



Republic of the Philippines

# Department of Education

DepEd Complex, Meralco Avenue, Pasig City

**STRENGTHENED SENIOR HIGH SCHOOL CURRICULUM**

## **HOTEL OPERATION (HOUSEKEEPING SERVICES)**

**Grade 11/12**

**Course Description:**

This course is designed to equip learners in the various tasks of Hotel Operation (Housekeeping Services). Learners will gain proficiency providing guest service in hotel facilities ensuring guest satisfaction. Through hands-on activities, learners will develop a thorough understanding of the operations, safety protocols, and customer service aspects vital to housekeeping services. Upon completion, learners are eligible to take assessments to earn National Certificate level II in Housekeeping Services, pursue higher education and careers relative to hospitality industry.

**Elective:** Technical Professional

**Prerequisite:** None

**Time Allotment:** In Grade 11, 320 hours for two semesters, 8 hours per week. In Grade 12, 320 hours for one semester, 16 hours per week

**Schedule:** First/Second Semester

**QUARTER 1**

<b>CONTENT STANDARD</b>	The learners demonstrate understanding of the principles, practices, and standards of providing housekeeping services in the hospitality industry.
<b>PERFORMANCE STANDARD</b>	The learners demonstrate familiarity of the different types of hotels, classifications of guest and the services hotels provide to the guest.
<b>LEARNING COMPETENCIES</b>	<b>CONTENT</b>
1. Discuss the overview of hotel services	<p>Overview of Hotel Services</p> <ul style="list-style-type: none"> <li>• Hotel organizational structure and services</li> <li>• Career opportunities in hotel services</li> <li>• Housekeeping terminologies</li> <li>• Code of ethics, standards and policies <ul style="list-style-type: none"> <li>○ RA Act No. 9593: Tourism Act of 2009</li> <li>○ RA Act No. 10173 : Data Privacy Act 2012</li> <li>○ RA Act No. 11313 : Safe Spaces Act 2019</li> <li>○ RA Act No. 9003: Ecological Solid Waste Management Act 2000</li> </ul> </li> <li>• Occupational Safety and Health (OSH) in hotels</li> </ul>

<p>2. Compare the types of hotels according to their classification and accommodation products</p>	<p>Hotel Accommodations</p> <ul style="list-style-type: none"><li>• Types of hotels</li><li>• Classification of hotels according to:<ul style="list-style-type: none"><li>○ star ratings</li><li>○ level of services</li><li>○ ownership</li><li>○ target market</li><li>○ size</li><li>○ length of stay</li></ul></li><li>• Accommodation products<ul style="list-style-type: none"><li>○ standard</li><li>○ superior</li><li>○ deluxe</li><li>○ suite</li></ul></li></ul>
<p>3. Differentiate types of hotel guests</p>	<p>Types of Hotel Guests</p> <ul style="list-style-type: none"><li>• Leisure travelers</li><li>• Business travelers</li><li>• Extended stay guests</li><li>• Budget/Backpackers</li><li>• Luxury travelers</li><li>• Long stay</li><li>• Digital nomads</li><li>• Entertainment travelers</li><li>• Family travelers</li><li>• Solo travelers</li><li>• Adventure travelers</li><li>• Health and wellness</li></ul>

4. Discuss the fundamentals of housekeeping services	<p>Fundamentals of Housekeeping Services</p> <ul style="list-style-type: none"> <li>• Types of housekeeping in the hotel industry <ul style="list-style-type: none"> <li>○ regular housekeeping</li> <li>○ deep cleaning</li> <li>○ exterior housekeeping</li> <li>○ entryway and lobby housekeeping</li> <li>○ guestroom housekeeping</li> <li>○ public area</li> <li>○ laundry and Linen</li> <li>○ specialized housekeeping</li> <li>○ lost and found</li> <li>○ emergency housekeeping</li> </ul> </li> <li>• Career opportunities in housekeeping services</li> </ul>
--	--

## QUARTER 2

<b>CONTENT STANDARD</b>	The learners understand the principles, practices, and innovations in housekeeping services in accordance with industry standards. Analyze trends, organizational structures, room classifications, and service excellence in hospitality management, reflecting the demands of a globally competitive and sustainable tourism and hospitality sector.	
<b>PERFORMANCE STANDARD</b>	The learners describe the functions of the different sections of the hotel, classify guest rooms and status.	
<b>LEARNING COMPETENCIES</b>		<b>CONTENT</b>
1. Analyze the trends in housekeeping services	<p>Trends and Innovations in Housekeeping Services</p> <ul style="list-style-type: none"> <li>• Housekeeping software</li> <li>• Robotic housekeeping teams</li> <li>• Probiotic cleaning products</li> <li>• Mobile check-in and check-out</li> <li>• Sustainability</li> <li>• Triple sheeting</li> <li>• Anti-wrinkle textiles</li> <li>• Air purifier technology</li> <li>• Intercultural &amp; multilingual communication</li> </ul>	

	<ul style="list-style-type: none"> <li>• Technology integration</li> <li>• Eco-friendly practices</li> <li>• Personalized guest experience</li> <li>• Enhanced hygiene and safety</li> <li>• Outsourcing housekeeping services</li> <li>• Focus on employee well-being, and etc.</li> </ul>
<p>2. Discuss the organizational structure of the housekeeping department and its functions</p>	<p>The Housekeeping Department</p> <ul style="list-style-type: none"> <li>• Housekeeping organizational structure</li> <li>• Department's functional sections <ul style="list-style-type: none"> <li>○ uniform room</li> <li>○ tailor's room</li> <li>○ laundry area</li> <li>○ public area</li> <li>○ flower Room</li> <li>○ lost and found section</li> <li>○ linen room storage</li> <li>○ desk control room</li> <li>○ executive housekeeper office</li> </ul> </li> <li>• Housekeeping organizational chart <ul style="list-style-type: none"> <li>○ personnel characteristics</li> <li>○ duties and responsibilities</li> <li>○ skills</li> </ul> </li> </ul>
<p>3. Discuss the classification of guestrooms and status</p>	<p>Classification of Guestroom and Status</p> <ul style="list-style-type: none"> <li>• Classifications of guestrooms <ul style="list-style-type: none"> <li>○ according to the number of beds</li> <li>○ regarding price, layout, facilities, and amenities</li> </ul> </li> <li>• Types of beds <ul style="list-style-type: none"> <li>○ single: 30"-36" x 72"</li> <li>○ twin: 38" x 75"</li> <li>○ double: 54" x 75"</li> <li>○ queen: 60" x 80"</li> <li>○ king: 76" x 80"</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ special and custom beds</li> <li>○ multi-functional and extra beds</li> <li>○ luxury and themed beds</li> </ul>
	<p><b>Room Status Codes Used by Housekeeping</b></p> <ul style="list-style-type: none"> <li>● Occupancy status <ul style="list-style-type: none"> <li>○ OC or OCC (Occupied)</li> <li>○ VC or VAC (Vacant)</li> <li>○ OOO (Occupied, but guest out of room)</li> </ul> </li> <li>● Housekeeping status <ul style="list-style-type: none"> <li>○ CLN (Clean)</li> <li>○ DIR (Dirty)</li> <li>○ DNB (Do Not Bring)</li> <li>○ DND (Do Not Disturb)</li> <li>○ VD (Vacant Dirty)</li> <li>○ VC (Vacant Clean)</li> <li>○ VR (Vacant Ready)</li> <li>○ HU (House Use)</li> <li>○ DL (Double Lock)</li> </ul> </li> <li>● Maintenance and repair status <ul style="list-style-type: none"> <li>○ OOO (Out of Order)</li> <li>○ OR (Out of Repair)</li> </ul> </li> <li>● Rooms maintenance <ul style="list-style-type: none"> <li>○ cleaning</li> <li>○ inspections</li> <li>○ repairs</li> <li>○ upgrades</li> <li>○ Guestroom supplies</li> </ul> </li> </ul>
<p>4. Evaluate the types of rooms according to bed type, layout, amenities, and special features</p>	<p><b>Types of Room According to Bed Type:</b></p> <ul style="list-style-type: none"> <li>● Single room</li> <li>● Double room</li> <li>● Twin room</li> <li>● Triple room</li> <li>● Queen room</li> </ul>

	<ul style="list-style-type: none"> <li>• King room</li> </ul> <p>Types of Room According to Layout and Amenities:</p> <ul style="list-style-type: none"> <li>• Standard room</li> <li>• Deluxe room</li> <li>• Suite</li> <li>• Executive room</li> <li>• Connecting room</li> </ul> <p>Types of Room According to Special Features:</p> <ul style="list-style-type: none"> <li>• Studio room</li> <li>• Villa</li> <li>• Penthouse</li> <li>• Presidential suite</li> </ul>
--	--

### QUARTER 3

<b>CONTENT STANDARD</b>	The learners demonstrate understanding of the principles, methods, and techniques of housekeeping services, including the proper use, care, and maintenance of tools, equipment, and supplies, with emphasis on ergonomics, environmental sustainability, and best practices.	
<b>PERFORMANCE STANDARD:</b>	The learners perform the cleaning procedures of guest rooms in accordance to room status following Occupational Health and Safety standards.	
<b>LEARNING COMPETENCIES</b>	<b>CONTENT</b>	
1. Demonstrate cleaning methods and techniques using tools, supplies, and equipment with applied ergonomics, environmental sustainability, and best practices	Housekeeping Tools, Equipment, and Supplies	<ul style="list-style-type: none"> <li>• Types and proper usage</li> <li>• Cleaning chemicals</li> <li>• Care and maintenance</li> <li>• Proper storage and disposal of used chemicals</li> <li>• 5R's of waste management</li> </ul>

	<p>Cleaning Methods and Techniques with Applied Ergonomics</p> <ul style="list-style-type: none"> <li>• Cleaning &amp; sanitizing</li> <li>• Dusting</li> <li>• Sweeping</li> <li>• Mopping</li> <li>• Vacuuming</li> <li>• Floor polishing</li> <li>• Brass cleaning and polishing</li> </ul> <p>Cleaning Other Surfaces (Wet &amp; Dry)</p>
<p>2. Discuss the care and maintenance of the hotel furniture, fixtures, and fittings</p>	<p>Hotel Furniture, Fixtures, and fittings</p> <ul style="list-style-type: none"> <li>• Guestroom</li> <li>• Common area</li> <li>• Care and maintenance of hotel furniture, fixtures, and fittings</li> </ul>
<p>3. Perform guestrooms cleaning procedures according to room state</p>	<p>Guestroom Cleaning Procedures</p> <ul style="list-style-type: none"> <li>• Room check</li> <li>• The cleaning process <ul style="list-style-type: none"> <li>○ manual</li> <li>○ mechanical</li> </ul> </li> <li>• Bathroom cleaning</li> <li>• Servicing VIP and under repair rooms</li> <li>• Executing turn-down services</li> </ul> <p>Cleaning Hotel Common Areas</p> <ul style="list-style-type: none"> <li>• The different common areas of the hotel</li> </ul>

4. Apply procedures in cleaning hotel common areas	<ul style="list-style-type: none"> <li>○ reception</li> <li>○ restaurant/bar/coffee shop</li> <li>○ restrooms</li> <li>○ hallways</li> </ul> <p>Maintenance of public areas in a hotel</p>
--	--

#### QUARTER 4

<b>CONTENT STANDARD</b>	The learners demonstrate understanding of the principles, techniques, and standards in housekeeping operations, including the identification and proper handling of hotel linens, laundry and ironing operations, personalized guest services, customer relations, facility evaluation, and housekeeping safety and security.	
<b>PERFORMANCE STANDARD</b>	The learners exhibit techniques in linen management, laundry and ironing operations, valet/butler services, customer care, and apply effective strategies for handling complaints.	
<b>LEARNING COMPETENCIES</b>	<b>CONTENT</b>	
1. Identify type of hotel linens and materials	<p>Types of Linens</p> <ul style="list-style-type: none"> <li>• Linen material</li> <li>• Types of hotel linens <ul style="list-style-type: none"> <li>○ bed linen</li> <li>○ bath linen</li> <li>○ table linen</li> <li>○ kitchen linen</li> </ul> </li> </ul>	
2. Perform linen laundry operations based on the types of linen	<p>The Laundry Operation</p> <ul style="list-style-type: none"> <li>• Types of laundry</li> <li>• Laundry equipment</li> <li>• Stages of laundry operation <ul style="list-style-type: none"> <li>○ soiled retrieval</li> <li>○ soil sorting</li> <li>○ washing</li> <li>○ wash cycle processing</li> </ul> </li> </ul>	

<p>3. Perform ironing operations by applying ironing techniques</p>	<p>Ironing Operations</p> <ul style="list-style-type: none"> <li>• Preparation</li> <li>• Sorting</li> <li>• Setting the iron</li> <li>• Ironing techniques <ul style="list-style-type: none"> <li>○ pressing</li> <li>○ steam ironing</li> <li>○ dry ironing</li> </ul> </li> <li>• Finishing</li> </ul>
<p>4. Show a personalized and specialist service to guests</p>	<p>Butler Service</p> <ul style="list-style-type: none"> <li>• Overview of butler and valet services</li> <li>• Roles and responsibilities of a valet/butler</li> <li>• Essential skills in valet/butler service (e.g., attention to detail, discretion, etiquette)</li> <li>• Preparing guest rooms and personalized services</li> <li>• Handling guest requests and special occasions</li> <li>• Packing and unpacking services</li> <li>• Wardrobe management and care</li> <li>• Concierge and errand services</li> <li>• Maintaining professional appearance and ethical standards</li> </ul>
<p>5. Demonstrate strategies for handling customer complaints and intoxicated guests</p>	<p>Customer Relation</p> <ul style="list-style-type: none"> <li>• Types of complaints</li> <li>• Handling complaints</li> <li>• Handling intoxicated guest</li> </ul>
<p>6. Evaluate the purpose of monitoring and evaluation using housekeeping forms and reports</p>	<p>Facility Evaluation</p> <ul style="list-style-type: none"> <li>• Monitoring and evaluation</li> <li>• Housekeeping forms and reports</li> </ul>

<p>7. Discuss common safety hazards in the housekeeping environment.</p>	<p>Housekeeping Safety and Security</p> <ul style="list-style-type: none"> <li>• Safety in the work environment</li> <li>• Dealing with emergencies first aid</li> <li>• Key controls <ul style="list-style-type: none"> <li>○ traditional</li> <li>○ magnetic stripe cards</li> <li>○ RFID key cards</li> <li>○ mobile/digital key</li> <li>○ key fobs</li> <li>○ biometric key</li> <li>○ mechanical keycards (punch cards)</li> </ul> </li> </ul>
--	--

## GLOSSARY

<b>5Rs of Waste Management</b>	Principles of reduce, reuse, recycle, recover, and refuse for managing waste.
<b>Accessible Room</b>	A room designed to accommodate guests with disabilities.
<b>Air Purifier Technology</b>	Devices used to improve indoor air quality by removing pollutants.
<b>Anti-Wrinkle Textiles</b>	Fabrics designed to resist creases, reducing ironing needs.
<b>Arrival</b>	The check-in process and first interaction with the hotel.
<b>Bath Linen</b>	Towels, bathrobes, bathmats, and washcloths are used in bathrooms.
<b>Bathroom Cleaning</b>	Specific cleaning tasks focused on sanitizing and maintaining hygiene in the guestroom bathrooms
<b>Bed Linen</b>	Includes items such as sheets, pillowcases, duvet covers, and mattress protectors used for

bedding.

<b>Basic Phraseology</b>	Professional and polite phrases are used by butlers to communicate effectively with guests.
<b>Brass Cleaning</b>	Specialized cleaning for brass fixtures and decorations.
<b>Budget Travelers</b>	Guests seeking affordable accommodation options.
<b>Business Travelers</b>	Guests traveling for work-related purposes.
<b>Butler Service</b>	Personalized and high-end services are provided by a trained professional.
<b>Cancelling</b>	Revoking a reservation upon request or necessity.
<b>Cleaning Chemicals</b>	Substances used to sanitize and clean surfaces.
<b>Common Area</b>	Shared spaces within a hotel are accessible to all guests, such as the lobby, reception, restaurants, and other communal areas.
<b>Customer Relations</b>	Interactions and services are provided to maintain guest satisfaction and address complaints.
<b>Deluxe</b>	High-end rooms with luxurious amenities.
<b>Departure</b>	The check-out process and final settlement.
<b>Desk Control Room</b>	Command center for coordinating housekeeping tasks.
<b>Denying Reservation</b>	Declining a booking request due to unavailability or other reasons.
<b>Double Room</b>	A room with one double bed for two people.
<b>Dry Ironing</b>	Using a dry iron without steam for delicate materials.
<b>Dusting</b>	Removing dust from surfaces using a cloth or duster.
<b>Ergonomics</b>	Designing tasks and tools to improve efficiency and reduce strain on workers.

- Executive Housekeeper**      Manager overseeing all housekeeping operations.
- Exterior Housekeeping**      Cleaning and maintaining outdoor areas such as gardens, driveways, and parking spaces.

### **REFERENCES**

Brotherton, Benjamin. "The International Hospitality Industry: Structure, Characteristics, and Issues." *International Journal of Hospitality Management* 19, no. 3 (2000): 255-263.

DepEd MATATAG Curriculum guides

Goonan, Patricia. *Housekeeping Management*. 3rd ed. New York: Delmar Cengage Learning, 2011.

HPG Consulting. "The 5 R's of Effective Waste Management in Hotels." Welcome to HPG Consulting, May 18, 2022.

Jones, D. L. *Professional Housekeeping*. 5th ed. Boston: Cengage Learning, 2015.

Kwortnik, Robert J., and John Thompson. "Unifying Service Marketing and Operations with Service Experience Management." *Journal of Service Research* 13, no. 4 (2011): 491-506.

TESDA Training regulations for housekeeping services NC II

Walker, John T. *Introduction to Hospitality Management*. 5th ed. Upper Saddle River, NJ: Pearson, 2018.

### **TOOLS, EQUIPMENT, AND SUPPLIES**

<b>TOOLS</b>	<b>EQUIPMENT</b>		<b>MATERIALS/SUPPLIES</b>	
Mops	Projector Screen	Washers	Bond paper	Fabric Softener
Brushes	Overhead Projector	Dryer	Folders	Chlorine Bleach
Brooms	Electric Fan	Flat iron	Logbook	All-Purpose Detergent

Buckets	First Aid Cabinet	Ironing Board	Transparency acetate	Stain Removing Agents
Dust Pans	<i>Instructor's desk chairs</i>	Steam pressers	White Board	Furniture and floor polishers
Garbage Receptacles	Fire Extinguisher	Sorting shelves	Whiteboard Markers	Air Freshener
Sorting Baskets/ Laundry Baskets	Emergency Light	Drying cleaning machine	Whiteboard Eraser	Pesticides
Step Ladder	Directional Signage	Overalls	Marking Pen	Deodorizers
Squeegee	Air condition	Jackets	Stationery	Toilet Disinfectant
Water Hoses	Armed Chairs	Aprons	Linen (for single bed)	Cleaning Detergent
Lint Free Cleaning Cloths	Telephone	Goggles	Linen (for double bed)	Liquid Detergent
Scrubbing Foam	Computer	Masks	Glassware	Cleaning Solution
Dish Sponges	TV	Headwear	Cutlery	Sanitizing Agents
Spray Bottles	Video player	Waterproof clothing and footwear	Tea	Variety of linen and clothing items and fabrics
Anti-Static Dusters	Fax machine	Electric kettle	Coffee	Fruits(assorted)
Gloves	Refrigerator	Electric jug	Sugar	Beverages (assorted)
Caution Signs	Hairdryer	Toilet Caddy	Powdered Milk	Chocolates (assorted)
Mop Squeezer	Alarm clock	Carpet sweeper	Biscuits	Enterprise promotional materials
	Shelving	Vacuum cleaner (dry and wet)	Bed (Single)	Local tourist information
	Cart	Polisher (electric with complete accessories)	Bed (Queen)	Magazines
	Trolley		Holy Bible	Newspapers
	Coffee Maker		Slippers	Lodging agreement
			Flashlight	Housekeeping textbooks/ references
			Light fittings	Hangers
			Mirrors	Ashtrays
			Wardrobes	