

101106T4HKA

HOUSEKEEPING MANAGEMENT LEVEL 6

HOS/OS/HK/CR/02/6/A

Manage Front Office Operations

March/April 2025



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

PRACT MENT

INSTRUCTIONS TO ASSESSOR

1. Assess the candidate as the 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 at 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			
a. Personal hygiene and grooming			
i. Well dressed	1		
ii. Appropriate shoes worn	1		
iii. Hair well maintained	1		
iv. Wore less jewellery	1		
v. Nails trimmed	1		
vi. Used mild perfume	1		
(Award marks as indicated or zero)			
b. Environmental hygiene and room setup	2		
i. Cleaned the front desk area			
ii. Organized all necessary forms and supplies:			
• Registration cards	1		
• Key card holders	1		
• City maps and tourist information	2		
• Business cards	2		
• Stationery	1		
iii. All signage is properly displayed	2		
iv. Ventilated the area	1		
v. Checked cleanliness of the lobby area	2		

(Award marks as indicated or zero)			
SUBTOTAL	20		
PRODUCT CHECKLIST			
TASK 1: DEVELOPED A CANCELLATION FORM			
The cancellation form should have the following			
i. Guest's full name	2		
ii. Reservation details	2		
iii. Reasons for cancellation	2		
iv. Review of cancellation policy	2		
v. Signed and date	2		
(Award marks as indicated or zero)			
SUB-TOTAL	10		
OBSERVATION CHECKLIST			
TASK 2: HANDLED CANCELLATION		BOOKING	
i. Greeted the guests and verified details	2		
ii. Confirmed reasons for cancellation	2		
iii. Cancellation policy explained to the guest	2		
iv. Processed the cancellation form	2		
v. Confirmed the cancellation	2		
vi. Offered assistance and closed the interaction	2		
vii. Guest reservation record well filled	2		
viii. Cancellation policy document provided	2		
(Award marks as indicated or zero)			
SUB-TOTAL	16		

OBSERVATION CHECKLIST			
TASK 3: HANDLED GUEST REFERRALS IN THE CASE OF OVERBOOKING			
i. Greeted the guests warmly ii. Acknowledged & apologized for the issue iii. Offered a solution iv. Contacted an alternative hotel v. Provided compensation vi. Arranged for transportation vii. Provided referral letter viii. Followed up ix. Closed the interaction professionally x. Evaluated the experience (Award marks as indicated or zero)	2 2 2 2 2 2 2 2 2 2		
SUB-	20		
Final clearing			
i. File all daily paperwork: ii. Organize the front desk area: - Replenish forms and supplies - Clear counter space (Award marks as indicated or zero)	2 1 1		
SUB-TOTAL	4		
GRAND TOTAL	70		
ACTUAL SCORE = $\frac{x}{70} \times 100$			

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