stains effectively
- Handle Fabric with irremovable stains.
- Carry out all work in an organized and efficient manner.

Unit Six: Cleaning equipment and chemical

- Clean equipment after use
- Carry out routine maintenance .
- Identify and report faults
- Store chemicals

Annex: Resource Requirements

CST HLS2 M04 0322 Performing Repair and Stains Removal Activity				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTTLM prepared by the trainer	25pcs	1:1
2.	Reference Books -Hotel Housekeeping Operation and management: -Hotel Management and Operation -Title: Housekeeping Management	Author: Mr. G. Raghubalan Publication Date: 2016 Author: Michael J. O' Fallon Publication Date: 2016 Author: Frank Hochsmann Publisher: Books on Demand (July 13, 2018)	5	1:5
3.	Journals/Publication/Magazines	Related with the module	25pcs	1:1
B.	Learning Facilities & Infrastructure			
1.	Lecture Room	Suitable for Trainee's	1	1:25
2.	Library/ Learning Resource Area	Suitable for Trainee's	1	1:25
3.	Workshop	Suitable for Trainee's	1	1:25
C.	Consumable Materials			
1.	Stains removal	Standard	5	1:5
2.	body emissions stain item	Standard	5	1:5

2	ink stain item	Standard	5	1:5
3	oil and grease based stained item	Standard	5	1:5
4	gums stained item	Standard	5	1:5
5	blood stained item	Standard	5	1:5
D.	Tools and Equipment			
1.	Paintings and other wall hangings	Clear ink	5	1:5
2	Door and window knobs and fixtures	Stainless still	5	1:5
3	Tables and chairs	Wood made smooth	5	1:5
4	Desks made of wood	smooth	5	1:5
5	Metal or synthetic materials	Smooth and none rustable	5	1:5
6	Linoleum		5	1:5
7	Carpets	Lint free	5	1:5
8	Rugs drapes chandeliers and other lighting fixtures		5	1:5

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 II	
MODULE TITLE: Controlling and Ordering Stock	
MODULE CODE: CST HLS2 M05 0322	
NOMINAL DURATION: 32 Hours	
<p>MODULE DESCRIPTION: This module describes the knowledge, skill and attitude required to control and order stock. It requires the ability to process stock orders, maintain stock levels, minimize stock losses, manage stock takes and maintain all documents that relate to the administration of stock.</p>	
<p>LEARNING OUTCOMES</p> <p>At the end of the module the trainee will be able to:</p> <p>Unit 1. Maintain stock levels and records</p> <p>Unit 2. Process stock orders</p> <p>Unit 3. Accept delivery of stock</p> <p>Unit 4. Maintain stock and storage areas</p> <p>Unit 5. Minimize stock losses</p> <p>Unit 6. Apply routine store security</p> <p>Unit 7. Finalise documentation and stock management system requirements</p> <p>Module Contents;</p> <p>Unit one. Maintain stock levels and records</p> <ul style="list-style-type: none"> 1.1 Monitoring and maintaining stock level 1.2 stock security and adjustment system 1.3 stock recording system 1.4 stock storage and movement <p>Unit Two. Process stock orders</p> <ul style="list-style-type: none"> 1.1 Processing stock order 1.2 recording stock level 1.3 Checking incoming against purchase and supply 	

Unit Three. Accept delivery of stock

- 3.1 Checking internal system
- 3.2 Preparing area to receive stock
- 3.3 Identifying delivery and documentation
- 3.4 Identifying return stock
- 3.5 Managing excess stock

Unit four. Maintain stock and storage areas

- 4.1 stock rotation protocols
- 4.2 Inspecting stock and storage area
- 4.3 Taking remedial action
- 4.5 Stock usage rates

Unit five. Minimize stock losses

- 5.1 Recording and reporting stocks and loses
- 5.2 reasons for loses and recommending solutions

Unit six. Apply routine store security

- 6.1 store security
- 6.2 Handling and securing cash
- 6.3 Suspecting behavior
- 6.4 Handling internal and external theft
- 6.5 Storing products and equipment

Unit seven. Finalise documentation and stock management system requirements

- 7.1 Checking and verifying stock documentation
- 7.2 Updating stock levels
- 7.3 Authorizing supplier documentation

ASSESSMENT CRITERIA:

Unit 1. Maintain stock levels and records

- Use stock control system
- Adjust stock security
- recycle stock
- identify and report fast and slow selling items

store and recycle stock

unit 2. Process stock orders

- Perform process of ordering stock
- Insure stock levels
- Record all necessary details

Unit 3. Accept delivery of stock

- Identify incoming stock
- Order stock
- Return stock to supplier
- Confirm and apply work instructions
- Store new stock against damage or theft

Unit 4. Maintain stock and storage areas

- Align stocks
- Maintain storage areas
- Identify issues in stock storage
- Confirm and apply work instructions
- Determine work requirement

Unit 5. Minimize stock losses

- Identify stock losses
- Implement recommendation for losses stock

Unit 6. Apply routine store security

- Perform store security system procedure
- Apply store policy and procedure
- Deal with suspected behaviour customer
- Secure store products from theft

Unit 7. Finalise documentation and stock management system requirements

- Record documents of stock
- Enter and update data to stock system
- process and payment documentation

LEARNING MODULE 06	
TVET-PROGRAMME TITLE: Housekeeping And Laundry Service Level II	
MODULE TITLE: Providing Quality Customer Service	
MODULE CODE: CST HLS2 M06 0322	
NOMINAL DURATION: 44 Hours	
MODULE DESCRIPTION: This module describes the knowledge, skill and attitude required to provide quality service to customers in a range of service industry workplaces. It requires the ability to determine and address diverse customer needs and expectations.	
LEARNING OUTCOMES	
At the end of the module the trainee will be able to:	
Unite One. Develop and maintain product, service and market knowledge	
Unite Two. Use information about guest	
Unite Three. Provide a quality service experience to customers	
Unite Four. Handle Customer Complain	
MODULE CONTENTS:	
Unite One. Develop and maintain product, service and market knowledge	
1.1. Formal and informal Information	
1.2. Customer feedback and workplace observation	
1.3. Market, product and service knowledge	
1.4. Product and service adjustment	
Unite Two. Use information about guest	
2.1 Determine and recording customer information	
2.2 Develop and implementing promotional initiatives	
Unite Three. Provide a quality service experience to customers	
3.1. Determine customer preferences, needs and expectations	
3.2. Accurate information about appropriate products and services	
3.3. Customer preferences, needs and expectations	

3.4.Promote products and services

3.5.Liaise and sharing information with team and other members

Unite Four. Handle Customer Complain

4.1.Techniques for complaint

4.2..Management of the complaint

4.3..Responsibility for finding solution

4.4.Feedback and solutions on complaints

4.5. Report documentation to appropriate personnel

ASSESSMENT CRITERIA:

Unit One. Product knowledge

- Formal and informal information
- Customer feedback and workplace observation
- Market, product and service knowledge
- Share market product and service knowledge

Unit Two. Use information about guest

- Identifying customer information
- Developing and implementing promotional initiatives

Unit Three. Provide a quality service experience to customers

- Determine customer preferences, needs and expectations
- Offer information about products and services
- Understand customer preferences, needs and expectations
- Promote products and services
- Use liaison team member and share information for each other

Unit Four. Handle Customer Complain

- Use techniques for complaint
- Use management of the complaint
- Take responsibility for finding solution
- Provide feedback on complaints
- Report documentation to appropriate personnel

Annex: Resource Requirements

CST HLS2 M06 0322 Providing Quality Customer Service				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTTLM prepared by the trainer	25pcs	1:1
2.	Reference Books			
2.1	Title: Hotel service quality	Authors: bayadali, bayar gardi, baban jabbarothman, shalya aliahmed Publish year: 2021	5	1:5
2.2	Title: Service quality and customer satisfaction on hotel in gonder	Title: Bezayet Alemayehu Publish year: 2021	5	1:5
3.	Journals/Publication/Magazines	Service quality hand book Author: eberhard scheving, William F.christopher Publish year: 1993		
4.	Internet access	Broad band / wifi	1	1:25
B.	Learning Facilities & Infrastructure			
1.	Lecture Room	Standard	1	1:25
2.	Library/ Learning Resource Area	Standard	1	1:25
3.	Work shop	Standard	1	1:25
C.	Consumable Materials			
1	Broachers			
2	Menus			
3	magazines			
D.	Tools and Equipments			
1	Computer		1	1:25
2	Printer		1	1:25

LEARNING MODULE 07	
TVET-PROGRAMME TITLE: Housekeeping and Laundry Service Level II	
MODULE TITLE: Performing Safety and Security Procedures	
MODULE CODE: CST HLS2 M07 0322	
NOMINAL DURATION: 40 Hours	
<p>MODULE DESCRIPTION: This module describes the knowledge, skill and attitude required to follow predetermined safety and security procedures. It requires the ability to incorporate safe work practices into all workplace activities and to participate in the organization’s OHS management practices.</p>	
<p>Objectives of the unit</p> <p>At the end of the module the trainee will be able to:</p> <p>Unit one: Follow workplace procedures for safety and security</p> <p>Unit two: Identify potential emergencies</p> <p>Unit three. Follow procedures for emergency situations</p> <p>Unit four. Plan initial response procedures</p> <p>Unit five. Implement response procedures</p> <p>Unit six. Participate in the organization’s OHS practices</p> <p>Unit seven. Eliminate or control the risk</p> <p>Unit one. Follow workplace procedures for safety and security</p> <ul style="list-style-type: none"> 1.1 Health safety and security procedures 1.2 Safe work practices 1.3 Following the safety directions 1.4 Personal protective equipment 1.5 Report issues and breaches of safety and security procedures 1.6 Reporting suspicious behavior or unusual occurrences <p>Unit two. Identify potential emergencies</p> <ul style="list-style-type: none"> 2.1 Work place OHS hazards and standards 2.2 Potential emergencies 2.3 Liaising with emergency agencies & specialist advisors 2.4 Developing a risk register 	

Unit three. Follow procedures for emergency situations

- 3.1 Recognize and determine emergency situations
- 3.2 Emergency procedures
- 3.3 Report emergency situations

Unit four. Plan initial response procedures

- 4.1 Actions taken during emergencies
- 4.2 Resources required for immediate response
- 4.3 Emergency equipment
- 4.4 Documenting emergency response actions
- 4.5 Identifying training needs and providers

Unit five. Implement response procedures

- 5.1 Role of staff for emergency
- 5.2 Establish emergency procedures
- 5.3 Monitor responses to emergencies

Unit six. Participate in the organization's OHS practices

- 6.1 OHS management practices
- 6.2 Hazard identification activities
- 6.3 Risk assessments and controlling methods

Unit seven. Eliminate or control the risk

- 7.1 Consult with personnel
- 7.2 Implement control measures
- 7.3 Using a five-step hierarchical approach

ASSMSSEMT CRATERIA

Unit one. Follow workplace procedures for safety and security

- Apply Health safety and security procedures
- Confirm Safe work practices
- Understand Following the safety directions
- Use Personal protective equipment
- Understand Report issues and breaches of safety and security procedures
- Implement Reporting suspicious behavior or unusual occurrences

Unit two. Identify potential emergencies

- Apply Work place OHS hazards and standards
- Perform Potential emergencies
- Use Liaising with emergency agencies & specialist advisors
- Implement Developing a risk register

Annex: Resource Requirements

CST HLS2 M07 0322 _Performing Safety and Security Procedures				
Item No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A.	Learning Materials			
1.	TTLM	TTTLM prepared by the trainer	25pcs	1:1
2.	Reference Books			

2.1	Safety and Security measures in Egyptian hotel	Karam Ghazi,2015	5	1:5
2.2	Safety and security in hotels and home sharing	Chelsea A.Binns and Robin J Kempf;2021	5	1:5
2.3	Safety and Security System in Hospitality Industry	Kannam Ramaraj;2013	5	1:5
3.	Journals/Publication/Magazines			
B.	Learning Facilities & Infrastructure			
1.	Lecture Room	Standard	1	1:25
2.	Library/ Learning Resource Area	Standard	1	1:25
3.	Work shop	Standard	1	1:25
4.	Internet access	Broad band / wifi	1	1:25
C.	Consumable Materials			
1.	First aid kit supplies	Standard		1:25
2.	Fire extinguishers supplies /powder	Standard		1:25
3.	Chemicals	Standard		1:25
D.	Tools and Equipments			
1	Fire extinguishers and equipment	Standard		1:25
2	Communication equipment	Standard		1:25
3	Evacuation alarms	Standard		1:25
4	Evacuation equipment, especially for disabled persons	Standard		1:25
5	Torches	Standard		1:25
6	Clothing items such as colored hats and vests	Standard		1:25
7	Security camera	Standard		1:25
8	Security Walk through machine	Standard		1:25
9	Staff emergence alert	Standard		1:25

10	Aces / to break door	Standard		1:25
11	Elevators	Standard		1:25
12	First aid kit	Standard		1:25
13	PPE / personal protective equipments /	Standard		1:25
14	Safe deposit box	Standard		1:25
15	Fire detector	Standard		1:25