

101106T4HKA

HOUSEKEEPING MANAGEMENT LEVEL 6

HOS/OS/HK/CR/02/6

Manage Front Office Operations

July/August 2025



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

PRACTICAL ASSESSMENT

INSTRUCTIONS TO ASSESSOR

1. Assess the candidate's practical progress, observing the critical areas
2. You are required to mark the practical as the candidate performs the tasks
3. You are required to take video clips at critical points
4. Ensure the candidate has a name tag and registration code on the back and front

OBSERVATION CHECKLIST

Candidate's Name & Registration Code			
Assessor's Name & Registration Code			
Venue of Assessment			
Date of assessment			
Items to be evaluated: <i>Please award marks as appropriate. Give a brief comment on your observation.</i>	Marks Available	Marks obtained	Comments
Hygiene and Room Set-Up			
a. Personal hygiene and grooming			
i. Clean and well-ironed attire	1		
ii. Appropriate shoes are worn	1		
iii. Hair held back/ trimmed.	1		
iv. Wore less jewellery. A name badge is visible and properly positioned.	1		
(Award marks as indicated or zero)			
b. Room setup			
i. Front office area cleaned.	2		
ii. The front desk area is well organized	2		
iii. All signage is properly displayed	2		
iv. Front office area well ventilated.	2		
v. Lobby area well cleaned and prepared.	2		
(Award marks as indicated or zero)			
SUB-TOTAL	15		
TASK I: HANDLED RECEIVING AND CHECKING IN OF THE GROUP.			
i. greeted the group courteously and professionally.	2		
ii. Confirmed the group name and booking details.	2		
iii. Identified and acknowledged the group leader.	2		

iv. Verified identification cards and vouchers.	2		
v. Rooming list issued and signed.	2		
vi. Provide information on hotel amenities.	2		
vii. Handed out key cards efficiently.	2		
<i>(Award marks as indicated or zero)</i>			
SUB-TOTAL	14		
TASK II: HANDLED UPSELLING AND NEGOTIATION.			
i. Identified available upgrade. (3 deluxe rooms and 1 junior suite)	2		
ii. Suggested upgrade options clearly and at the right time.	2		
iii. Highlighted benefits of the upgrade.	2		
iv. Used persuasive and respectful language.	2		
v. Handled price and value objection respectively.	2		
vi. Negotiated terms where appropriate (discount, group rates)	2		
vii. Achieved a successful upsell	2		
<i>(Award marks as indicated or zero)</i>			
SUB-TOTAL	14		
TASK III: HANDLED A DIFFICULT CUSTOMER.			
i. remained calm and polite when Miss. Evalyn complained	2		
ii. Listened attentively and acknowledged her concern	2		
iii. Apologized sincerely and showed empathy	2		
iv. Checked availability and offered	2		

v. realistic solutions (e.g., deluxe room Vs. Explained situation transparently (e.g., palm trees blocking view)	2		
vi. Handled guests known demanding nature professionally.	2		
vii. Aimed to restore guest satisfaction before ending the interaction (Award marks as indicated or zero)	2		
SUB-TOTAL	14		
General communication and professionalism.			
i. Demonstrated excellent verbal communication skills	2		
ii. Displayed positive body language and facial expressions	2		
iii. Maintained professional demeanor throughout	2		
iv. Followed hotel etiquette and service standards	2		
SUB-TOTAL	8		
Final clearing			
i. Filed all paperwork.	2		
ii. Organized the front desk area:			
• Replenish forms and supplies	1		
• Clear counter space	2		
(Award marks as indicated or zero)			
SUB-TOTAL	5		
GRAND TOTAL	70		
ACTUAL SCORE = $X/70 \times 100$			

ASSESSMENT OUTCOME	
The candidate was found to be: Competent ☐ Not yet competent ☐ <i>(Please tick as appropriate)</i> (The candidate is competent if s/he gets at least 50%)	
Feedback from the candidate: 	
Feedback to the candidate: 	
Candidate's Signature 	Date
Assessor's/ verifier's signature 	

marksheet

Unit Name (per OS)	Unit Code (per OS)	Total Marks	Marks Awarded	Percentage (%)
Manage the front office.	HOS/OS/HK/CR/02/6	70		