

101106T4HKA

HOUSEKEEPING AND ACCOMODATION LEVEL 6

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

Manage Front Office Operations

Nov/Dec2024



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

PRACTICE

INSTRUCTIONS TO ASSESSOR

1. Assess the candidate as the practical progresses observing the critical areas
2. You are required to mark the practical as the candidate perform 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

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Candidate's Name			
Candidate's Registration Code			
Assessor's Name			
Assessor's 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
Task 1 Personal grooming and hygiene			
i. Cleaned and pressed uniforms	2		
ii. Low heeled closed shoes			
iii. Cleaned neat hair			
iv. Shortened clean nails			
v. Used mild perfume			
vi. Appropriate PPEs used (masks)	1		
vii. Maintained good body posture	1		
viii. Maintained a smile	1		
ix. Limited excessive accessories	1		
(Award Marks for correct steps or Zero)			
subtotal	10		
Task 2: Opening guest account			
i. Guest name	1		
ii. Account number	1		
iii. Date	1		

iv. Charges	1		
v. Payment if any	1		
vi. Payment mode	1		
vii. A copy printed or presented as an evidence of the same	1		
viii. Filed documents	1		
ix. Issued room keys	1		
x. Made arrangement to be taken to their room	1		
<i>(Award Marks for correct steps or Zero)</i>			
Subtotal	10		
Task 3: Guest departure procedure			
i. Transportation of luggage to reception	2		
ii. Guest checked out			
iii. Settled outstanding bills			
iv. Final bill billed			
v. Printed of customer bill	2		
vi. Key collection done	2		
vii. Checked customer satisfaction	2		
viii. Assisted transportation	2		
ix. Updated guest history	2		
x. Processed late charges	2		
<i>(Award Marks for correct steps or Zero)</i>			
Subtotal	20		
Task 4: Final clearing			
✓ All items are dusted	1		
✓ All items are cleaned	1		
✓ All equipment's are returned and stored	1		
✓ Working space left clean	1		
<i>(Award Marks for correct steps or Zero)</i>			

Sub total	4		
Total Marks	44		
Grand total marks			

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 candidate:
Feedback to candidate:
Candidate's Signature -----
Assessor's/ verifier's signature

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