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MODULE 2

ACCOMMODATION OPERATIONS ATTENDANT

HOS/OS/ACO/CR/03/4/MA

Perform Housekeeping Operations

September – December 2025

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

PRACTICAL ASSESSMENT

INSTRUCTIONS TO THE ASSESSOR:

1. This assessment is to take place in the prescribed order as arranged in the tool.
2. Capture clear **photographs** and/or **videos** of each candidate's work at critical points as they perform the tasks and label all media files with: Candidate Registration Number, Unit Code, Practical Session Number, and Date.
3. Record candidate scores and assessor remarks in the observation checklists for each session.
4. Store all completed checklists, media files, and candidate drawings in a secure digital/physical folder per candidate.

CANDIDATE & ASSESSOR DETAILS

Candidate Name:	**CDACC Reg. No.:**
Assessor Name:	**Assessor ID Number:**

PRACTICAL BRIEF

In this practical, you will be required to demonstrate competence in the four elements covered in this unit. The assessment will involve hands-on sessions, practical 1-3 (each 4 hours) followed by oral assessment (1 hour).

SESSION 1 (4 HOURS): PREPARE A GUEST ROOM.

Assessment Date:	
Assessment Venue:	

PRACTICAL CHECKLIST

No.	Items of Evaluation	Max Marks	Awarded
1.	Well Groomed i. Correct shoes worn (closed shoes) ii. Proper attire worn (dustcoat/sky blue uniform) iii. Hair held at the back (hairnet worn) iv. No jewelry worn (no earring & necklace) v. Nails cut and no polish applied *(Award 1 mark for each or zero)*	5	

2.	Properly organized and labelled the work station, equipment and materials (Assembled equipment, assembled cleaning materials, has enough water, displayed signage) *(Award 2 marks for correct set up)*	8	
3.	Ventilated the room and labeled equipment and materials properly *(Award 1 mark for each activity)*	3	
4.	Cleaned all the surfaces systematically. • Emptied ashtray and waste paper basket • Removed the soiled towel from the shower closet room. • Made the bed and cover the bed with a dust sheet. • Closed the windows. • High dusted all the high surfaces. • Swept the carpet/rag. • Swept the floor • Allowed the dust to settle. • Dusted the lower surfaces –furniture, fittings and fixtures. • Mopped the floor *(Award 1 mark for each activity done well)*	10	
5.	Arranged the room. • Returned the furniture into place • Drew curtains or blinds if there was too much sunshine *(Award 2 mark for each or zero)*	4	
6.	Replenished supplies and amenities. (toiletries, towels, minibar items or beverages) *(Award 2 mark for each Item)*	6	
7.	Organized room based on theme interpretation.	6	

	• Tourist travelling for adventure. *(Award 1 mark for each or zero)*		
8.	Buffed the floor, Switched off the lights Surveyed to ensure everything is in its place then close the door *(Award 2 mark each activity)*	6	
9.	Performed post-cleaning tasks. • All surfaces cleaned. • All items returned to the store. • All the waste disposed. • Completed tasks within time provided. *(Award 2 mark each activity)*	8	
	Total Section 1	**56**	
	REMARKS:		

NB: Photos and videos should be taken as the candidate performs items 2, 4 ,5, 6 and 7.

SESSION 2 (3 HOURS): MAKE GUEST BED.

Assessment Date:	
Assessment Venue:	

PRACTICAL CHECKLIST

No.	Items of Evaluation	Max Marks	Awarded
1.	Well Groomed i. Correct shoes worn (closed shoes) ii. Proper attire worn (dustcoat/sky blue uniform) iii. Hair held at the back (hairnet worn) iv. No jewelry worn (no earring & necklace)	5	

	v. Nails cut and no polish applied *(Award 1 marks each or zero)*		
2.	Identified all the requirements, equipment and materials Properly organized them. *(Award 1 marks each or zero)*	4	
3.	Identified bed type and appropriate clean linen. (bottom sheet, top sheet, blanket, bedspread, pillowcase, mattress protector) *(Award 1 marks for each item)*	6	
4.	Stripped soiled linen and aired blankets. • Removed used linen carefully (fold inward to trap dirt). • Placed soiled linen in the designated laundry bag/bin — never on the floor. • Inspected the mattress and pillows for stains or damage. *(Award 2 marks for each step or zero)*	6	
5.	Cleaned the bed. • Dusted all the surfaces of the bed. • Dampened cleaned the surfaces with warm soapy water, rinsed with warm water and final rinsed with cold water. • Dried the bed and polished *(Award 3 marks each or zero)*	9	
6.	Cared for the mattress • Mattress well dusted • Turned/rotated the mattress • Spread a clean mattress protector/underlay *(award 3 marks for each task accomplished or zero)*	3	

7.	Made bed using correct procedure. • Placed the under blanket • Placed the bottom sheet, right up and tucked in all round making a mitred at all four corners. • Put on the top sheet, wrong side up, reached just beyond the head of the mattress. • Put on blankets/duvet/bed cover separately, reached just short of the top sheet. • Folded back all the beddings from the top sheet down to the width of the pillow. • Tucked in the sides. • Placed the pillows in the pillow cases • Placed the pillow on the bed with open ends away from the door. *(Award 2 marks each step or zero)*	16	
8.	Decorated bed with runners/ cushions, or themed accessories *(Award 2 marks or zero)*	2	
9.	Ensured bed hygiene and comfort standards *(Award 2 marks or zero)*	2	
10.	Performed post-cleaning tasks. • All surfaces cleaned. • All items returned to the store. • Completed tasks within time provided. *(Award 1 mark for each activity or zero)*	3	
	TOTAL Section 2	**56**	
	REMARKS:		

NB: Photos and videos should be taken as the candidate performs items 4 ,5, 6 and 7.

SESSION 3 (4 HOURS): PROVIDE FLORAL SERVICES AND PERFORM TURN-DOWN SERVICE

Assessment Date:	
Assessment Venue:	

PRACTICAL CHECKLIST

No.	Items of Evaluation	Max Marks	Awarded
1.	Well Groomed i. Correct shoes worn (closed shoes) ii. Proper attire worn (dustcoat/sky blue uniform) iii. Hair held at the back (hairnet worn) iv. No jewelry worn (no earring & necklace) v. Nails cut and no polish applied *(Award 1 marks each or zero)*	5	
2.	Identified all the requirements, equipment and materials and Properly organized them. (fresh flowers, vases, scissors, clean water) *(Award 1 marks each or zero)*	4	
3.	Identified the appropriate fresh flowers (flowers that are fresh, seasonal, and without strong pollen or fragrance that may cause allergies) *(Award 1 marks for each item)*	3	
4.	Selected flowers that complement the room décor and theme. *(Award 2 marks or zero)*	2	

5.	Combined different colors, heights, and textures for an attractive arrangement. *(Award 2 marks each or zero)*	6	
6.	Trimmed stems diagonally with scissors/knife to increase water absorption. *(Award 2 marks or zero)*	2	
7.	Removed leaves that would be submerged in water (to prevent bacterial growth). *(Award 2 marks each step or zero)*	2	
8.	Placed flowers in clean water before arranging. *(Award 2 marks or zero)*	2	
9.	Arranged the flowers correctly in the vase/pot • Filled the vase with fresh water (about 2/3 full). • Started with greenery/fillers for balance. • Placed taller flowers in the center or at the back (depending on vase position). • Added medium and shorter flowers around for balance and symmetry. • Ensured the arrangement looks neat from all angles. *(Award 2 marks or zero)*	10	
10.	Placed the flower vase in a visible but safe location. Ensured it doesn't obstruct guest movement (Writing desk, Bedside table, Coffee table, near window or sitting area)	2	

	(Award 2 marks for any correct placement or zero)		
11.	**PERFORMED TURN DOWN SERVICES** (Have a complete and well-made bed.) Identified (1) and collected turn-down requirements (1) and supplies (1) (i.e. guest amenities, clean towels, chocolates) *(Award 1 mark for each or zero)*	3	
12.	Bed prepared. • Removed decorative pillows and bed cover/runner. • Folded back the top sheet and blanket/duvet neatly to form a triangle or rectangle. • Placed pillows upright or flat neatly on the bed. • Positioned a small gift (e.g., chocolate, mint, or card) on the pillow. *(Award 2 marks for each activity or zero)*	8	
13.	Adjusted lighting, curtains, and room temperature *(Award 3 marks or zero)*	3	
14.	Placed amenities thoughtfully • Slippers or floor mat beside the bed • Provided fresh drinking water and clean glasses at the bedside. • Ensured towels and the bathroom supplies were well placed and adequate. *(Award 2 marks or zero)*	6	
15.	Ensured the room is dust free and everything in order. *(Award 2 marks or zero)*	2	

16.	Left the room and closed the door gently. *(Award 2 marks or zero)*	2	
17.	Performed post-cleaning tasks. • All surfaces cleaned. • All items returned to the store. • Completed tasks within time provided. *(Award 1 mark for each activity or zero)*	3	
	TOTAL	**65**	
	REMARKS:		

NB: Photos and videos should be taken as the candidate performs items 3, 5, 6, 9, 10, 12, 13 and 14.

SECTION 4: ORAL ASSESSMENT (25 MARKS)

Assessor to award marks for each correct response by the candidate in the table below:

Q#	Question	Expected Key Points	Max Marks	Awarded
1	What are the four key steps in preparing a guest room for occupancy?	• Ventilation, • Cleaning, • Replenishing supplies, • Theme setup	4	
2	State two reasons why it is important to clean according to the type of surface	• Prevents damage. • Ensures proper hygiene. • Different surfaces require different cleaning methods.	2	
3	Give two reasons why is PPE important in housekeeping operations?	• For Safety, • For hygiene, • For chemical protection	2	

4	What are the four principles of floral arrangement?	• Balance, • proportion, • harmony, • focal point	4	
5	Give three ways to preserve fresh flowers in a hotel setting?	• Conditioning, • refrigeration, • water treatment	3	
6	What is the purpose of turn-down service?	• Enhance guest comfort, • Prepare room for sleep	2	
7	State two major turn down services	• Bed preparation • Lighting adjustments • Curtain adjustments • Towel and bathroom set up	3	
8	What are three common challenges in housekeeping operations	• Time pressure, • Guest complaints, • Equipment failure. • Harassment from guest/staff.	3	
9	Name any three ways of How do you dispose of waste after cleaning.	• Segregation, • Use of liners, • Use of color-coded bins • Recycling and reusing • Composting	3	
	Total Oral		**25**	

SUMMARY OF ASSESSMENT

SECTION	Total Marks	Marks Awarded
Assessment 1	56	
Assessment 2	56	
Assessment 3	65	
TOTAL	**177**	
Percentage %		
ORAL ASSSESMENT		
Oral assessment	**25**	
Percentage %		

ASSESMENT OUTCOME

The candidate was found to be:

Competent ☐ Not yet Competent ☐

(Please tick as appropriate)

The candidate is competent if the candidate obtains at least 50%

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