

101104T4HKA

HOUSEKEEPING AND ACCOMODATION LEVEL 4

HOS/CU/HK/CR/02/4

Coordinate Front Office Operations

July/August 2025



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

PRACTICAL ASSESSMENT

OBSERVA

ECKLIST

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

Candidate's name & Registration Code			
Assessor's name & Registration Code			
Venue of Assessment			
Date of assessment			
Items to be evaluated: Please award marks as appropriate. Give a brief comment on your observation.	Marks available	Marks obtained	Comments
HYGIENE			
a. Personal hygiene - Clean and well pressed uniform - No jewellery and minimal makeup - Short clean nails with no vanish - Flat clean closed shoes - Hands kept clean throughout (Award full marks or zero)	1 1 1 1 1		
SUB TOTAL	5		
b. Environmental hygiene - Work surfaces kept free from dust and dirt - Floor kept clean and dry - Properly disposed waste - Work area prepared and aired (Award marks for each item as indicated or zero)	2 2 2 3		
SUBTOTAL	9		
c. Work Organization - Assembled tools and equipment - Tools and equipment well labelled - Work areas well arranged - Areas well labelled	1 1 1 1		

Surfaces and work areas well prepared (Award marks as indicated or zero)	2 1		
SUB-TOTAL	7		
TASK 1: CREATED A GUEST REGISTRATION FORM			
i) Captured the following; - Date of registration - Reservation number - Hotel number - Contact number - Email of guest - Address of guest - Phone number - Origin of the guest - Date of issue - Date of expiry - Place of issue - Payment option - Signature of guest - Front office staff signature (Award marks as indicated award zero)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
SUB-TOTAL	14		
TASK 2: INSPECTED A CLEANED BLOCKED ROOM FOR VIP			
ii) Observed the following - Door opened and looked at - Inspection checklist created - Neglected areas checked - Pictures on the wall checked - Room smelling fresh	1 1 4 4 3		

- VIPs amenities checked - Guest preferences checked - Toilet bowls checked	3		
	2		
	3		
SUB -TOTAL	21		
WORK AND TIME MANAGEMENT			
- All task completed within the time required - Ability to follow instruction	2		
(Award 2 marks or zero)	2		
SUBTOTAL	4		
FINAL CLEARING			
All items cleared as follows: - Reception - Lounge seats - Guests reservation desk - Telephone	1		
	1		
	1		
	1		
Equipment and materials returned to the store - Equipment - Material - Stored	1		
	1		
(Award one mark or zero)	1		
SUB-TOTAL	7		
GRAND TOTAL	60		
The candidate was found to be: Competent ☐ Not yet competent ☐ <i>(Please tick as appropriate)</i> <i>(The candidate is competent if the candidate obtains at least 50%)</i>			

Feedback from candidate:	
Feedback to candidate:	
Candidate's Signature	Date
_____	_____
Assessor's Signature	Date
_____	_____

Unit name as per the OS	Unit Code as per the OS		Marks awarded	Percentage (%)
Coordinate Front Office Operations	HOS/CU/HK/CR/02/4	60		