Strengthened Senior High School

DepED
DEPARTMENT OF EDUCATION

Learning Activity Sheets for Hotel Operations (Front Office Services)

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Learning Activity Sheets for Hotel Operations (Front Office Services)
Grade 11—Term 1

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Development Team

Writer: Dino Angelo L. Salazar, Vergilina E. Espinosa

Validator: Venus T. de la Luna

Resource Person: Prof. Aaron Jed Tumbali
Philippine Normal University – South Luzon

Learning Area Specialist: Glenda M. Granadozin
Senior EPS, BLD-TLD

BLD Learning Area Specialist
Bureau of Curriculum Development
Bureau of Learning Resources

Every care has been taken to ensure the accuracy of the information provided in this material. For queries or clarifications, you may contact the Bureau of Learning Resources – Office of the Director at blr.od@deped.gov.ph or via telephone at (02) 8634-1072.

If you have feedback on the LAS, please accomplish this form, which may be accessed through the following link: **https://tinyurl.com/sshstechprofeedbackform.**

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LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	1	**Date**	
Lesson Title/Topic:	**Overview of Hotel's Front Office Organization**		
Name		**Grade & Section**	**11**

Activity No. 1: What Do You Think Happens in the Front Office?

Learning Objectives:

At the end of the activity, you should be able to:

1. identify basic responsibilities of the Front Office Department;
2. distinguish between front of the house and back of the house operations;
3. explain how front office functions contribute to a positive guest experience; and
4. express personal understanding using real-life or prior experiences as hotel guests.

Materials Needed:

1. Pencil or ballpen
2. One sheet of paper

Instructions:

Read each situation carefully. Based on your **prior knowledge or personal experience as a hotel guest**, write **AGREE** or **DISAGREE** for each statement in your answer sheet.

After each answer, write **one short reason (1–2 sentences)** explaining why you chose that response.

There are no right or wrong answers. This activity focuses on your understanding, reasoning, and reflection.

Situational Statements

1. The Front Office Department is mainly responsible for welcoming guests and coordinating with other departments to resolve guest concerns, such as room maintenance issues.
   Answer:
   Reason:

2. The lodging or hotel industry plays an important role for travelers because it provides accommodation, safety, and guest services during their stay.
   Answer:
   Reason:

3. In a hotel front office set-up, the reception desk should be easily seen and accessible to guests upon arrival.
   Answer:
   Reason:

4. When a requested room is not available, the front office staff should offer alternatives or assistance, instead of immediately rejecting the guest's reservation.
   Answer:
   Reason:

5. It is part of the front office staff's responsibility to briefly inform guests about hotel facilities and services upon check-in.
   Answer:
   Reason:

Synthesis:

Write your answers in **2–3 sentences** for each question.

1. Which of these situations do you think happens most often at the front of the house? Why?
2. Which situations may involve the back of the house operations? Give examples.
3. How do these roles and responsibilities affect a guest's overall hotel experience?

Rubric:

Criteria	Excellent (4 pts)	Good (3 pts)	Fair (2 pts)	Needs Improvement (1 pt)
Accuracy of Response (Agree/Disagree)	Answers clearly show strong understanding of front office roles	Answers mostly show correct understanding	Some answers show limited or unclear understanding	Answers show confusion or misunderstanding
Quality of Reasons	Reasons are clear, logical, and based on experience or knowledge	Reasons are understandable but lack depth	Reasons are vague or repetitive	Little to no explanation given
Reflection Responses	Thorough explanations with clear examples and insights	Adequate explanations with some examples	Limited explanations, few examples	Very brief or off-topic responses
Clarity & Organization	Ideas are well-organized and easy to understand	Mostly clear with minor lapses	Ideas are somewhat disorganized	Difficult to understand due to poor organization

Total Points: 16 points

Interpretation of Scores:
14–16 points: Outstanding
11–13 points: Satisfactory
8–10 points: Developing
Below 8 points: Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
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Name		**Grade & Section**	**11/12**

Activity No. 2: Think–Pair–Share

Learning Objectives:

At the end of the activity, you should be able to:

1. analyze common front office scenarios and identify correct or incorrect practices;
2. apply best practices in hotel front office operations;
3. classify hotel activities into Front of the House and Back of the House; and
4. communicate ideas clearly through discussion and written responses.

Materials Needed

1. Pen or pencil
2. Notebook / yellow paper

Part 1: Scenario Analysis & Corrections

Instructions

Read each scenario carefully.

1. Write ***CORRECT*** if the statement shows proper front office practice.
2. Write ***INCORRECT*** if the statement shows poor or improper practice.
3. If ***INCORRECT***, rewrite the statement to reflect best practices in hotel front office operations.

Scenario	Correct/ Incorrect	Corrected Statement
The Front Office Department cannot resolve guest complaints if the air conditioning unit malfunctions.		
The Lodging Industry is a low-priority consideration for tourists when traveling between destinations.		
In front office design, the reception desk should be positioned at the back of the office, with guests calling staff upon arrival.		
If a requested room is unavailable, reject the reservation and ask the guest to return another day.		
Guests should independently discover hotel facilities in their rooms; staff need not provide details.		

Part 2: Organizational Structure Matching

Directions

Match each operation to the correct front office category. Write A for *Front of the House* and B for *Back of the House*.

Categories:

- **A. Front of the House –** *Guest-facing operations*
- **B. Back of the House –** *Support and administrative operations*

Operation	Answer
a) Guest check-in and check-out	_____
b) Reservation processing	_____
c) Housekeeping coordination	_____
d) Guest reception and greeting	_____
e) Accounting and billing	_____
f) Concierge services	_____
g) Staff scheduling and training	_____

Think–Pair–Share Guide

- **Think:** *Answer all parts independently*
- **Pair:** *Compare and discuss your answers with a classmate*
- **Share:** *Be ready to explain:*
    - *Which scenarios were incorrect and why?*
    - *Which tasks require guest interaction, and which do not?*

Synthesis:

1. How do proper front office practices contribute to creating a positive guest experience in a hotel?
2. Why is it important to distinguish between Front of the House and Back of the House operations in hotel management?
3. What are the possible consequences if front office staff fail to follow correct procedures when dealing with guests?

Rubric

Criteria	Excellent (4 pts)	Good (3 pts)	Fair (2 pts)	Needs Improvement (1 pt)
Scenario Identification	Correctly identifies all scenarios and practices	Correctly identifies most scenarios	Some correct, some incorrect	Mostly incorrect responses
Quality of Corrections	Corrections clearly reflect hotel best practices	Corrections are appropriate but lack detail	Corrections are vague or incomplete	Corrections missing or incorrect

Matching Accuracy	All operations correctly categorized	One error in matching	Two–three errors	Most answers incorrect
Participation & Clarity	Actively engaged; clear and organized responses	Generally engaged with clear responses	Limited participation or clarity	Minimal effort and unclear responses

Total Points: 16 points

Interpretation of Scores:
14–16: Outstanding
11–13: Satisfactory
8–10: Developing
Below 8: Needs Improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

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Activity No. 3: Organizational Split

Learning Objectives:

At the end of the activity, you should be able to:

1. differentiate between Front of the House and Back of the House operations;
2. classify properly hotel tasks and concepts based on visibility and guest interaction; and
3. recognize how both operational areas contribute to a smooth and positive guest experience.

Materials Needed

1. Pencil or ballpen
2. Sheet of paper / notebook

Instructions

On your paper, **categorize the following statements** under the correct column:

- **Front of the House** – areas and tasks **visible to guests** or involving **direct guest interaction**
- **Back of the House** – areas and tasks **not visible to guests** that support hotel operations

Write the **number of each statement** under the appropriate column.

FRONT OF THE HOUSE	BACK OF THE HOUSE

Statements

1. Visible to the guest
2. Hidden from the guest
3. Direct guest interaction
4. Fixing the air-conditioning unit mentioned earlier
5. Explaining the facilities
6. Managing the booking system
7. Handling room requests

8. Preparing the rooms

Synthesis:

Answer each question in **2–3 sentences**.

1. Why is it important for the front of the house staff to be polite and approachable?
2. How do back-of-the-house tasks support the work of the front-house employees?
3. Give one example of how poor coordination between FOH and BOH can affect guests.

Rubric

Criteria	Excellent (4 pts)	Good (3 pts)	Fair (2 pts)	Needs Improvement (1 pt)
Accuracy of Categorization	All statements correctly classified	One incorrect answer	Two–three incorrect answers	Most answers incorrect
Understanding of FOH vs. BOH	Clear and correct understanding shown	General understanding with minor confusion	Limited understanding shown	Little to no understanding evident
Reflection Responses	Answers are clear, relevant, and well-explained	Answers are relevant but briefly explained	Answers are vague or lack detail	Answers missing or off topic
Organization & Neatness	Output is very neat and organized	Mostly neat and readable	Somewhat messy but readable	Disorganized and hard to read

Total Points: 16 points

Interpretation of Scores:

14–16 points: Outstanding
11–13 points: Satisfactory
8–10 points: Developing
Below 8 points: Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

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Activity No. 4: Front Office Task Drill

Learning Objectives:

At the end of the activity, you should be able to:

1. Demonstrate the basic front office service sequence;
2. Apply proper greeting, communication, and assistance skills;
3. Show professionalism through verbal responses and body language; and
4. Respond confidently to common front-of-the-house scenarios.

Materials Needed:

1. Task cards (prepared by the teacher)
2. Checklist / rubric (for assessment)
3. Open space in the classroom

Instructions:

This is an **individual performance activity**.

1. Each learner will receive **one task card** containing a **front-of-the-house scenario** (e.g., check-in, guest inquiry, room request).
2. The learner will act as a **front office staff member** and demonstrate the **correct procedure in sequence**.
3. The demonstration must include:
    - **Verbal explanation** (what the staff says)
    - **Gestures or body language** (eye contact, posture, hand movements)
4. The learner may speak in **English or Filipino**, as long as the procedure is clear and professional.
5. The demonstration should last **1–2 minutes**.

Task Card/s:

Scenario 1:
"A guest arrives at the front desk for check-in with a confirmed reservation."

Scenario 2:

"A guest approaches the front desk and asks for information about the hotel's facilities, including the swimming pool, gym, restaurant hours, and available services."

Scenario 3:

"A guest contacts housekeeping or the front desk to request additional towels to be delivered to their room."

Scenario 4:

"A guest reports an issue in their room, such as a malfunctioning air conditioner, poor lighting, or cleanliness concerns, and asks for immediate assistance."

Scenario 5:

"A guest asks a hotel staff member for directions to a nearby attraction or requests help arranging transportation or local recommendations."

The learner should demonstrate and explain:

1. **Greeting the guest** (polite and professional)
2. **Verification of reservation** (name, ID, or booking details)
3. **Issuance of room key and giving important information**
    - Room number or floor
    - Check-out time
    - Basic facilities (e.g., breakfast area, Wi-Fi)

Performance Reminders:

- Maintain **proper posture and eye contact**
- Use **polite and courteous language**
- Follow the **correct sequence of steps**
- Act confidently and professionally

Synthesis:

1. What steps in the front office service sequence are most important when handling guest requests, and why?
2. How do proper body language and tone of voice affect a guest's perception of service quality?
3. How can a front office staff member remain professional and calm when responding to guest complaints or urgent issues?

Rubric:

Criteria	Excellent (4 pts)	Good (3 pts)	Fair (2 pts)	Needs Improvement (1 pt)
Procedure Sequence	Follows the correct front office steps in proper order	Minor steps missing but sequence mostly correct	Steps incomplete or out of order	No clear procedure followed
Communication Skills	Clear, polite, professional	Mostly clear with minor lapses	Some unclear or informal language	Poor or inappropriate communication

	language used throughout			
Gesture & Body Language	Confident posture, eye contact, appropriate gestures	Generally confident with minor issues	Limited gestures or eye contact	No proper body language shown
Understanding of Task	Demonstrates full understanding of the scenario	Shows general understanding	Partial understanding	Shows confusion about the task

Total Points: 16 points

Interpretation of Scores:
14–16: Outstanding
11–13: Satisfactory
8–10: Developing
Below 8: Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

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Activity 5: Mini Front Office Simulation

Learning Objectives:

At the end of the activity, you should be able to:

1. Apply proper front office procedures in realistic guest situations;
2. Demonstrate professional communication and behavior;
3. Show effective coordination between front of the house and back of the house; and
4. Respond appropriately to guest concerns while maintaining service quality.

Materials Needed

1. Scenario cards (prepared by the teacher)
2. Rubric / observation checklist
3. Open space in the classroom

Instructions

This is a **group role-play activity**.

1. Learners will form **pairs or small groups of 3–4 members**.
2. Each group will assign the following roles:
    - **Front Desk Agent** – handles the guest concern
    - **Guest** – presents a concern or request
    - **Support Department** (voice only) – represents housekeeping, maintenance, or reservations
3. Each group will receive or choose a **front office scenario** (e.g., delayed room availability).
4. The group will perform a **30–60 second role-play** showing:
    - Proper guest handling
    - Clear communication
    - Correct coordination with the back-of-the-house
5. The focus is on **process, professionalism, and teamwork**, not acting skills.

Task Card/s:

Scenario1:

"A guest arrives for check-in, but the room is not yet ready."

Scenario 2:

"A guest contacts the front desk to report a maintenance problem in their room, such as a leaking faucet or a malfunctioning air-conditioning unit, and requests prompt assistance."

Scenario 3:

"A guest politely asks if an early check-in or late check-out can be arranged due to changes in their travel schedule."

Scenario 4:

"A guest approaches hotel staff to ask about available facilities, including the swimming pool, fitness center, restaurant hours, and other guest services."

Scenario 5:

"A guest complains to the front desk about excessive noise coming from a neighboring room or nearby area, affecting their comfort and rest."

The group should demonstrate:

- Polite greeting and acknowledgment of the guest
- Clear explanation of the situation
- Coordination with housekeeping (support department)
- Offering assistance or alternatives (waiting area, estimated time, amenities

Performance Reminders:

- Use **polite and respectful language**
- Maintain a **calm and professional tone**
- Show teamwork and communication
- Follow the **appropriate service flow**

Synthesis:

1. How does effective teamwork between the front desk and support departments improve the handling of guest concerns?
2. What strategies can front office staff use to maintain guest satisfaction even when problems (e.g., delays or complaints) occur?
3. Why is clear communication important during role play scenarios involving both Front of the House and Back of the House staff?

Rubric

Criteria	Excellent (4 pts)	Good (3 pts)	Fair (2 pts)	Needs Improvement (1 pt)
Guest Handling	Guest concern handled politely, calmly, and professionally	Guest handled politely with minor lapses	Limited courtesy or reassurance shown	Poor or inappropriate guest handling

Procedure & Accuracy	Correct front office steps followed clearly	Procedures mostly correct	Procedures incomplete or unclear	No clear procedure followed
FOH–BOH Coordination	Clear and effective coordination with support department	Coordination shown but lacks clarity	Minimal coordination shown	No coordination demonstrated
Teamwork & Role Performance	Roles clearly defined; smooth teamwork	Roles mostly clear; some coordination issues	Roles unclear or uneven participation	Poor teamwork and role understanding

Total Points: 16 points

Interpretation of Scores:
14–16: Outstanding
11–13: Satisfactory
8–10: Developing
Below 8: Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
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Lesson Title/Topic:	**Overview of Hotel's Front Office Organization**		
Name		**Grade & Section**	**11/12**

Activity No. 6: From Desk to Department

Learning Objectives:

At the end of the activity, you should be able to:

1. Identify the support department(s) needed in each front office scenario;
2. Explain why coordination between departments is essential in hotel operations; and
3. Demonstrate understanding of how teamwork affects efficiency and guest satisfaction

Materials Needed

1. Half sheet of paper
2. Pencil or ballpen

Instructions

This is an **individual written activity**.

On a **half sheet of paper**, answer the following questions based on the given front office scenario discussed in class or provided by the teacher:

1. **What support department (e.g., housekeeping, reservations, maintenance, accounting) may be involved in the scenario?**
2. **Why is coordination with this department important to complete the task smoothly?**

Your answers should be written in **complete sentences**. You may answer in **English or Filipino**, as long as your ideas are clear.

Sample Scenario (for Learner Reference)

A guest arrives at the front desk for check-in, but the room is not yet ready.

Suggested Response Length

- **2–4 sentences** total
- Clear and concise explanation

Synthesis:

1. How does identifying the correct support department help resolve front office situations more efficiently?
2. What could happen if the front office staff failed to coordinate properly with the support department involved?
3. Why is teamwork between departments important in ensuring guest satisfaction during service delays or issues?

Rubric

Criteria	Excellent (4 pts)	Good (3 pts)	Fair (2 pts)	Needs Improvement (1 pt)
Identification of Support Department	Correctly identifies the most appropriate department	Identifies a relevant department with minor inaccuracies	Department identified but not clearly relevant	Incorrect or no department identified
Explanation of Coordination Importance	Clear, logical explanation showing strong understanding	Explanation is clear but lacks depth	Explanation is vague or incomplete	No clear explanation provided
Understanding of Hotel Operations	Shows strong understanding of FOH–BOH coordination	Shows general understanding	Limited understanding shown	Little to no understanding shown
Clarity & Organization	Writing is clear, organized, and easy to understand	Mostly clear with minor errors	Somewhat unclear or disorganized	Difficult to understand

Total Points: 16 points

Interpretation of Scores:
14–16: Outstanding
11–13: Satisfactory
8–10: Developing
Below 8: Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

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Name		**Grade & Section**	**11/12**

Activity No. 7: Who Works with Who?

Learning Objectives:

At the end of the activity, you should be able to:

1. Identify hotel departments that need to work together in daily operations;
2. Explain the importance of teamwork among departments;
3. Recognize possible problems or failures that may occur without proper coordination; and
4. Communicate ideas clearly during group discussion and sharing.

Materials Needed

1. Paper or notebook
2. Pen or pencil

Instructions

This is a **group discussion and sharing activity**.

1. Form **small groups of 3–5 learners**.
2. As a group, briefly discuss the following:
    - **Which hotel departments must coordinate** with each other during daily operations
    - **What could go wrong** if there is poor communication or lack of teamwork between departments
3. Write your group's ideas in bullet form on paper.
4. Choose **one key point** from your discussion and **share it orally** with the class.

Example *(for Guidance Only)*

- Departments that must coordinate: Front Office and Housekeeping
- Possible problem without teamwork: Guest experiences delayed check-in because rooms are not ready

Expected Output

- A **short written list** of group answers
- **One oral sharing** per group (1–2 sentences)

Synthesis

1. Which departments usually work closely with the **front office**?
2. What problems might guests experience if departments do not coordinate?

3. How can teamwork improve the guest's hotel experience?

Rubric:

Criteria	Excellent (4 pts)	Good (3 pts)	Fair (2 pts)	Needs Improvement (1 pt)
Identification of Departments	Correctly identifies multiple relevant departments	Identifies relevant departments with minor omissions	Identifies few departments	Incorrect or unclear identification
Understanding of Teamwork Importance	Clearly explains why coordination is important	Explanation is clear but lacks depth	Vague or limited explanation	Little to no understanding shown
Analysis of Possible Problems	Gives clear and realistic examples of problems without teamwork	Examples given but weakly explained	Examples unclear or unrealistic	No examples provided
Group Participation & Sharing	Active participation; clear and confident oral sharing	Participates and shares adequately	Limited participation or unclear sharing	Minimal participation or no sharing

Total Points: 16 points

Interpretation of Scores:
14–16: Outstanding
11–13: Satisfactory
8–10: Developing
Below 8: Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	2	**Date**	
Lesson Title/Topic:	**Role of Front Office in Hotel Operations**		
Name		**Grade & Section**	**11**

Activity No 1: Front Office Recall

Learning Objectives:

At the end of the activity, you should be able to:

1. Recall and identify common hotel front office services based on personal experience;
2. Describe these services using real-life guest interactions; and
3. Relate personal experiences to the formal roles of the hotel front office.

Materials Needed:

1. Learning Activity Sheet
2. Pen or paper

Instructions:

1. **Recall Experience**
   Think about the **most recent time you stayed in a hotel** (local or international), whether for leisure, school, work, or family purposes.
2. **List Front Office Services**
   Individually list **three (3) services or tasks** you believe were handled by the **hotel front office** during your stay.
   Examples: check-in, room inquiries, billing, reservations, key replacement, handling complaints.
3. **Describe Each Service**
   For each service, write **1–2 sentences** describing:
   - What happened
   - How the front office staff assisted you
   - How the service affected your stay (positively or negatively)
4. **Prepare to Share**
   Be ready to share **one service** with the class when called upon.

Guide Prompt

"Think about the last time you stayed in a hotel. What front office services did you personally experience?"

Expected Output
Learners will submit a short-written response containing:

- Three (3) front office services
- A brief personal description for each service

Sample Response

- **Check-in Procedure** – The front desk staff verified my reservation, asked for my ID, and gave me the room key. They explained the hotel amenities and check-out time.
- **Room Inquiry** – I called the front desk to ask about Wi-Fi access. The staff immediately assisted and gave clear instructions.
- **Billing/Check-out** – During check-out, the front office staff reviewed my charges, called the housekeeping to check my room, and processed my payment quickly.

Synthesis:

1. Which services were mentioned most often?
2. Why do you think the front office plays an important role in guest satisfaction?
3. How do these experiences relate to the official duties of front office personnel?

Rubric:

Criteria	**Excellent (4 pts)**	**Good (3 pts)**	**Fair (2 pts)**	**Needs Improvement (1 pt)**
Identification of Services	Identifies **3** accurate and relevant front office services	Identifies **3** services, mostly accurate	Identifies only **2** services or some inaccuracies	Identifies **1** or no accurate service
Description Quality	Descriptions are clear, detailed, and based on personal experience	Descriptions are clear but lack detail	Descriptions are vague or incomplete	Descriptions are unclear or unrelated
Relevance to Front Office Role	All services clearly relate to front office functions	Most services relate to front office functions	Some services are unclear or misclassified	Services are mostly unrelated
Participation / Engagement	Actively participates and volunteers to share	Participates when called	Minimal participation	No participation

Total Points: 16

Interpretation of Scores:
14–16 points: Outstanding
11–13 points: Satisfactory
8–10 points: Developing
Below 8 points: Needs improvement

Teacher's Feedback / Remarks:
☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**
Comments: _____

LEARNING ACTIVITY SHEET

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Activity No 2: Guest Experience Share

Learning Objective

At the end of the activity, you should be able to:

1. Share real hotel guest experiences related to front office services;
2. Analyze front office staff behavior from a guest's perspective;
3. Identify key front office practices demonstrated in actual situations; and
4. Relate guest experiences to front office service standards.

Materials Needed

1. Learning Activity Sheet
2. Pen and paper

Instructions:

1. **Form Pairs**
   The teacher will divide the class into **pairs**.
2. **Share Guest Experiences**
   Each learner will **share one hotel stay experience** involving **front office staff**.
   - The experience may be **positive or negative**
   - Examples may include check-in, handling complaints, giving information, billing, or customer service attitude
3. **Partner Discussion**
   Take turns listening to each other and discuss:
   - What the front office staff **did well** or **failed to do**
   - How the staff's actions affected the guest experience
4. **Identify Key Front Office Practice**
   Together, identify **one (1) key front office practice** shown in the experience, such as:
   - Professionalism
   - Communication
   - Courtesy
   - Problem-solving
   - Efficiency
   - Responsiveness
5. **Class Sharing**
   Selected pairs will briefly share their insights with the class to connect real experiences with **front office service standards**.

Guide Prompt

"Recall a hotel experience involving front office staff. What made it a good or poor experience from a guest's perspective?"

Expected Output

Each pair should be able to explain:

- One hotel guest experience
- Whether the experience was positive or negative
- One front office practice demonstrated in the situation

Sample Insight
"The check-in process was slow, and the staff did not explain the delay. This showed a lack of communication, which affected the guest's first impression of the hotel."

Synthesis

1. What front office practices appeared most frequently in the shared experiences?
2. How do front office actions shape a guest's overall impression of the hotel?
3. Why is communication important in front office operations?

Rubric:

Criteria	Excellent (5 pts)	Good (4 pts)	Fair (3 pts)	Needs Improvement (2 pts)
Sharing of Experience	Clearly shares a detailed and relevant hotel experience	Shares a relevant experience with minor details missing	Experience shared but lacks clarity	Experience is vague or incomplete
Analysis of Front Office Actions	Insightfully explains what staff did well or poorly	Explains staff actions with minimal analysis	Basic explanation with limited insight	Minimal understanding shown
Identification of Front Office Practice	Accurately identifies and explains a key front office practice	Identifies a relevant practice with minor explanation	Identifies a practice but explanation is unclear	Practice identified incorrectly
Partner Participation	Actively listens, discusses, and contributes ideas	Participates most of the time	Limited participation	Rare participation

Total Points: 20 points

Interpretation of Scores:

- **17–20 points** – Outstanding
- **13–16 points** – Satisfactory
- **9–12 points** – Developing
- **5–8 points** – Needs improvement

Teacher's Feedback / Remarks:
☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**
Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	2	**Date**	
Lesson Title/Topic:	**Role of Front Office in Hotel Operations**		
Name		**Grade & Section**	**11/12**

Activity No 3: Think-and-Write and Pair

Learning Objectives:

At the end of the activity, you should be able to:

1. Express personal understanding of the importance of the front office using a complete sentence;
2. Discuss reasons why hotels invest in front office staff training;
3. Collaborate with a partner to identify key ideas related to service quality and guest satisfaction; and
4. Relate personal insights to real hotel operations and front office standards.

Materials Needed:

1. Learning Activity Sheet
2. Pen or pencil

Instructions:

Part A: Think-and-Write (Individual Activity)

1. Reflect on the role of the **front office in hotel operations**.
2. Complete the sentence below using **one clear and meaningful sentence**:

"The front office is important in a hotel because _____."

3. You are given **2–3 minutes** to think and write your answer.

Part B: Pair Discussion

4. After writing, form into **pairs**.
5. Discuss the guide question below with your partner:

"Why do you think hotels invest heavily in front office staff training?"

6. As a pair, agree on **one (1) key idea** that best explains your answer.
7. Be ready to share your idea when called by the teacher.

Class Sharing and Synthesis

8. Selected pairs will briefly share their answers with the class.
9. The teacher will summarize and connect all ideas to the concepts of:
    - **Service Quality**
    - **Guest Satisfaction**

- **Operational Efficiency**

Expected Output:

- One complete written sentence explaining the importance of the front office
- One shared idea per pair explaining the need for front office staff training

Sample Responses:

- *"The front office is important in a hotel because it is the first point of contact and sets the guest's first impression."*
- *"Hotels invest in front office training because well-trained staff can handle guests efficiently and provide better customer service."*

Synthesis:

1. How does the front office affect a guest's overall hotel experience?
2. What might happen if front office staff are not properly trained?
3. How are guest satisfaction and service quality connected to front office performance?

Rubric:

Criteria	**Excellent (5 pts)**	**Good (4 pts)**	**Fair (3 pts)**	**Needs Improvement (2 pts)**
Individual Written Response	Clearly explains the importance of the front office using a complete, well-thought-out sentence	Explains the importance clearly but with limited detail	Explanation is basic and partially clear	Sentence is unclear or incomplete
Understanding of Front Office Importance	Shows strong understanding of service quality, guest satisfaction, and hotel operations	Shows general understanding of front office role	Shows limited understanding	Shows little to no understanding
Pair Discussion Participation	Actively participates, listens, and contributes ideas	Participates and shares ideas with a partner	Minimal participation during discussion	Does not participate
Clarity of Shared Idea	Pair presents a clear, relevant, and insightful idea	Idea is relevant but lacks depth	Idea is somewhat unclear	No clear idea presented

Total Points: 20 points

Interpretation of Scores:

- **17–20 points** – Outstanding
- **13–16 points** – Satisfactory
- **9–12 points** – Developing
- **5–8 points** – Needs improvement

Teacher's Feedback / Remarks:
☐ Complete ☐ Incomplete ☐ Needs Follow-up
Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	2	**Date**	
Lesson Title/Topic:	**Role of Front Office in Hotel Operations**		
Name		**Grade & Section**	**11/12**

Activity No 4: Function Sorting

Learning Objectives:

At the end of the activity, you should be able to:

1. Identify common front office functions in hotel operations
2. Classify front office functions based on their primary purpose
3. Explain how different front office functions contribute to overall hotel performance
4. Work collaboratively in small groups to justify decisions

Materials Needed:

1. Function cards (printed or written on strips of paper)
   Examples: Reservation, Check-in, Check-out, Cashiering, Guest Communication, Room Assignment, Handling Complaints
2. Three labeled areas or headings (posted on board or table):
   - **Guest Service**
   - **Revenue**
   - **Operations Support**

Instructions:

1. **Form Small Groups**
   The class will be divided into groups of **4–5 learners**.
2. **Distribute Function Cards**
   Each group will receive a set of **front office function cards**.
3. **Review the Categories**
   The teacher will display or provide the following headings:
   - **Guest Service** – functions that directly interact with or assist guests
   - **Revenue** – functions related to income generation and financial transactions
   - **Operations Support** – functions that help maintain smooth hotel operations
4. **Sorting Activity**
   As a group, **discuss each card** and decide under which heading it best belongs. Place each function card under **one heading only**.
5. **Group Discussion Period**
   You are given **5–7 minutes** to complete the sorting and discussion.

6. **Justification and Sharing**
   After sorting, each group will be asked to **explain one function** they placed under a specific heading and justify their decision.

7. **Teacher Synthesis**
   The teacher will review responses, clarify misconceptions, and highlight how front office functions work together to support **guest satisfaction, revenue flow, and operational efficiency**.

Guide Prompt

"Which front office functions directly serve guests, generate income, or support hotel operations?"

Expected Output

- Completed sorting of all function cards under the correct headings
- Clear group explanation for at least one chosen function

Sample Sorting

- **Guest Service:** Check-in, Guest Communication, Handling Complaints
- **Revenue:** Reservations, Cashiering, Billing
- **Operations Support:** Room Assignment, Coordination with Housekeeping

Synthesis:

1. Why can some front office functions belong to more than one category?
2. Which category do you think has the greatest impact on guest satisfaction? Why?
3. How do these functions work together in daily hotel operations?

Rubric:

Criteria	Excellent (5 pts)	Good (4 pts)	Fair (3 pts)	Needs Improvement (2 pts)
Accuracy of Function Sorting	All functions are correctly classified and well understood	Most functions are correctly classified	Some functions are misclassified	Most functions are incorrectly classified
Justification of Choices	Group provides clear and logical explanations for classifications	Explanations are clear but lack depth	Explanations are limited or unclear	No clear explanation provided
Understanding of Front Office Roles	Shows strong understanding of guest service, revenue, and operations support	Shows general understanding of front office roles	Shows limited understanding	Shows minimal or no understanding

Group Collaboration	All members actively participate and cooperate	Most members participate	Few members participate	Group shows little cooperation

Total Points: 20 points

Interpretation of Scores:

- **17–20 points** – Outstanding
- **13–16 points** – Satisfactory
- **9–12 points** – Developing
- **5–8 points** – Needs improvement

Teacher's Feedback / Remarks:
☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**
Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	2	**Date**	
Lesson Title/Topic:	**Role of Front Office in Hotel Operations**		
Name		**Grade & Section**	**11/12**

Activity No. 5: Match It Right

Learning Objectives:

At the end of the activity, you should be able to:

1. Recognize common front office functions in a hotel
2. Match each front office function with its correct description
3. Demonstrate understanding of how front office functions support hotel operations
4. Recall basic front office roles as preparation for more complex discussions

Materials Needed:

1. Matching worksheet (Front Office Functions and Descriptions)
2. Pen or pencil

Instructions:

1. **Worksheet Distribution**
   Each learner will receive a **matching worksheet**.
2. **Individual Work**
   This activity is done **individually**. Avoid discussing answers with classmates during the activity.
3. **Read Carefully**
   Read the list of **front office functions** and the corresponding **descriptions** carefully.
4. **Matching Task**
   Match each front office function to the description that best explains its role by:
   - Writing the **letter** or **number** of the correct description in the blank beside each function
5. **Time Limit**
   You are given **3–5 minutes** to complete the task.
6. **Class Review**
   After completion, the class will review the answers together.
   The teacher will briefly explain each function to reinforce correct understanding.

Guide Prompt

"Match each front office function with the description that best explains its role in hotel operations."

Expected Output:

- A completed matching worksheet

- Correct alignment of front office functions and their descriptions

Sample Content:

Functions:

- Reservation
- Check-in
- Cashiering
- Guest Communication
- Handling Complaints

Descriptions:

- A. Processing guest payments and billing
- B. Welcoming guests and assigning rooms
- C. Accepting and confirming room bookings
- D. Answering guest inquiries and providing information
- E. Resolving guest concerns and issues

Synthesis:

After checking answers, ask:

1. Which front office function do you think is most critical for guest satisfaction? Why?
2. How do these functions work together during a guest's stay?

Rubric:

Criteria	Excellent (5 pts)	Good (4 pts)	Fair (3 pts)	Needs Improvement (2 pts)
Accuracy of Matching	All functions are correctly matched with their descriptions	Most functions are correctly matched	Some functions are incorrectly matched	Most matches are incorrect
Understanding of Front Office Roles	Shows clear and strong understanding of all front office functions	Shows general understanding of most functions	Shows limited understanding	Shows minimal or no understanding
Attention to Instructions	Fully follows instructions and completes the task independently	Follows instructions with minor errors	Needs reminders to follow instructions	Does not follow instructions properly

Task Completion	Completes the worksheet within the given time	Completes most of the worksheet	Worksheet is partially completed	Worksheet is largely incomplete

Total Points: 20 points
Interpretation of Scores:

- **17–20 points** – Outstanding
- **13–16 points** – Satisfactory
- **9–12 points** – Developing
- **5–8 points** – Needs improvement

Teacher's Feedback / Remarks:
☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**
Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	2	**Date**	
Lesson Title/Topic:	**Role of Front Office in Hotel Operations**		
Name		**Grade & Section**	**11/12**

Activity No. 6: Mini Role Simulation

Learning Objectives:

At the end of the activity, you should be able to:

1. Demonstrate proper front office behavior through a short role-play
2. Apply front office functions such as communication and coordination in a guest situation
3. Identify front office functions used in handling guest concerns
4. Explain how front office actions help ensure guest satisfaction and smooth hotel operations

Materials Needed:

1. Scenario card or written prompt
2. Learning Activity Sheet

Instructions:

1. **Form Pairs**
   Learners will work in **pairs**.
2. **Assign Roles**
   Within each pair:
   - One learner will act as the **hotel guest**
   - One learner will act as the **front office staff**
3. **Scenario Presentation**
   The teacher will present the following situation:

   "A guest arrives early and asks if the room is ready."
4. **Role-Play the Situation**
   Pairs will role-play the scenario briefly.
   The learner acting as front office staff should focus on:
   - Using polite and professional language
   - Explaining the situation clearly
   - Offering possible solutions (e.g., waiting time, luggage assistance, alternative arrangements)
5. **Pair Discussion**
   After the role-play, partners will discuss and identify the **front office functions** used in the interaction, such as:

- Communication
- Coordination (e.g., with housekeeping)
- Front desk operations
- Guest handling and problem-solving

6. **Sharing and Feedback**
   Selected pairs will share their observations with the class. The teacher will reinforce **correct applications of front office functions** and proper guest handling techniques.

Guide Prompt

"What front office functions are demonstrated in this situation, and how do they help manage the guest's concern?"

Expected Output:

- A short role-play demonstrating professional front office behavior
- Identified front office functions used in the scenario
- A brief explanation of how these functions address the guest's concern

Sample Role-Play Response:

Front Office Staff:
"Good morning, sir/ma'am. Thank you for arriving early. Your room is still being prepared, but we can assist you with luggage storage while you wait. I will also check with housekeeping if the room can be prioritized."

Synthesis:

1. What would happen if the front office staff handled this situation poorly?
2. Why is communication important when a room is not yet ready?
3. How does coordination with other departments help solve guest concerns?

Rubric:

Criteria	Excellent (5 pts)	Good (4 pts)	Fair (3 pts)	Needs Improvement (2 pts)
Role-Play Performance	Demonstrates confident, professional, and realistic front office behavior	Demonstrates appropriate behavior with minor lapses	Shows limited awareness of professional behavior	Shows little to no understanding of role
Application of Front Office Functions	Clearly applies and explains multiple front office functions	Applies at least one front office function correctly	Limited or unclear application of functions	No clear application of functions

Communication Skills	Uses polite, clear, and guest-friendly language	Language is generally polite and clear	Language is somewhat unclear or incomplete	Communication is inappropriate or unclear
Participation and Cooperation	Actively participates and cooperates with partner	Participates with minor prompting	Limited participation	No active participation

Total Points: 20 points
Interpretation of Scores:

- **17–20 points** – Outstanding
- **13–16 points** – Satisfactory
- **9–12 points** – Developing
- **5–8 points** – Needs improvement

Teacher's Feedback / Remarks:
☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**
Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	2	**Date**	
Lesson Title/Topic:	**Role of Front Office in Hotel Operations**		
Name		**Grade & Section**	**11/12**

Activity No. 7: My Role as Front Office Staff

Learning Objectives:

At the end of the activity, you should be able to:

1. Reflect on the role of a front office staff member;
2. Explain how front office duties contribute to guest satisfaction;
3. Express ideas clearly through a short-written response; and
4. Demonstrate awareness of professional responsibilities in hotel front office operations.

Materials Needed:

1. Learning Activity Sheet
2. Pen or pencil

Instructions:

1. **Imagine Your Role**
   Imagine that you are working as a **front office staff member** in a hotel.
2. **Reflect and Respond**
   Answer the question below based on what you have learned about front office duties:

"If you were a front desk agent, how would your job help improve guest satisfaction?"

3. **Written Output**
   Write a **short response of 1–2 complete sentences**, focusing on how front office staff support guests and create positive experiences.
4. **Time for Writing**
   You are given **2–3 minutes** to write your answer.
5. **Sharing**
   Selected learners will be invited to **read their responses aloud** to reinforce key ideas about front office roles and guest satisfaction.

Expected Output:

- A short-written response (1–2 sentences) explaining how the learner, as a front office staff member, can improve guest satisfaction

Sample Responses:

- *"As a front desk agent, I would greet guests politely and assist them with their needs to make them feel welcome and comfortable during their stay."*

- *"My job would help improve guest satisfaction by providing accurate information, responding to concerns quickly, and maintaining a friendly attitude."*

Synthesis:

1. Why is the front office considered the "face of the hotel"?
2. How can a front office staff member affect a guest's overall experience?
3. What attitude is important when dealing with guests?

Rubric:

Criteria	Excellent (5 pts)	Good (4 pts)	Fair (3 pts)	Needs Improvement (2 pts)
Relevance of Response	Clearly explains how front office duties improve guest satisfaction	Explanation is relevant but lacks detail	Response is somewhat relevant	Response is unclear or off-topic
Understanding of Front Office Role	Shows strong understanding of front office responsibilities	Shows general understanding	Shows limited understanding	Shows little to no understanding
Clarity of Written Expression	Ideas are clear, complete, and well-written	Ideas are clear with minor errors	Writing lacks clarity or completeness	Writing is unclear or incomplete
Participation (Sharing)	Willingly shares response and engages confidently	Shares when called upon	Hesitant or limited sharing	Does not participate

Total Points: 20 points

Interpretation of Scores:

- **17–20 points** – Outstanding
- **13–16 points** – Satisfactory
- **9–12 points** – Developing
- **5–8 points** – Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	2	**Date**	
Lesson Title/Topic:	**Role of Front Office in Hotel Operations**		
Name		**Grade & Section**	**11/12**

Activity No. 8: Real-World Connection

Learning Objectives:

At the end of the activity, you should be able to:

1. Explain the relationship between front office functions and a hotel's reputation;
2. Identify how front office service affects repeat guests and guest loyalty;
3. Express ideas clearly through group discussion and oral sharing; and
4. Work collaboratively to form a shared group response

Materials Needed:

1. Learning Activity Sheet
2. Pen or paper

Instructions:

1. **Group Formation**
   The class will be divided into **small groups of 4–5 learners**.
2. **Guide Question Presentation**
   The teacher will present the guide question below:

   "How do front office functions affect a hotel's reputation and repeat guests?"
3. **Group Discussion**
   Each group will discuss the question, considering how front office services such as:
   - Guest communication
   - Check-in and check-out processes
   - Problem-solving and complaint handling
   - Professionalism and courtesy
     affect guests' impressions of the hotel.
4. **Group Response**
   Groups will agree on **one short, clear response** that summarizes their ideas.
5. **Time for Discussion**
   Groups are given **5 minutes** to discuss and prepare their response.
6. **Class Sharing**
   Each group will select **one representative** to share their response with the class.
7. **Teacher Synthesis**
   The teacher will synthesize the responses and emphasize the connection between:
   - Effective front office service
   - Positive hotel reputation

- Guest satisfaction and repeat bookings

Expected Output:

- One short group response explaining how front office functions affect hotel reputation and repeat guests
- One group representative confidently sharing the group's ideas

Sample Group Responses:

- *"Front office staff create good first impressions, which influence how guests talk about the hotel and whether they return."*
- *"If the front office handles guests professionally, it builds trust and encourages guests to come back."*

Processing Questions / Discussion

1. Why do guests often judge a hotel based on front office service?
2. How can poor front office service damage a hotel's reputation?
3. Why are repeat guests important to hotel operations?

Rubric

Criteria	Excellent (5 pts)	Good (4 pts)	Fair (3 pts)	Needs Improvement (2 pts)
Understanding of Front Office Impact	Clearly explains how front office functions affect reputation and guest loyalty	Shows general understanding of the connection	Shows limited understanding	Shows little to no understanding
Quality of Group Response	Response is clear, relevant, and well thought-out	Response is relevant but lacks depth	Response is somewhat unclear	Response is unclear or off-topic
Collaboration and Participation	All members actively participate and share ideas	Most members participate	Few members participate	Minimal or no collaboration
Oral Sharing	Representative presents confidently and clearly	Presentation is clear with minor issues	Presentation lacks clarity	Presentation is unclear or incomplete

Total Points: 20 points

Interpretation of Scores:

- **17–20 points** – Outstanding
- **13–16 points** – Satisfactory
- **9–12 points** – Developing
- **5–8 points** – Needs improvement

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	**Workplace and Safety practices in Front Office**		
Name		**Grade & Section**	**11**

Activity No. 1: Front Office Experience Reflection

Learning Objectives:

At the end of the activity, you will be able to:

1. Connect personal experiences to front office hotel operations;
2. Describe basic duties of front office staff; and
3. Identify possible front desk problems and explain the importance of safety.

Materials Needed:

1. Learning Activity Sheet
2. Pen or paper

Instructions:

1. Think about your own experiences or observations of a hotel front desk (from staying in a hotel, visiting one, or seeing it in movies or online). Answer the questions below honestly and briefly. There are no right or wrong answers.
2. Write your responses in complete sentences in your notebook.

Guide Questions:

1. **Have you ever visited a hotel front desk? What did you observe?**
    - Describe what the front desk looked like.
    - Who were the people working there?
    - What were they doing when you arrived?
2. **What do you think front office staff do during their shift?**
    - List some tasks or responsibilities you believe front office staff perform.
    - Consider how they interact with guests and handle information.
3. **Name 2–3 things that could go wrong at a front desk and why safety matters.**
    - Examples may include guest complaints, payment issues, or emergency situations.
    - Explain why safety, security, and calm behavior are important in these situations.

Expected Output

- A short-written reflection (1–2 paragraphs or bullet points per question)
- Clear and thoughtful responses based on personal observation or understanding

Synthesis:

1. What did you realize about the role of front office staff after reflecting on your experience?
2. Why is safety important at the hotel front desk for both guests and staff?
3. How can good front office service help prevent problems at the front desk?

Rubric:

Criteria	Excellent (4 pts)	Good (3 pts)	Fair (2 pts)	Needs Improvement (1 pt)
Observation & Experience	Clearly describes a hotel front desk experience with relevant details	Describes an experience with some detail	Limited or vague description	No clear experience described
Understanding of Front Office Duties	Accurately identifies several front office tasks and responsibilities	Identifies some front office duties	Identifies duties with limited accuracy	Shows little to no understanding of duties
Awareness of Problems & Safety	Identifies 2–3 realistic problems and clearly explains why safety matters	Identifies problems and mentions safety	Identifies problems but weak safety explanation	Does not identify problems or safety importance
Clarity & Organization	Responses are clear, well-organized, and easy to understand	Mostly clear with minor errors	Somewhat unclear or disorganized	Difficult to understand or incomplete

Total Points: 16

Interpretation of Scores:
14–16 points: Outstanding
11–13 points: Satisfactory
8–10 points: Developing
Below 8 points: Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	**Workplace and Safety practices in Front Office**		
Name		**Grade & Section**	**11/12**

Activity No. 2: Front Office Brainstorm Circle

Learning Objectives:

At the end of the activity, you will be able to:

1. Activate prior knowledge about hotel front office operations;
2. Identify key roles, tasks, and challenges of the hotel front office; and
3. Share insights collaboratively and articulate ideas clearly in a group discussion.

Materials Needed:

1. Learning Activity Sheet (LAS) or notebook
2. Pen or marker
3. Manila paper or whiteboard (optional)
4. Timer or clock

Instructions:

1. **Form Groups**
    - The teacher divides the class into pairs or small groups (3–4 students).
2. **Brainstorm**
    - **On the worksheet or manila paper, list everything you know about the hotel front office, including:**
        - Roles and positions
        - Daily tasks and responsibilities
        - Skills required
        - Common challenges or issues encountered
3. **Surprising Discovery**
    - As a group, discuss your list and identify one fact that surprised you the most (something new, unexpected, or interesting).
4. **Quick Round-Robin Reporting**
    - Each group shares one item only (role, task, challenge, or surprising fact) with the class.
    - No repetitions allowed—this keeps ideas fresh and encourages active listening.

Guide Questions for Brainstorming (Student Use)

1. What is the first area of guests interacting with in a hotel?
2. Who works in the front office and what do they do?
3. What problems might front office staff face daily?
4. How does the front office affect guest satisfaction?

Synthesis:

After the round-robin sharing, the teacher facilitates a short discussion using these questions:

1. Why is the front office often called the "heart" or "nerve center" of a hotel?
2. Which front office responsibility do you think has the biggest impact on guest satisfaction? Why?
3. How do the challenges faced by front office staff affect the overall hotel operation?

Rubric:

Criteria	Excellent (4)	Good (3)	Fair (2)	Needs Improvement (1)
Participation	Actively contributes multiple relevant ideas	Contributes at least one idea	Limited contribution	No meaningful participation
Relevance of Ideas	Ideas are accurate, clear, and hotel-focused	Mostly relevant to front office	Some ideas unclear or off-topic	Ideas unrelated or incorrect
Collaboration	Respects others, listens well, encourages peers	Works well with group	Minimal cooperation	Disruptive or uncooperative
Sharing / Reporting	Clearly explains group's output confidently	Shares idea with minor prompts	Difficulty explaining idea	Unable or unwilling to share

Total Points: 16

Interpretation of Scores:
14–16 points: Outstanding
11–13 points: Satisfactory
8–10 points: Developing
Below 8 points: Needs improvement

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	**Workplace and Safety practices in Front Office**		
Name		**Grade & Section**	**11/12**

Activity No. 3: Safety Matters—Why?

Learning Objectives:

At the end of the activity, you will be able to:

1. Understand the real-life consequences of unsafe practices;
2. Recognize the link between professional behavior and guest safety;
3. Develop a sense of accountability and commitment to safety standards; and
4. Appreciate how safety is part of quality service and professionalism.

Materials Needed:

1. Learning Activity Sheet (printed or digital)
2. Pen or pencil
3. Whiteboard or flip chart (for discussion points)
4. (Optional) Safety signage sample (e.g., "Caution: Wet Floor" image)
5. (Optional) Projector or slide showing common workplace hazards

Scenario for Learners

"A guest slipped on a wet floor at the front desk and was injured. The front office staff did not follow proper housekeeping procedures."

Instructions:

1. Read the scenario carefully.
2. Individually reflect and write a short response (5–8 sentences) addressing the following:
    - What safety measures were not followed?
    - What specific actions could have prevented the accident?
    - How does this situation relate to professionalism and safe workplace practices in the hospitality/front office setting?
3. Be prepared to share your ideas during class discussion.

Output: Short written reflection
Focus: Safety awareness, professional responsibility, prevention mindset

Guide for Learners

Learners may reflect on:

- Absence of warning signs (e.g., wet floor signage)
- Poor coordination between housekeeping and front office staff
- Lack of monitoring of guest areas
- How professionalism includes care for guest safety, not just service

- The importance of following standard operating procedures (SOPs)

Synthesis:

1. What professional responsibility did the front office staff fail to uphold in this situation?
2. How could one simple action prevent the guest's injury?
3. Why is safety considered a reflection of professionalism in customer service industries?

Rubric:

Criteria	Excellent (4)	Good (3)	Fair (2)	Needs Improvement (1)
Understanding of Safety Issue	Clearly identifies the hazard and missing safety procedures	Identifies the hazard with minor gaps	Identifies hazard but explanation is unclear	Unable to identify key safety issue
Connection to Professionalism	Strong, clear explanation of how safety reflects professionalism	Adequate connection made	Limited or vague connection	No connection made
Prevention Strategies	Suggests practical and appropriate preventive actions	Suggests basic preventive actions	Suggestions are unclear or impractical	No prevention suggested
Clarity of Written Response	Clear, well-organized, complete sentences	Mostly clear with minor errors	Ideas somewhat unclear	Disorganized and unclear

Total Points: 16

Interpretation of Scores:
14–16 points: Outstanding
11–13 points: Satisfactory
8–10 points: Developing
Below 8 points: Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	**Workplace and Safety practices in Front Office**		
Name		**Grade & Section**	**11/12**

Activity No. 4: Hazard Hunt in Pairs

Learning Objectives

At the end of the activity, you will be able to:

1. Identify common health and safety hazards in hotel front office settings;
2. Classify hazards according to their type;
3. Propose realistic preventive actions to reduce workplace risks; and
4. Communicate findings clearly and concisely.

Materials Needed

1. Hazard photos or printed scenario cards
2. Learning Activity Sheet (LAS) or hazard analysis worksheet
3. Pen or pencil
4. Timer or stopwatch
5. Projector or screen (optional, for displaying images)

Teacher Prompt:

The **front office** is a high-traffic area where safety hazards can easily occur if procedures are not followed. In this activity, you will examine realistic front office situations to identify hazards and propose preventive measures.

Instructions

1. **Form Pairs**
    - Work with one partner as assigned by the teacher.
2. **Hazard Observation**
    - Each pair will receive a **photo or written description** of a hotel front office scenario.
    - Carefully examine the scenario.
3. **Identify Hazards**
    - List **all visible or implied hazards** present in the scene.
4. **Categorize Each Hazard**
   Classify each hazard under one of the following:

- Physical (e.g., slips, falls, sharp objects)
- Ergonomic (e.g., poor posture, improper workstation setup)
- Electrical (e.g., exposed wires, overloaded sockets)
- Fire (e.g., blocked exits, flammable materials)
- Psychosocial (e.g., stress, aggressive guests)

5. **Suggest Preventive Actions**
   - Provide **at least two (2) preventive actions per hazard**.
   - Actions must be realistic, practical, and suitable for a hotel front office.
6. **Presentation of Findings**
   - Each pair presents their results in **30 seconds**.
   - Focus on **key hazards and best preventive actions**.

Sample Hazard Categories (Reference for Students)

Hazard Type	Example
Physical	Wet floor near the front desk
Ergonomic	Non-adjustable chair at reception
Electrical	Loose or dangling power cords
Fire	Emergency exit blocked by luggage
Psychosocial	Long queues causing staff stress

Synthesis:

1. Which type of hazard appeared most frequently in the front office scenarios? Why do you think this is so?
2. How can front office staff help prevent hazards even without management intervention?
3. What might happen if these hazards are ignored in a real hotel setting?

Rubric:

Criteria	Excellent (5)	Good (4)	Fair (3)	Needs Improvement (1–2)
Hazard Identification	All hazards correctly identified	Most hazards identified	Some hazards identified	Few or incorrect hazards
Hazard Classification	All hazards accurately categorized	Minor classification errors	Several errors	Incorrect or no classification
Preventive Actions	Two or more realistic actions per hazard	Actions mostly appropriate	Some actions unclear or impractical	Actions missing or unrealistic
Presentation & Clarity	Clear, concise, confident within time	Mostly clear, minor issues	Unclear explanation or over time	Disorganized or incomplete

Total Points: 20

Interpretation of Scores:
16–20 points: Outstanding
11–15 points: Satisfactory
6–10 points: Developing
Below 5 points: Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	**Workplace and Safety practices in Front Office**		
Name		**Grade & Section**	**11/12**

Activity No. 5: Safety Procedures Checklist Challenge

Learning Objectives:

At the end of the activity, you should be able to:

1. Identify correct safety procedures in common front office situations;
2. Select appropriate actions based on established safety protocols;
3. Explain the rationale behind correct safety decisions; and
4. Apply workplace safety standards to realistic hotel front office scenarios.

Materials Needed:

1. Front Office Safety Checklist Simulation Sheet (printed)
2. Pen or pencil
3. Safety procedures reference chart (optional)
4. Timer or clock

Task Description

Learners will complete a **Front Office Safety Checklist Simulation** consisting of **10 workplace scenarios**. Each scenario reflects a realistic front office safety concern.

For **each scenario**, learners must:

1. **Identify the correct safety procedure.**
2. **Check the appropriate action** from **three (3) possible options.**
3. **Explain WHY** the selected action is the correct protocol.

Sample Scenarios Included

1. A guest reports a spilled liquid near the reception desk.
2. A computer at the check-in counter suddenly malfunctions during peak hours.
3. A staff member experiences back pain after standing continuously for four (4) hours.
4. An electrical outlet behind the front desk shows visible damage or sparks.
5. A new employee asks about the hotel's fire exit routes and evacuation procedures.
6. The front office area becomes overcrowded due to a delayed group check-in.
7. A fire extinguisher near the reception desk is missing or blocked by furniture.
8. A rolling office chair at the front desk has a broken wheel and feels unstable.
9. Extension cords are used to connect multiple devices at the reception counter.

10. A guest leaves luggage blocking the emergency exit near the lobby area.

Instructions

1. **Read each scenario carefully.**
2. **Determine the safety issues involved.**
3. From the three given actions, **check (✓) the best and safest response**.
4. In the space provided, **explain why** your selected action is the correct safety protocol.
5. Ensure explanations are **clear, brief, and safety-focused**.

Synthesis:

1. Which scenario did you find most challenging, and why?
2. Why is it important to understand the reason behind safety procedures, not just follow them?
3. How can proper safety procedures improve both employees' well-being and guest satisfaction?

Criteria	Excellent (3 pts)	Satisfactory (2 pts)	Needs Improvement (1 pt)
Identification of Safety Procedure (10 items × 1 pt)	Correctly identifies procedure	Minor errors	Incorrect
Selection of Correct Action (10 items × 1 pt)	Correct option chosen	Some incorrect	Mostly incorrect
Explanation / Justification (10 items × 1 pt)	Clear, logical, safety-based explanation	Explanation lacks clarity	No or incorrect explanation

Total Points: 30

Interpretation of Scores:
26–30 points: Outstanding
21–25 points: Satisfactory
11–20 points: Developing
Below 10 points: Needs improvement

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	**Workplace and Safety practices in Front Office**		
Name		**Grade & Section**	**11/12**

Activity No. 6: Front Office Safety Procedure Simulation

Learning Objectives:

At the end of the activity, you will be able to:

1. Demonstrate correct front office safety procedures in real-world situations;
2. Apply hotel safety protocols through role-playing simulations;
3. Practice proper communication, ergonomics, and hazard reporting; and
4. Evaluate safety actions based on standard operating procedures

Materials Needed:

1. Front Office Safety Scenario Cards
2. Role tags or name labels (Guest, Staff, Manager)
3. Sample incident report form (printed or sample sheet)
4. Wet floor sign (actual or improvised)
5. Props (bag, chair, cord illustration – optional)
6. Rubric and score sheet
7. Timer or stopwatch

Task Description

Learners will work in groups of three (3) and perform simulated front office safety scenarios using real-world situation cards. Each group will rotate through 2–3 scenarios, depending on the time.

For every scenario, the group must:

1. Assign specific roles
2. Perform the correct safety response
3. Follow proper reporting and documentation procedures
4. Observe hotel safety protocols

Roles in Each Group

- Guest – Acts as the hotel guest involved in the scenario
- Front Desk Staff – Responds to the situation following safety protocols
- Manager / Supervisor – Oversees the response and verifies proper procedures

** (Roles may rotate in each scenario.)*

Simulation Scenarios

Scenario 1: Wet Floor Hazard

Situation:
A guest check-in area has a wet floor, and there is no wet floor sign. A new staff member is about to walk through.

Group Tasks:

1. Identify the hazard immediately.
2. Secure the area and prevent access.
3. Place proper warning signage.
4. Inform housekeeping or maintenance.
5. The manager verifies each step follows the hotel safety protocol.

Scenario 2: Elderly Guest with Luggage

Situation:
An elderly guest arrives with heavy luggage, but the elevator is currently out of service.

Group Tasks:

1. Demonstrate correct ergonomic lifting techniques.
2. Show safe and respectful guest assistance.
3. Offer appropriate alternatives (e.g., porter service, temporary room reassignment).
4. Document the equipment malfunction and report it properly.

Scenario 3: Electrical Hazard

Situation:
An electrical outlet near the front desk starts sparking.

Group Tasks:

1. Demonstrate immediate safety response
2. Secure and evacuate the affected area
3. Notify maintenance and management
4. Follow proper hazard reporting protocol
5. Manager confirms correct escalation and documentation

Simulation Guidelines

- Groups must perform actions clearly and realistically.
- Safety procedures must follow standard hotel front office protocols.
- All members must actively participate.
- Each simulation should last 3–5 minutes.

Synthesis:

1. Which scenario felt most realistic or challenging, and why?
2. How does proper communication affect safety during front office incidents?
3. What might happen if front office staff ignore or delay safety procedures?

Rubric:

Criteria	Excellent (5)	Good (4)	Fair (3)	Needs Improvement (1–2)
Hazard Identification	Immediately and accurately identifies hazard	Identifies with minor delay	Needs prompting	Incorrect or missed
Correct Safety Procedure	All steps followed correctly	Minor errors	Several errors	Unsafe or incorrect
Role Performance	Role clearly understood and acted	Mostly appropriate	Limited role clarity	No role engagement
Communication & Professionalism	Clear, calm, professional	Generally professional	Some gaps	Unclear or inappropriate
Reporting & Documentation	Proper and complete	Mostly correct	Incomplete	Not demonstrated
Teamwork	Strong cooperation	Good coordination	Minimal teamwork	Disorganized

Total Points: 30

Interpretation of Scores:
26–30 points: Outstanding
21–25 points: Satisfactory
11–20 points: Developing
Below 10 points: Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	**Workplace and Safety Practices in Front Office**		
Name		**Grade & Section**	**11/12**

Activity No. 7: Design Your Safe Workspace

Learning Objectives:

At the end of the activity, you will be able to:

1. Apply front office safety concepts to a realistic workspace design;
2. Identify and integrate physical, ergonomic, emergency, and hygiene safety features;
3. Explain the importance of safety-focused workplace layout; and
4. Demonstrate awareness of professional front office standards.

Materials Needed:

1. Learning Activity Sheet (LAS)
2. Bond paper or notebook
3. Pencil, pen, ruler, crayons (optional)
4. Sample front office layout (optional reference)

Task Description

Learners will **design an ideal and safe hotel front office workspace**. This may be done through a **hand-drawn sketch** or a **written layout description**.

The design must show how safety principles are applied in a real front office environment.

Design Requirements

Your front office workspace design must address the following areas:

1. **Physical Safety**
    - No tripping hazards (e.g., loose wires, cluttered walkways)
    - Clear pathways for guests and staff
2. **Ergonomic Comfort**
    - Proper desk height and chair support
    - Monitor positioned at eye level
    - Anti-fatigue mat for prolonged standing
3. **Emergency Preparedness**
    - Clearly marked emergency exits

- Accessible fire extinguisher and alarm
- Unobstructed evacuation routes

4. **Hygiene Standards**
    - Hand sanitizer station
    - Clean desk policy
    - Proper waste disposal

Include at least 3–4 labeled safety features in your sketch or description.

Output Options

Learners may choose one of the following:

Option A: Labeled sketch of the front office workspace

Option B: Written description explaining the layout and safety features

Synthesis:

1. Which safety feature do you think is most important in a front office workspace? Why?
2. How does ergonomic design help prevent long-term health problems for staff?
3. How can a safe workspace improve both guest experience and employee performance?

Rubric:

Criteria	Excellent (5)	Good (4)	Fair (3)	Needs Improvement (1–2)
Physical Safety Features	Clear, complete, hazard-free design	Mostly safe	Some risks evident	Unsafe or unclear
Ergonomic Design	Correct and practical setup	Minor ergonomic issues	Limited ergonomic details	Poor ergonomics
Emergency Preparedness	All exits and tools clearly shown	Mostly clear	Incomplete	Not addressed
Hygiene & Cleanliness	Proper hygiene measures included	Some measures	Minimal hygiene	Not included
Clarity & Labeling	Neat, clear, well-labeled	Mostly clear	Some confusion	Unclear or unlabeled

Total Points: 20

Interpretation of Scores:
16–20 points: Outstanding
11–15 points: Satisfactory
6–10 points: Developing
Below 5 points: Needs improvement

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	**Workplace and Safety Practices in Front Office**		
Name		**Grade & Section**	**11/12**

Activity No. 8: Front Office Safety Walkthrough Role-Play

Learning Objectives:

At the end of the activity, you will be able to:

1. Identify common front office safety features and potential hazards;
2. Explain the importance of safety protocols in a mentoring context;
3. Demonstrate clear, professional communication between manager and staff; and
4. Apply safety concepts in a realistic workplace orientation scenario.

Materials Needed:

1. Learning Activity Sheet (LAS)
2. Front Office Safety Checklist or reference chart (optional)
3. Role cards (Manager / New Employee)
4. Timer or stopwatch

Task Description

Learners will work in **pairs** and participate in a **front office safety walkthrough role-play**, simulating a first-day employee orientation.

Each pair will imagine a **hotel front office workspace**. One learner acts as the **Front Office Manager**, while the other acts as a **New Employee**.

Roles

Person A: Front Office Manager

- Leads the safety walkthrough
- Points out safety features and hazards
- Explains why each safety measure is important

Person B: New Employee

- Listens actively
- Asks questions for clarification
- Demonstrates understanding of safety procedures

After the first walkthrough, partners must SWAP ROLES.

Task Requirements

During each walkthrough, the "Manager" must:

1. **Point out 5–6 safety features or hazards in the imagined front office, such as:**

- Emergency exits and exit signage
- Fire extinguishers and alarms
- Proper cable management to avoid tripping
- Ergonomic workstation setup
- Wet floor warning signs
- Electrical safety practices

2. **Explain why each item matters, including:**
    - How it prevents accidents
    - How it protects guests and staff
    - What could happen if it is ignored
3. **Use clear, professional language suitable for workplace training.**

Each role-play should last 3–5 minutes per role.

Synthesis:

1. How does a safety walkthrough help new employees adjust to their workplace?
2. Which safety feature do you think new front office staff must remember first? Why?
3. How does good mentoring improve safety culture in a hotel?

Rubric:

Criteria	Excellent (4)	Good (3)	Fair (2)	Needs Improvement (1)
Identification of Safety Features/Hazards	Correctly identifies 5–6 relevant items	Identifies 4 items	Identifies 2–3 items	Identifies 1 or none
Explanation of Importance	Clear, accurate, and practical explanations	Mostly clear	Limited explanation	Incorrect or missing
Role Performance	Fully stays in role; realistic	Mostly in role	Some role confusion	No clear role
Communication Skills	Clear, professional, confident	Generally clear	Some difficulty communicating	Unclear or unprofessional
Engagement & Participation	Actively engaged in both roles	Good participation	Uneven participation	Passive participation

Total Points: 20

Interpretation of Scores:
16–20 points: Outstanding
11–15 points: Satisfactory
6–10 points: Developing
Below 5 points: Needs improvement

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	3	**Date**	
Lesson Title/Topic:	**Workplace and Safety Practices in Front Office**		
Name		**Grade & Section**	**11/12**

Activity No. 9: Safety Culture Poster Planning

Learning Objectives:

At the end of the activity, you will be able to:

1. Synthesize front office safety concepts into a clear workplace message;
2. Identify key safety practices that support a strong safety culture;
3. Explain how safety initiatives benefit both guests and staff; and
4. Communicate ideas persuasively through a short professional pitch.

Materials Needed:

1. Learning Activity Sheet (LAS)
2. Manila paper or cartolina (optional)
3. Markers or pens
4. Timer or stopwatch
5. Rubric and score sheet

Instructions:

Learners will work in **small groups** to plan a **front office safety culture initiative**. Each group will prepare a **1-minute pitch** for a **Safety Culture Poster**, then present a **30-second oral pitch** to the class. The activity simulates how front office teams promote safety awareness in real hotel workplaces.

Group Task Requirements

Each group must plan a safety culture poster by answering the following:

1. Main Message (Slogan)

Create one clear and memorable message related to front office safety, such as:

Examples:

- *"Safety is Professionalism"*
- *"Safe Staff, Satisfied Guests"*
- *"A Safe Front Office Starts With Me"*

2. Three (3) Safety Practices All Staff Must Follow

Examples may include:

- Immediately reporting hazards
- Maintaining clear walkways and exits

- Following proper ergonomic and hygiene practices

**Practices must be clear, realistic, and applicable to front office staff.*

3. Benefits of the Safety Culture

Explain briefly how this initiative benefits:

- Guests (comfort, trust, positive experience)
- Staff (health, confidence, reduced accidents)

Presentation Guidelines

- Each group presents a 30-second pitch
- Pitch should be clear, confident, and professional
- All members should participate (speaking roles may be shared)

Synthesis:

1. Why is safety culture important, not just safety rules?
2. Which group's message do you think would be most effective in a real hotel? Why?
3. How can front office staff model safety culture every day without reminders?

Rubric:

Criteria	Excellent (4)	Good (3)	Fair (2)	Needs Improvement (1)
Main Safety Message	Clear, creative, and memorable	Clear but less impactful	Somewhat unclear	Unclear or missing
Safety Practices (3)	Practical, relevant, well-explained	Mostly relevant	Some unrealistic	Incorrect or incomplete
Benefits Explained	Clear benefits for guests and staff	Benefits mostly explained	Limited explanation	Not explained
Presentation Delivery	Confident, clear, within time	Mostly clear	Some difficulty	Unclear or disorganized
Group Participation	All members involved	Most members involved	Limited participation	One member dominates

Total Points: 20

Interpretation of Scores:
16–20 points: Outstanding
11–15 points: Satisfactory
6–10 points: Developing
Below 5 points: Needs improvement

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	**Hospitality in the Hotel**		
Name		**Grade & Section**	**11**

Activity No. 1: My Hotel Experience

Learning Objectives:

At the end of the activity, you will be able to:

1. Reflect on a real hotel or accommodation experience;
2. Identify how staff behavior influences guest satisfaction; and
3. Distinguish between positive and negative service encounters.

Materials Needed:

1. Learning Activity Sheet (printed or digital)
2. Pen or pencil
3. Notebook (optional)

Instructions:

1. **Silent Reflection**
   Think about a hotel, resort, inn, or any type of accommodation you have personally stayed in.
2. **Writing Task**
   On the space provided, write:
   - One (1) positive service encounter you experienced
   - One (1) negative service encounter you experienced
3. **Guide Question**
   Answer the question below in each description:
   "What did the staff do that affected your experience as a guest?"
4. **Be honest and specific. Focus on staff behavior, attitude, communication, or actions.**

Output Format (Suggested)

Positive Service Encounter:

- What happened?
- What did the staff do well?
- How did it make you feel as a guest?

Negative Service Encounter:

- What happened?
- What did the staff do poorly or fail to do?

- How did it affect your stay?

Synthesis:

1. What common staff behaviors were mentioned in positive experiences?
2. How could the negative experiences have been prevented by the staff?
3. Why do you think staff attitude is as important as hotel facilities?

Rubric:

Criteria	Description	Points
Relevance of Experience	Experience is related to hotel/accommodation service	2 pts
Positive Encounter Description	Clear explanation of positive staff behavior and its effect	3 pts
Negative Encounter Description	Clear explanation of negative staff behavior and its effect	3 pts
Reflection and Insight	Shows understanding of how staff actions affect guest experience	2 pts
Total		**10 pts**

Interpretation of Scores

Score Range	Interpretation
9–10 points	Excellent
7–8 points	Very good
5–6 points	Satisfactory
3–4 points	Limited understanding
0–2 points	Needs improvement

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	**Hospitality in the Hotel**		
Name		**Grade & Section**	**11/12**

Activity No. 2: Think–Pair–Share

Learning Objectives:

At the end of the activity, you will be able to:

1. Express personal opinions about guest experiences in hotels;
2. Compare the importance of physical facilities and customer service; and
3. Justify ideas through discussion and shared reflection.

Materials Needed

1. Learning Activity Sheet
2. Pen or pencil
3. Notebook (optional for notes during discussion)

Instructions

Title: *What Do Guests Remember Most?*

1. **Think**
   Individually reflect on the question below:

What do guests usually remember most about a hotel stay—the room or the service? Why?

2. **Pair**
   - Find a partner.
   - Take turns sharing your thoughts and reasons.
   - Listen respectfully and compare your answers.
3. **Share**
   - As a pair, agree on one common answer or insight.
   - Be ready to share your pair's response with the class when called.

Expected Output

Each pair will present:

- Their chosen answer (room or service)
- One or two reasons supporting their choice

Synthesis:

1. Why do many guests remember service more strongly than physical facilities?

2. Can excellent service make up for a poor room? Why or why not?
3. As future hospitality professionals, what does this tell us about how guests should be treated?

Rubric:

Criteria	Description	Points
Participation	Both partners actively shared ideas	3 pts
Clarity of Opinion	Answer clearly states whether guests remember the room or service more	2 pts
Justification	Reasons given are logical and relevant	3 pts
Collaboration	Pair listened to each other and presented a unified response	2 pts
Total		**10 pts**

Interpretation of Scores

Score Range	Interpretation
9–10 points	Excellent
7–8 points	Very good
5–6 points	Satisfactory participation
3–4 points	Limited contribution
0–2 points	Minimal effort

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	**Hospitality in the Hotel**		
Name		**Grade & Section**	**11/12**

Activity No. 3: Spot the Pillar

Learning Objectives:

At the end of the activity, you will be able to:

1. Identify different pillars of service culture;
2. Analyze staff actions and behaviors in service situations; and
3. Explain how each pillar contributes to excellent customer service.

Materials Needed:

1. Learning Activity Sheet or printed scenario cards
2. Whiteboard or projector
3. Markers or pens

Service Culture Pillars (Review)

Before the activity, recall the three pillars of service culture:

- Customer-Centric Mindset – Putting the guest's needs, comfort, and satisfaction first
- Empowerment – Staff are given authority and confidence to solve guest concerns
- Accountability – Taking responsibility for actions, decisions, and service outcomes

Instructions:

Title: *Identifying the Pillars of Service Culture*

1. **Group Formation**
   Form groups of 3–5 members.
2. **Presentation of Scenarios**
   The teacher will present sample staff actions or service scenarios (or provide them in written form).
3. **Group Discussion**
   For each scenario, your group must:
   - Identify which pillar of service culture is being demonstrated
   - Discuss briefly why you chose that pillar
4. **Reporting**
   When called, a group representative will share the group's answer and explanation.

Sample Staff Actions (Teacher May Use)

- A front desk staff personally follows up on a guest's complaint to ensure satisfaction.
- A waiter offers a free dessert without seeking approval to resolve a service delay.
- A housekeeping staff apologizes for a mistake and immediately corrects it.

Expected Output

Each group should correctly:

- Name the pillar demonstrated
- Give a short explanation justifying their choice

Synthesis:

1. Which pillar appeared most often in the scenarios? Why do you think so?
2. Can one staff action demonstrate more than one service culture pillar? Explain.
3. Which pillar do you think is hardest for hotel staff to practice? Why?

Rubric:

Criteria	Description	Points
Correct Identification	Correctly identifies the service culture pillar	4 pts
Justification	Provides a clear and logical explanation	3 pts
Group Participation	Most members contribute to discussion	2 pts
Clarity of Presentation	Group answer is clearly communicated	1 pt
Total		**10 pts**

Interpretation of Scores

Score Range	Interpretation
9–10 points	Excellent
7–8 points	Very good
5–6 points	Satisfactory
3–4 points	Limited understanding of the pillars
0–2 points	Needs improvement

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	**Hospitality in the Hotel**		
Name		**Grade & Section**	**11/12**

Activity No. 4: With or Without Service Culture?

Learning Objectives:

At the end of the activity, you will be able to:

1. Distinguish between service-oriented and non-service-oriented staff actions;
2. Apply the concept of service culture to a real hotel scenario; and
3. Provide concrete examples of appropriate customer service behavior.

Materials Needed

1. Learning Activity Sheet
2. Pen or pencil
3. Whiteboard or projector (for class review, optional)

Given Scenario

"A guest arrives at the hotel late at night due to a flight delay and mentions that they are hungry."

Instructions:

Title: *Applying Service Culture in Real Situations*

1. **Read and Understand the Scenario**
   Carefully analyze the situation presented.
2. **Individual or Pair Work**
   In the table or space provided, identify:
   - Two (2) staff actions With Service Culture
   - Two (2) staff actions Without Service Culture
3. **Focus on Concrete Actions**
   Your answers should describe actual staff behaviors or responses, not general ideas.

Guide for Learners

- *With Service Culture* → Actions that show care, empathy, initiative, and responsibility
- *Without Service Culture* → Actions that show indifference, lack of concern, or poor guest handling

Expected Output (Suggested Format)

With Service Culture:

1. _____
2. _____

Without Service Culture:

1. _____
2. _____

Synthesis:

1. How can small actions from staff make a big difference for a tired and hungry guest?
2. What problems might arise if staff consistently respond without service culture?
3. Which service culture pillar (customer-centric mindset, empowerment, or accountability) is most important in this scenario? Why?

Rubric:

Criteria	Description	Points
With Service Culture Actions	Examples clearly reflect service-oriented behavior	4 pts
Without Service Culture Actions	Examples clearly reflect poor or absent service culture	3 pts
Relevance to Scenario	Actions are appropriate to the given situation	2 pts
Clarity of Explanation	Responses are clear and understandable	1 pt
Total		**10 pts**

Interpretation of Scores

Score Range	Interpretation
9–10 points	Excellent
7–8 points	Very good
5–6 points	Satisfactory
3–4 points	Limited understanding
0–2 points	Needs improvement

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	**Hospitality in the Hotel**		
Name		**Grade & Section**	**11/12**

Activity No. 5: Service Quality Match

Learning Objectives:

At the end of the activity, you will be able to:

1. Identify key dimensions of service quality
2. Match real hotel staff actions to the correct service quality dimension
3. Explain how service quality dimensions affect guest satisfaction

Materials Needed:

1. Learning Activity Sheet
2. Pen or pencil
3. Whiteboard or projector (optional, for checking answers)

Review: Service Quality Dimensions

Before starting, recall the following service quality dimensions:

- Reliability – Performing services accurately and consistently as promised
- Responsiveness – Willingness to help guests promptly
- Empathy – Showing care, understanding, and individual attention to guests

Instructions:

Title: *Matching Actions to Service Quality Dimensions*

1. **Read the Actions Carefully**
   Review each staff action listed in the activity sheet.
2. **Match the Action to the Correct Dimension**
   Draw a line or write the correct service quality dimension that best matches the action.
3. **Work Individually**
   Complete the activity on your own unless instructed otherwise by the teacher.

Activity Proper *(Sample Matching)*

Match the service quality dimension to the correct staff action:

- Reliability → Keeping a wake-up call promise
- Responsiveness → Providing quick check-in assistance
- Empathy → Understanding and acknowledging guest frustration

(Teacher may add more examples if needed.)

Expected Output

Learners correctly match each service quality dimension with the appropriate staff action.

Synthesis:

1. Which service quality dimension do guests notice most immediately? Why?
2. What might happen if a hotel is strong in empathy but weak in reliability?
3. How can hotel staff demonstrate all three dimensions in one service encounter?

Rubric:

Criteria	Description	Points
Correct Matches	Accurately matches all service actions to dimensions	6 pts
Understanding of Concepts	Shows understanding through correct associations	2 pts
Completion	All items are answered	2 pts
Total		**10 pts**

Interpretation of Scores

Score Range	Interpretation
9–10 points	Excellent
7–8 points	Very good
5–6 points	Satisfactory
3–4 points	Limited understanding
0–2 points	Requires significant review

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	**Hospitality in the Hotel**		
Name		**Grade & Section**	**11/12**

Activity No. 6: Service Culture Design Challenge

Learning Objectives:

At the end of the activity, you will be able to:

1. Apply service culture concepts to a real workplace context;
2. Design practical service rules that promote positive guest experiences;
3. Explain the importance and application of service quality principles; and
4. Communicate ideas clearly through a short group presentation.

Materials Needed:

1. Learning Activity Sheet
2. Pen, pencil, or markers
3. Manila paper or cartolina (optional)
4. Whiteboard or projector (optional, for presentation support)

Instructions:

Title: *Designing a Service Culture Training Program*

1. **Group Task**
   Form groups of 4–5 members. Imagine that your group is tasked with designing a Service Culture Training Program for new front office staff of a hotel.
2. **Create Key Rules**
   Develop three (3) key service rules that you believe will ensure positive guest experiences.
3. **Explain Each Rule**
   For each rule, clearly explain:
   - Why it matters (connect it to a *service quality principle* such as reliability, responsiveness, empathy, customer-centric mindset, empowerment, or accountability)
   - How staff should apply it in daily front-office operations
4. **Share with the Class**
   - Prepare a 1–2 minute group presentation
   - Assign a spokesperson or divide speaking roles among members

Expected Output (Suggested Format)

Rule 1: _____

- Why it matters: _____
- How staff should apply it: _____

Rule 2: _____

- Why it matters: _____
- How staff should apply it: _____

Rule 3: _____

- Why it matters: _____
- How staff should apply it: _____

Synthesis:

1. Which service rule was mentioned most often by the groups? Why do you think it is important?
2. How can these rules help prevent common guest complaints at the front desk?
3. If you were a guest, which rule would matter most to you? Explain your answer.

Rubric:

Criteria	Description	Points
Quality of Rules	Rules are clear, practical, and focused on guest experience	6 pts
Connection to Service Principles	Each rule is properly linked to a service quality principle	6 pts
Application Explanation	Clear explanation of how staff should apply the rules	4 pts
Presentation Clarity	Ideas are organized and clearly presented	2 pts
Group Collaboration	Members worked together and shared roles	2 pts
Total		**20 pts**

Interpretation of Scores

Score Range	Interpretation
18–20 points	Excellent
14–17 points	Very good
10–13 points	Satisfactory
6–9 points	Limited understanding
0–5 points	Needs improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	**Hospitality in the Hotel**		
Name		**Grade & Section**	**11/12**

Activity No 7: If I Were the Staff...

Learning Objectives:

At the end of the activity, you will be able to:

1. Apply service culture principles to a front office role;
2. Propose appropriate staff actions that enhance guest satisfaction; and
3. Reflect on personal responsibility in delivering quality service.

Materials Needed:

1. Learning Activity Sheet
2. Pen or pencil

Instructions:

Title: *Taking the Role of a Front Desk Agent*

1. **Imagine the Situation**
   Picture yourself as a front desk agent in a hotel welcoming and assisting guests.
2. **Writing Task**
   Write one (1) specific and appropriate action you would personally perform to enhance guest satisfaction.
3. **Brief Explanation**
   Explain why this action is important to the guest experience (e.g., comfort, trust, convenience, or emotional well-being**).**

Guide for Learners

Your action should:

1. Be realistic and appropriate for a front desk agent
2. Show good service attitude, care, or initiative
3. Reflect service quality principles such as empathy, responsiveness, reliability, or accountability

Expected Output (Suggested Format)

If I were the staff, I would:

This would enhance guest satisfaction because:

Synthesis:

1. Why do small actions at the front desk often leave a strong impression on guests?
2. How does a staff member's attitude influence guest satisfaction, even without extra services?
3. Which service culture pillar is reflected most in your chosen action? Explain.

Rubric:

Criteria	Description	Points
Appropriateness of Action	Action is suitable to a front desk role	4 pts
Connection to Guest Satisfaction	Clearly explains how the action benefits the guest	3 pts
Service Culture Application	Action reflects service quality or service culture principles	2 pts
Clarity of Response	Ideas are clearly and neatly expressed	1 pt
Total		**10 pts**

Interpretation of Scores

Score Range	Interpretation
9–10 points	Excellent
7–8 points	Very good
5–6 points	Satisfactory
3–4 points	Limited understanding
0–2 points	Needs improvement

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Quarter**	1
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	**Hospitality in the Hotel**		
Name		**Grade & Section**	**11/12**

Activity No. 8: Mini Role-Play

Learning Objectives:

At the end of the activity, you will be able to:

1. Demonstrate proper handling of guest complaints at the front desk;
2. Apply key service quality dimensions: empathy, responsiveness, and assurance; and
3. Communicate professionally and confidently in a service situation.

Materials Needed:

1. Learning Activity Sheet
2. Role-play cue card (optional)
3. Open classroom space or front-desk mock area (optional)

Scenario

"A guest approaches the front desk to complain that their room is not yet ready despite the expected check-in time."

Instructions:

Title: *Handling Guest Complaints with Service Quality*

1. **Pair Work**
   Form pairs. Assign roles:
   - One learner acts as the guest
   - One learner acts as the front desk agent
2. **Role-Play the Scenario**
   Perform a short role-play (about 1–2 minutes), where the front desk agent responds to the guest's complaint.
3. **Demonstrate the Following Service Qualities**
   The front desk agent should clearly show:
   - Empathy – Acknowledging the guest's feelings and inconvenience
   - Responsiveness – Acting promptly and offering solutions
   - Assurance – Speaking confidently and professionally to gain guest trust
4. **Role Switching (Optional)**
   If time allows switch roles, so both learners experience being the staff member.

Guide for Learners

1. Use polite and professional language
2. Maintain calm and respectful behavior
3. Focus on solving the problem and reassuring the guest

Synthesis:

1. How did showing empathy change the tone of the guest interaction?
2. What responses helped reassure the guest despite the inconvenience?
3. Why are assurance and confidence important when handling complaints at the front desk?

Rubric:

Criteria	Description	Points
Empathy	Acknowledges guest feelings and shows understanding	5 pts
Responsiveness	Offers prompt assistance or solutions	5 pts
Assurance	Communicates confidently and professionally	5 pts
Appropriateness of Response	Actions and language are suitable to the scenario	3 pts
Teamwork & Role Engagement	Both roles are performed seriously and cooperatively	2 pts
Total		**20 pts**

Interpretation of Scores

Score Range	Interpretation
18–20 points	**Excellent**
14–17 points	**Very good**
10–13 points	**Satisfactory**
6–9 points	**Limited application of service quality concepts**
0–5 points	**Needs improvement**

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	4	**Date**	
Lesson Title/Topic:	**Hospitality in the Hotel**		
Name		**Grade & Section**	**11/12**

Activity No. 9: One-Sentence Insight

Learning Objectives:

At the end of the activity, you will be able to:

1. Synthesize their learning about service quality and service culture;
2. Express understanding through a clear and concise statement; and
3. Reflect on the value of service culture in creating positive guest experiences.

Materials Needed:

1. Learning Activity Sheet
2. Pen or pencil

Instructions:

Title: *Understanding the Importance of Service Quality and Service Culture*

1. **Reflect on What You Have Learned**
   Think about all the activities and discussions on service quality and service culture.
2. **Complete the Sentence**
   In one clear and meaningful sentence, finish the statement below:

   Service quality and service culture are important because_____.
3. **Focus on Insight**
   Your sentence should show understanding of how service quality and service culture affect guests, staff, and the organization.

Guide for Learners

Your one-sentence insight should:

- Be clear and complete
- Show understanding, not just definition
- Highlight impact (e.g., guest satisfaction, loyalty, trust, or business success)

Expected Output

One well-constructed sentence expresses the importance of service quality and service culture.

Synthesis:

1. What common words or ideas appeared in many of your sentences? What does this show?
2. How does service quality and service culture affect a guest's decision to return to a hotel?
3. How can your one-sentence insight guide your future behavior as a hospitality professional?

Rubric:

Criteria	Description	Points
Relevance of Insight	Sentence clearly explains the importance of service quality and service culture	4 pts
Understanding of Concepts	Shows accurate understanding, not just repetition of terms	3 pts
Clarity and Completeness	Sentence is clear, complete, and well-structured	2 pts
Originality	Reflects learner's own thought, not copied	1 pt
Total		**10 pts**

Interpretation of Scores

Score Range	Interpretation
9–10 points	Excellent insight
7–8 points	Very good insight with minor clarity issues
5–6 points	Satisfactory insight but lacks depth
3–4 points	Limited understanding of the concepts
0–2 points	Insight is unclear, incomplete, or irrelevant

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	**1**
Lesson Exemplar No.	**5**	**Date**	
Lesson Title/Topic:	**Guestology**		
Name		**Grade & Section**	**11**

Activity No. 1: Guest Experience Reflection

Learning Objectives:

At the end of the activity, you will be able to:

1. Reflect on personal service experiences (positive and negative);
2. Identify factors that affect guest satisfaction; and
3. Connect real-life experiences to basic guestology concepts such as expectations, service delivery, and emotional impact.

Materials Needed:

1. Learning Activity Sheet (printed or digital)
2. Pen or pencil
3. Optional: sticky notes or notebook for brainstorming
4. Whiteboard or projector (for class discussion)

Instructions:

Think about your own experiences as a guest or customer. Answer the questions below honestly and thoughtfully. Use complete sentences and give specific examples.

1. **Describe a time you received excellent service.**
    - Where did it happen?
    - Who provided the service?
    - What specific actions made it memorable?
2. **Describe a time when service fell short of your expectations.**
    - What went wrong?
    - How did it make you feel as a guest?
    - Was the problem resolved? Why or why not?
3. **Based on your experiences, *what do you think most influences how satisfied guests feel?***
   (**Examples:** staff behavior, speed of service, cleanliness, communication, empathy, consistency)

Synthesis:

1. What common behaviors did you notice in examples of excellent service?
2. How did poor service experiences affect your trust or willingness to return as a guest?
3. Why do you think emotions play an important role in guest satisfaction, not just the service itself?

Rubric:

Criteria	Excellent (4)	Good (3)	Fair (2)	Needs Improvement (1)
Description of Excellent Service	Clear, specific, detailed example with strong insight	Clear example with some detail	Vague example, limited detail	Incomplete or unclear
Description of Poor Service	Clear explanation of what went wrong and guest feelings	Explanation present but lacks depth	Mentions issue with little analysis	Missing or confusing
Identification of Satisfaction Factors	Insightful, well-explained factors connected to experiences	Relevant factors explained briefly	Lists factors with little explanation	Factors unclear or incorrect
Reflection & Critical Thinking	Shows strong reflection and understanding of guest perspective	Some reflection evident	Minimal reflection	No reflection
Clarity & Organization	Well-organized, clear, and well-written	Mostly clear with minor issues	Ideas somewhat disorganized	Hard to understand

Total: 20 Points

Interpretation of Scores

Score Range	Interpretation
18–20 points	Excellent
14–17 points	Good
10–13 points	Basic
Below 10	Limited understanding

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	**1**
Lesson Exemplar No.	**5**	**Date**	
Lesson Title/Topic:	**Guestology**		
Name		**Grade & Section**	**11/12**

Activity No. 2: Guest Stories Paired Discussion

Learning Objectives:

At the end of the activity, you will be able to:

1. Share and analyze real guest interaction experiences
2. Identify guest behaviors commonly encountered in service settings
3. Recognize how cultural factors may influence guest expectations and actions
4. Develop empathy and awareness when dealing with diverse guests

Materials Needed:

1. Learning Activity Sheet
2. Pen or pencil
3. Optional: culture cue list (communication styles, time orientation, formality, etc.)
4. Timer or clock

Instructions:

1. **Form a pair with one classmate.**
2. **Take turns sharing one guest interaction story. This may be:**
    - A positive experience (pleasant, appreciative guest), or
    - A challenging experience (complaints, misunderstandings, difficult behavior).
3. **After each story, both partners discuss and identify the following:**

1. What guest behavior was displayed?
(e.g., polite, impatient, demanding, appreciative, reserved)

2. What possible cultural factors may have influenced the guest's behavior?
(e.g., communication style, norms about time, personal space, respect, service expectations)

4. **Write down key points from your discussion in the space provided.**

Synthesis:

1. What guest behaviors appeared most frequently in your discussions? Why do you think so?
2. How can understanding cultural differences help prevent service misunderstandings?
3. What should service staff do when a guest's behavior feels challenging or unfamiliar?

Rubric:

Criteria	Excellent (4)	Good (3)	Fair (2)	Needs Improvement (1)
Story Sharing	Clear, detailed, relevant guest story	Clear story with minor details missing	Story vague or incomplete	No clear story shared
Identification of Guest Behavior	Accurate and insightful identification	Correct behavior identified	Partially correct	Incorrect or missing
Identification of Cultural Factors	Logical, well-explained cultural influence	Cultural influence identified briefly	Weak or unclear connection	No cultural factor identified
Participation & Collaboration	Actively listens and contributes	Participates consistently	Limited participation	No meaningful participation
Clarity of Written Output	Organized, clear, and complete	Mostly clear	Somewhat unclear	Disorganized or incomplete

Total: 20 Points

Interpretation of Scores

Score Range	Interpretation
18–20 points	Highly engaged
14–17 points	Good understanding
10–13 points	Developing awareness
Below 10	Limited understanding

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	**1**
Lesson Exemplar No.	**5**	**Date**	
Lesson Title/Topic:	**Guestology**		
Name		**Grade & Section**	**11/12**

Activity No. 3: Why Guestology Matters?

Learning Objectives:

At the end of this activity, students will be able to:

1. Analyze a real-world service scenario involving cultural misunderstandings
2. Explain how guest behavior and cultural expectations influence service perceptions
3. Justify why adapting service styles is essential in guestology

Materials Needed:

1. Learning Activity Sheet
2. Pen or pencil
3. Optional: short reference list on cultural service differences (e.g., communication style, eye contact, formality, emotional expression)

Scenario

*"A hotel receives several complaints from **international guests** stating that the service felt **"cold" or "rude."** However, hotel management notes that staff members **strictly followed standard procedures** and company policies during all interactions."*

Instructions to Students

- Individually reflect and answer the question below in one well-developed paragraph (5–7 sentences):
- How could understanding guest behavior and cultural differences help prevent this kind of complaint?

You may consider the following guide questions:

- How might cultural expectations affect guests to interpret service behavior?
- Why might "correct" procedures still lead to dissatisfaction?
- How can service staff adjust without violating standards?

Synthesis:

1. Why do you think international guests may interpret the same service differently from local guests?
2. Should service standards be flexible? Why or why not?
3. How can staff balance company procedures with cultural sensitivity?

Rubric:

Criteria	Excellent (4)	Good (3)	Fair (2)	Needs Improvement (1)
Understanding of the Scenario	Shows clear, accurate understanding of the problem	Understands scenario with minor gaps	Partially understands	Misunderstands scenario
Explanation of Guest Behavior	Insightful explanation of guest perceptions	Relevant explanation	Limited explanation	No explanation
Use of Cultural Differences	Clearly explains how culture influences expectations	Culture mentioned with explanation	Weak cultural connection	Culture not addressed
Application of Guestology Concepts	Strong application of adapting service	General application	Minimal application	No application
Clarity & Organization	Clear, logical, well-written	Mostly clear	Somewhat unclear	Disorganized

Total: 20 Points

Interpretation of Scores

Score Range	Interpretation
18–20 points	Excellent
14–17 points	Good
10–13 points	Basic
Below 10	Limited understanding

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	**1**
Lesson Exemplar No.	**5**	**Date**	
Lesson Title/Topic:	**Guestology**		
Name		**Grade & Section**	**11/12**

Activity No. 4: Guest Segmentation Jigsaw

Learning Objectives:

At the end of the activity, you will be able to:

1. Identify different types of guest segmentation;
2. Generate realistic guest examples under each segmentation category;
3. Explain how guest segmentation influences service design and delivery; and
4. Collaborate with peers to build a complete understanding of guestology segmentation.

Materials Needed:

1. Learning Activity Sheet
2. Pen or pencil
3. Index cards or manila paper (for group output)
4. Marker pens
5. Timer (for presentations)
6. Whiteboard or projector

Instructions:

1. **Work with your assigned partner.**
2. **Your pair will be assigned ONE guest segmentation category:**
    - Purpose
    - Duration
    - Spending
    - Demographics
    - Behavior
    - Cultural
3. **As a pair, complete the following tasks:**
    - Create 2–3 guest examples that belong to your assigned category
    - Identify the service implications for each example (How should service be adjusted to meet their needs?)

4. **Prepare to share your output with the class in 1–2 minutes.**
5. **Listen to other pairs and take notes so you can see how all segmentation types connect.**

Sample Guide (for Students)

Example *(Behavioral Segmentation)*

- Guest Example: Repeat customer
- Service Implication: Provide personalized greetings and faster service

(Students should create their own examples.)

Synthesis:

1. Which guest segmentation category do you think is most important in-service situations? Why?
2. Can a guest belong to more than one segmentation category at the same time? Give an example.
3. How can guest segmentation help prevent service dissatisfaction?

Rubric:

Criteria	Excellent (5)	Good (4)	Fair (3)	Needs Improvement (2–1)
Accuracy of Guest Examples	Examples are clear, realistic, and category-appropriate	Mostly accurate	Some inaccuracies	Incorrect or unclear
Service Implications	Clear, logical, and well-explained	Relevant but brief	Weak explanation	Missing or incorrect
Understanding of Segmentation	Demonstrates strong understanding of category	Good understanding	Basic understanding	Limited understanding
Collaboration & Participation	Equal participation and strong teamwork	Participates well	Uneven participation	Minimal participation
Clarity of Presentation	Clear, confident, within time	Mostly clear	Somewhat unclear	Disorganized or unclear

Total: 25 Points

Interpretation of Scores

Score Range	Interpretation
22–25 points	Excellent mastery of guest segmentation
17–21 points	Good understanding
12–16 points	Basic understanding
Below 12	Limited understanding

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	**1**
Lesson Exemplar No.	**5**	**Date**	
Lesson Title/Topic:	**Guestology**		
Name		**Grade & Section**	**11/12**

Activity No. 5: Cultural Considerations Case Study

Learning Objectives

At the end of the activity, you will be able to:

1. Identify cultural dimensions that influence guest behavior;
2. Analyze potential service challenges arising from cultural differences; and
3. Propose appropriate service adaptations while maintaining professionalism and respect.

Materials Needed

1. Learning Activity Sheet
2. Pen or pencil
3. Optional: Cultural dimensions reference sheet (e.g., communication styles, time orientation, formality, gender norms)
4. Whiteboard or projector (for discussion)

Scenario

"A hotel welcomes guests from the Middle East. During check-in, the guest appears uncomfortable and avoids eye contact when greeted warmly by a female front desk agent. The guest responds briefly and seems impatient, though the staff member follows standard service procedures."

Instructions to Students

Read the scenario carefully, then individually answer the following:

1. **Identify the cultural dimension involved**
   (e.g., communication style, gender norms, personal space, formality)
2. **What is the potential service challenge in this situation?**
   Explain briefly.
3. **Suggest 2–3 appropriate service adaptations**
   These should:
   - Show respect for the guest's cultural background
   - Maintain company standards and professionalism

Write your answers clearly using complete sentences.

Sample Answer Guide *(for Teacher Reference Only)*

- **Cultural Dimension:** Gender norms / communication style

- **Service Challenge:** Guest discomfort may be misinterpreted as rudeness, leading to dissatisfaction
- **Service Adaptations:**
    - Maintain respectful distance and formal tone
    - Allow another staff member to assist if appropriate
    - Focus on efficient, professional communication without excessive familiarity

Synthesis:

1. Why is it important to understand cultural behavior without making assumptions or stereotypes?
2. How can service staff adapt respectfully while still treating all guests equally?
3. What might happen if cultural discomfort is misinterpreted as bad guest behavior?

Rubric:

Criteria	Excellent (5)	Good (4)	Fair (3)	Needs Improvement (2–1)
Identification of Cultural Dimension	Clearly and accurately identified	Mostly accurate	Partially accurate	Incorrect or missing
Explanation of Service Challenge	Clear, logical, and insightful	Clear but brief	Weak explanation	No clear explanation
Service Adaptations	2–3 realistic, respectful, and effective adaptations	Appropriate adaptations	Adaptations unclear or weak	Missing or inappropriate
Application of Cultural Sensitivity	Demonstrates strong empathy and professionalism	Shows awareness	Limited sensitivity	Lacks sensitivity
Clarity & Organization	Well-written and organized	Mostly clear	Somewhat unclear	Disorganized

Total: 25 Points

Interpretation of Scores

Score Range	Interpretation
22–25 points	Excellent application of cultural guestology
17–21 points	Good understanding with minor gaps
12–16 points	Basic understanding
Below 12	Limited understanding

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	**1**
Lesson Exemplar No.	**5**	**Date**	
Lesson Title/Topic:	**Guestology**		
Name		**Grade & Section**	**11/12**

Activity No. 6: Cultural Adaptation Role-Play

Learning Objectives:

At the end of the activity, you will be able to:

1. Demonstrate cultural awareness in guest interactions;
2. Adapt communication and service techniques based on cultural cues;
3. Show sensitivity while resolving common service concerns; and
4. Reflect on how cultural knowledge improves service performance.

Materials Needed:

1. Learning Activity Sheet
2. Role-play scenario cards (culture + service situation)
3. Pen or pencil
4. Optional: cultural quick-reference guide
5. Timer

Instructions:

1. **Work with a partner.**
2. **One student will play the Front Desk Agent, and the other will play the Guest.**
3. **The teacher will assign the guest a specific culture and a service need, such as:**
    - Dietary restriction
    - Room complaint
    - Scheduling or time conflict
4. **During the role-play, the Front Desk Agent must:**
    - Recognize the guest's cultural communication style
    - Show appropriate sensitivity and respect
    - Adapt service techniques while following service standards
5. **After 3–5 minutes, switch roles and repeat the activity.**
6. **Complete the short debrief reflection provided in the activity sheet.**

Sample Role-Play Scenarios (Teacher Guide)

- Japanese guest: indirect communication, values politeness and harmony

- European business guest: direct communication, time-conscious
- Middle Eastern guest: formality, sensitivity to gender interaction
- Western family tourist expects friendliness and flexibility

(Service needs should be simple and realistic.)

Student Debrief Question (Written)

What cultural awareness or adjustment helped you succeed in this role-play? (2–3 sentences)

Synthesis:

1. Which cultural adjustments were most challenging to apply, and why?
2. How did adapting your communication style change the outcome of the interaction?
3. Why is flexibility an essential skill in guest-oriented service?

Rubric:

Criteria	Excellent (5)	Good (4)	Fair (3)	Needs Improvement (2–1)
Recognition of Cultural Style	Accurately recognizes and responds to cues	Mostly accurate	Limited recognition	No recognition
Cultural Sensitivity	Highly respectful and appropriate	Respectful overall	Some sensitivity shown	Lacks sensitivity
Service Adaptation	Effectively adapts service technique	Adaptation evident	Minimal adaptation	No adaptation
Communication Skills	Clear, professional, confident	Mostly clear	Some confusion	Unclear or inappropriate
Role Performance & Engagement	Fully engaged; realistic portrayal	Engaged	Limited engagement	Poor engagement
Debrief Reflection	Insightful reflection	Relevant reflection	Basic reflection	Missing or weak

Total: 30 Points

Interpretation of Scores

Score Range	Interpretation
26–30 points	Excellent execution of culturally adaptive service
20–25 points	Good performance with minor gaps
14–19 points	Basic performance
Below 14	Limited application

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	**1**
Lesson Exemplar No.	**5**	**Date**	
Lesson Title/Topic:	**Guestology**		
Name		**Grade & Section**	**11/12**

Activity No. 7: Service Technique Adaptation Log

Learning Objectives:

At the end of the activity, you will be able to:

1. Anticipate guest needs based on guest type and cultural background;
2. Plan appropriate service techniques in advance;
3. Demonstrate readiness to adapt service behavior with sensitivity and professionalism; and
4. Translate guestology concepts into practical, real-world service actions.

Materials Needed:

1. Learning Activity Sheet
2. Pen or pencil
3. Optional: personal experience notes from previous activities
4. Optional: cultural awareness reference chart

Instructions:

Imagine that you are about to begin your service shift today. Complete the Service Technique Adaptation Log below by thinking about the type of guest you are most likely to serve.

Fill in all sections honestly and thoughtfully.

Service Technique Adaptation Log

1. **Guest type I will likely serve:**
   (e.g., business traveler, family tourist, elderly guest, international visitor)
2. **Their cultural background (if known or expected):**
   (e.g., local guest, Asian, Western, Middle Eastern, mixed/international)
3. **Service techniques I will use:**
   (e.g., formal greeting, clear explanations, fast service, attentive listening)
4. **What sensitivity I will show:**
   (e.g., respect for personal space, polite tone, patience, awareness of customs)

Write your responses clearly using complete phrases or sentences.

Synthesis:

1. How does planning your service approach in advance help reduce service mistakes?
2. Which part of the adaptation log was the easiest, and which was the hardest to complete? Why?
3. How can this habit improve consistency and guest satisfaction in real service settings?

Rubric:

Criteria	Excellent (4)	Good (3)	Fair (2)	Needs Improvement (1)
Identification of Guest Type	Clear, realistic, and well-defined	Clear but general	Vague	Missing
Cultural Awareness	Appropriate and respectful identification	Mostly appropriate	Limited awareness	Inaccurate or missing
Service Techniques Planned	Clear, relevant, and practical	Relevant but brief	Weak or unclear	Missing
Sensitivity & Adaptation	Shows strong empathy and adaptability	Sensitivity evident	Minimal sensitivity	No sensitivity shown
Clarity & Completeness	Fully completed and well-written	Mostly complete	Some sections weak	Incomplete

Total: 20 Points

Interpretation of Scores

Score Range	Interpretation
18–20 points	Excellent readiness for adaptive service
14–17 points	Good preparation with minor gaps
10–13 points	Basic preparation
Below 10	Limited readiness

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	**1**
Lesson Exemplar No.	**5**	**Date**	
Lesson Title/Topic:	**Guestology**		
Name		**Grade & Section**	**11/12**

Activity No. 8: Service Quality Enhancement Plan

Learning Objectives:

At the end of the activity, you will be able to:

1. Integrate guest segmentation, cultural awareness, and service adaptation;
2. Design a complete service plan across the guest lifecycle;
3. Apply appropriate and culturally sensitive service techniques; and
4. Evaluate service quality and guest satisfaction strategies.

Materials Needed:

1. Learning Activity Sheet
2. Manila paper or cartolina (for group output)
3. Marker pens
4. Pen or pencil
5. Optional: cultural reference sheet
6. Timer

Instructions:

1. Form a group of 3–5 members.
2. Your group will choose or be assigned a guest profile, combining:
    - Guest Type (e.g., business traveler, leisure tourist, family)
    - Cultural Background (e.g., South Korean, American, Middle Eastern, European)

Example: *Business Guest from South Korea*

3. As a group, develop a Service Quality Enhancement Plan by completing the following:

Service Plan Components

1. **Guest Lifecycle Stages**
   Identify key stages such as:
    - Pre-arrival
    - Arrival / Check-in
    - Stay / Service Experience

- Departure / Check-out

2. **Potential Guest Behavior Patterns**
    - **How might the guest behave at each stage?**
      (e.g., prefers efficiency, values politeness, expects detailed explanations)
3. **Cultural Considerations**
    - **What cultural norms influence behavior at each stage?**
      (e.g., communication style, time sensitivity, formality, respect)
4. **Service Techniques**
    - **What specific actions will staff take at each stage?**
      (e.g., formal greeting, fast check-in, personalized assistance)
5. **Measuring Sensitivity and Quality**
    - **How will you know your service was effective?**
      (*e.g., guest feedback, satisfaction survey, repeat visits, fewer complaints)*

Presentation

- Each group will present their plan in 2 minutes
- Focus on clarity, key ideas, and practical application

Synthesis:

1. Which part of the guest lifecycle is most critical in shaping guest satisfaction? Why?
2. How did cultural considerations influence your service decisions?
3. What challenges did you face in combining all elements into one plan?

Rubric:

Criteria	Excellent (5)	Good (4)	Fair (3)	Needs Improvement (2–1)
Guest Profile & Segmentation	Clear, specific, well-defined	Mostly clear	General	Unclear
Lifecycle Planning	Complete and logically structured	Mostly complete	Some stages unclear	Incomplete
Cultural Considerations	Insightful and accurate	Relevant but general	Limited	Missing/incorrect
Service Techniques	Practical, detailed, well-adapted	Appropriate	Basic	Weak or missing
Measurement of Service Quality	Clear and measurable methods	Reasonable methods	Weak measures	Missing

Presentation & Teamwork	Clear, organized, equal participation	Mostly clear	Some imbalance	Unclear or disorganized

Total: 20 Points

Interpretation of Scores

Score Range	Interpretation
26–30 points	Excellent integration of guestology concepts
20–25 points	Good understanding with minor gaps
15–19 points	Basic understanding
Below 15	Limited understanding

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	**1**
Lesson Exemplar No.	**5**	**Date**	
Lesson Title/Topic:	**Guestology**		
Name		**Grade & Section**	**11/12**

Activity No. 9: Cultural Service Principles Gallery Walk

Learning Objectives:

At the end of the activity, you will be able to:

1. Synthesize key concepts of culturally sensitive service;
2. Formulate clear, practical service principles;
3. Collaborate and evaluate ideas through peer observation; and
4. Recognize common patterns in effective guest service practices.

Materials Needed:

1. Manila paper / Cartolina
2. Marker pens (various colors)
3. Tape or clips for posting
4. Learning Activity Sheet
5. Pen or pencil

Instructions:

Part 1: Group Poster Creation

1. Form a group of 3–5 members.
2. Create a poster with the title:

"Our Top 5 Principles for Culturally Sensitive Guest Service"

3. **As a group, brainstorm and write your Top 5 service principles based on all previous activities.**
   Each principle should:
   - Be clear and actionable
   - Reflect cultural awareness and guest sensitivity
   - Be applicable in real service situations
4. **You may include:**
   - Short explanations
   - Examples
   - Simple visuals or icons

Part 2: Gallery Walk

1. Post your group's poster around the classroom.
2. Walk around and observe other groups' work.
3. While viewing, take note of:
    - Common themes across posters
    - Unique or interesting ideas
4. Be prepared to share your observations during class discussion.

Synthesis:

1. What common principles appeared across most group posters? Why do you think these are important?
2. Which principle do you think has the greatest impact on guest satisfaction? Explain.
3. How can these principles be applied consistently in real service environments?

Rubric:

Criteria	Excellent (5)	Good (4)	Fair (3)	Needs Improvement (2–1)
Quality of Service Principles	Clear, insightful, and highly practical	Clear and relevant	General ideas	Unclear or unrealistic
Application of Cultural Sensitivity	Strong and accurate application	Evident application	Limited connection	Missing or incorrect
Completeness (5 Principles)	All 5 well-developed	5 present but uneven	Fewer than 5 or weak	Incomplete
Creativity & Presentation	Visually appealing and organized	Organized	Basic design	Poorly presented
Group Collaboration	Excellent teamwork and participation	Good collaboration	Uneven contribution	Minimal participation

Total: 25 Points

Interpretation of Scores

Score Range	Interpretation
22–25 points	Excellent synthesis of cultural service principles
17–21 points	Good understanding with minor gaps
12–16 points	Basic understanding
Below 12	Limited understanding

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	6	**Date**	
Lesson Title/Topic:	Category of Guestroom and Amenities		
Name		**Grade & Section**	**11**

Activity No. 1: Identifying Guestroom Categories

I. Objectives

At the end of the activity, you should be able to:

1. identify the different categories of guestrooms;
2. describe the basic features and purpose of each guestroom category.

II. Materials Needed

- Learning Activity Sheet
- Pen
- Visual references (if available)

III. Instructions

Read each item carefully. Write the correct answer on the space provided.

A. Matching Type

Match Column A with the correct description in Column B. Write the letter of the correct answer.

Column A

1. Single Room
2. Standard Twin Room
3. Deluxe Double Room
4. Studio Room
5. Presidential Suite

Column B

A. Combines sleeping, living, and sometimes kitchenette areas
B. Has two single beds intended for two guests
C. Designed for one guest with one single bed
D. Offers upgraded furnishings and more space
E. The most luxurious room with premium amenities

B. Real-Life Hotel Scenarios

Read each situation carefully. Identify the most appropriate guestroom category.

1. Mr. Dela Cruz is attending a two-day business conference. He will be out most of the day and only needs a quiet place to rest at night.

Answer:

_____
_____.

2. Two friends are traveling together for a weekend event and prefer separate beds in one room.

Answer:

_____
_____.

3. A family of four is staying for three nights and wants more space and better comfort.

Answer:

_____
_____.

4. Ms. Reyes is staying for two weeks and prefers a room where she can relax and prepare simple meals.

Answer:

_____
_____.

5. A VIP guest requests maximum privacy, luxury, and exclusive services during their stay.

Answer:

_____
_____.

IV. Synthesis

Complete the statement below:

"I learned that guestroom categories are important because _____."

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments:

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	1	**Date**	
Lesson Title/Topic:	Category of Guestroom and Amenities		
Name		**Grade & Section**	

Activity No. 2: Selecting Amenities for Hotel Guests

I. Objectives

At the end of the activity, you should be able to:

1. identify common guestroom amenities;
2. recommend appropriate amenities based on guest profiles.

II. Materials Needed

- Learning Activity Sheet
- Pen

III. Instructions

Read each guest situation carefully. Write your answers on the space provided.

A. Short Response

1. Give **two standard amenities** commonly found in hotel guestrooms.

Answer: _____

2. Give **one premium amenity** usually found in deluxe rooms or suites.

Answer: _____

B. Scenario-Based Activity

Identify **one appropriate amenity** for each guest.

1. A business traveler who needs to attend online meetings during the stay.

Recommended Amenity: _____

2. A family with children who want comfort and entertainment inside the room.

Recommended Amenity: _____

3. A long-stay guest who prefers home-like convenience.

Recommended Amenity: _____

IV. Synthesis

Answer the question below:

"How does knowing guestroom amenities help front office staff provide better service?"

_____

_____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	6	**Date**	
Lesson Title/Topic:	Category of Guestroom and Amenities		
Name		**Grade & Section**	

Activity No. 3: Practical Application – Guest Scenario Analysis

I. Objectives

At the end of this activity, you should be able to:

1. apply knowledge of guestroom categories and amenities to real-life guest situations;
2. recommend appropriate guestrooms and amenities based on guest needs;
3. justify room and amenity choices using front office service principles.

II. Materials Needed

- Learning Activity Sheet
- Scenario cards (provided by the teacher)
- Pen

III. Instructions

This is a **group activity**. Follow the steps carefully.

1. Form a group with 3–5 members.
2. Your group will receive **one guest scenario card** from the teacher.
3. Read the scenario carefully and discuss it with your group members.
4. As a group, decide on the following:
    - the most appropriate **guestroom category**;
    - the **necessary amenities** for the guest;
    - a short **justification** explaining your choices.
5. Write your group's answers in the table provided below.
6. Be ready to **present your answers** to the class.

IV. Guest Scenarios

Your teacher will assign **one** of the following scenarios to your group.

Scenario 1: Solo Traveler

A guest is traveling alone for a short business trip. He will spend most of his time outside and only needs a quiet and comfortable room to rest at night.

Scenario 2: Family Guests

A family of four is staying for three nights. They prefer a spacious room with added comfort since they will stay inside the room most of the time.

Scenario 3: Business Executive

An executive guest needs a room with enough space to relax and conduct small meetings during his stay.

Scenario 4: VIP Guest

A high-profile guest requests maximum privacy, luxury, and exclusive services during the visit.

V. Activity Output

Complete the table based on your assigned scenario.

Guest Scenario	Recommended Guestroom Category	Necessary Amenities	Justification

VI. Presentation

Each group will present its answers to the class. Other groups may give constructive feedback or ask questions after each presentation.

Criteria and Rating Scale

Criteria	Excellent (4)	Very Good (3)	Satisfactory (2)	Needs Improvement (1)
Guestroom Category Recommendation	Correctly identifies the most appropriate guestroom category that perfectly matches the guest profile.	Identifies an appropriate guestroom category with minimal inaccuracies.	Identifies a guestroom category but with noticeable mismatch to guest needs.	Guestroom category is incorrect or not explained.
Selection of Amenities	Selects amenities that fully satisfy the specific needs and comfort of the guest.	Selects appropriate amenities, though some needs are not fully addressed.	Selects limited or partially appropriate amenities.	Amenities are inappropriate or missing.
Justification of Choices	Provides clear, logical, and professional justification grounded in front office principles.	Provides adequate explanation with minor gaps in reasoning.	Gives simple or unclear justification with limited reasoning.	Provides little to no justification.
Teamwork and Collaboration	All members participate actively and contribute equally.	Most members participate with minor imbalance.	Few members participate actively; others have	Lack of teamwork; presentation dominated by one member

			limited involvement.	or disorganized.
Clarity and Delivery	Presentation is clear, confident, well-organized, and easy to understand.	Presentation is generally clear with minor lapses in organization or confidence.	Presentation is somewhat unclear or lacks organization.	Presentation is unclear, disorganized, or difficult to follow.

Scoring Guide

- 18–20 points – **Outstanding Performance**
- 14–17 points – **Very Satisfactory Performance**
- 10–13 points – **Satisfactory Performance**
- Below 10 points – **Needs Improvement**

Maximum Score: 20 points

VII. Synthesis

Answer the question below:

"Why is it important for front office staff to accurately recommend guestrooms and amenities based on guest needs?"

_____

_____

_____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	6	**Date**	
Lesson Title/Topic:	Category of Guestroom and Amenities		
Name		**Grade & Section**	

Activity 4 Title: Choose the Best Room!

I. Objectives

At the end of this activity, the learners are expected to:
1. Identify different types of guestrooms
2. Select the appropriate room based on guest needs
3. Explain the importance of amenities in guest satisfaction

II. Materials Needed

- Learning Activiy Sheet
- Pen/Paper

III. Instructions

Direction: Read each question carefully. Encircle the letter of the correct answer.

A. Multiple Choice

1. Which guestroom is best suited for a solo traveler?
   A. Standard twin room
   B. Single room
   C. Executive suite
   D. Deluxe double room
2. Which room type usually has two single beds intended for two guests?
   A. Single room
   B. Standard double room
   C. Standard twin room
   D. Studio room
3. Which guestroom category offers the highest level of luxury and exclusive services?
   A. Junior suite
   B. Executive suite
   C. Deluxe double room
   D. Presidential suite
4. What is the main purpose of guestroom amenities?
   A. To increase hotel expenses
   B. To decorate the hotel lobby
   C. To enhance guest comfort and satisfaction
   D. To reduce room occupancy
5. A room that combines sleeping, living, and sometimes kitchenette areas is called a:
   A. Junior suite
   B. Studio room
   C. Twin room
   D. Single room

B. Situational Questions

1. A businessman will stay overnight and needs a simple, quiet room for resting after meetings. What is the most appropriate room?
   A. Presidential suite
   B. Executive suite
   C. Single room
   D. Studio room
2. Two colleagues attending a seminar prefer to share a room but want separate beds. What should be assigned?
   A. Standard double room
   B. Standard twin room
   C. Single room
   D. Deluxe double room
3. A family on vacation wants a more spacious and comfortable room with upgraded features. Which is the best option?
   A. Single room
   B. Deluxe double room
   C. Standard twin room
   D. Studio room
4. A long-staying guest prefers a room where they can cook and relax like at home. What should the front office recommend?
   A. Studio room or apartment
   B. Standard double room
   C. Twin room
   D. Single room
5. A VIP guest requests maximum luxury, privacy, and premium services. Which room should be assigned?
   A. Junior suite
   B. Deluxe double room
   C. Executive suite
   D. Presidential suite

IV. Synthesis

Give one example of a guest and recommend the most suitable room. Explain your answer in 2–3 sentences.

_____
_____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____.

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	7	**Date**	
Lesson Title/Topic:	Guestroom Technology, Safety, Security and Cultural Considerations		
Name		**Grade & Section**	**11**

Activity No. 1: Identify and Classify

I. Objectives

At the end of the activity, you should be able to:

1. Identify common guestroom technologies, safety measures, security features, and cultural amenities used in hotels.
2. Correctly classify guestroom items according to their function.

II. Materials Needed

- Learning Activity Sheet
- Ballpen or pencil
- Lesson reading material/notes

III. Instructions

Directions: Classify each guestroom item by writing the correct category in the space provided.
Choose from the following: Technology, Safety, Security, Cultural Considerations

1. Electronic door lock – _____
2. In-room safe – _____
3. Fire extinguisher – _____
4. CCTV camera – _____
5. Emergency exit map – _____
6. Prayer mat – _____
7. Bidet – _____
8. Smart TV – _____

IV. Synthesis

Complete the statement below:
Proper guestroom technology, safety, security, and cultural consideration are important because _____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments:

_____.

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	7	**Date**	
Lesson Title/Topic:	Guestroom Technology, Safety, Security and Cultural Considerations		
Name		**Grade & Section**	

Activity No. 2: Situation Analysis – Front Office Action

I. Objectives

At the end of the activity, you should be able to:

1. Analyze guestroom-related situations involving safety, security, technology, and cultural needs.
2. Recommend appropriate front office actions based on hotel procedures and cultural sensitivity.

II. Materials Needed

- Learning Activity Sheet
- Ballpen or pencil

III. Instructions

Read each situation carefully. Answer the questions that follow.

Situation 1

A guest reports that they lost their room key and requests a duplicate immediately.

1. What is the security concern in this situation?

_____

_____.

2. What should the front office do first?

_____

_____.

Situation 2

A foreign guest asks for a prayer mat and prefers minimal room entry for privacy.

1. What cultural considerations should be observed?

_____

_____.

2. How can the front desk assist the guest properly?

_____

_____.

IV. Synthesis

Answer briefly:

How does observing guestroom security and cultural sensitivity improve guest satisfaction and hotel reputation?

_____

_____.

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments: _____

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	2	**Date**	
Lesson Title/Topic:	Guestroom Technology, Safety, Security and Cultural Considerations		
Name		**Grade & Section**	

Activity No. 3-GROUP TASK: GUESTROOM SECURITY AND CULTURAL SCENARIO ANALYSIS

I. Objectives

At the end of this group activity, learners should be able to:

1. Identify security concerns related to guestroom situations.
2. Recommend correct front office actions based on standard hotel procedures.
3. Apply cultural and religious sensitivity when dealing with guests.
4. Demonstrate teamwork, professionalism, and responsible decision-making in front office operations.

II. Materials Needed

- Scenario card assigned by the teacher
- Learning Activity Sheet
- Ballpen / pencil
- Front Office lesson notes

III. Instructions

1. Form a group of 4–5 members.
2. Each group will receive ONE scenario card from the teacher.
3. Read and analyze the given scenario collaboratively.
4. Discuss and complete the table by identifying:
    - Security Concern
    - Correct Front Office Action
    - Cultural Consideration (if applicable)
5. Choose one representative to present your group's output to the class.

IV. Scenario Analysis Worksheet

Scenario Assigned:

- Lost Room Key
- Drunken Guest
- Guest Requesting Additional Keys
- Guest with Cultural / Religious Needs

Scenario Description
(Write or summarize the situation based on the scenario card given.)

A. Security Concern
Identify the possible safety or security risk in the situation.

B. Correct Front Office Action
Describe the proper and professional front office procedure that should be followed. (Consider hotel policies such as identity verification, safety protocols, guest privacy, and documentation.)

C. Cultural / Religious Consideration
Explain how cultural sensitivity or respect for religious practices should be applied. (If not applicable, explain why.)

V. Group Reflection / Synthesis
Answer the question as a group:
Why is it important for front office staff to balance security procedures with cultural sensitivity?

VI. Group Output Presentation Guide

During reporting, your group should clearly explain:

1. The security issue in the scenario
2. The front office response and why it is correct
3. How cultural respect improves guest satisfaction and hotel reputation

VII. Assessment Criteria (For Teacher's Use)

GROUP TASK RUBRIC (POINT SYSTEM)
Total Points: 20 points

Criteria	**Excellent (5 pts)**	**Good (4 pts)**	**Fair (3 pts)**	**Needs Improvement (2 pts)**
Identification of Security Concern	Accurately and clearly identifies all security risks in the scenario	Identifies main security concern with minor details missing	Identifies a security concern but lacks clarity or completeness	Security concern is unclear or incorrect
Correct Front Office Action	Actions are accurate, complete, and aligned with hotel SOPs	Actions are mostly correct but lack some details	Actions are partially correct but show limited understanding	Actions are incorrect or inappropriate

Cultural / Religious Consideration	Demonstrates strong cultural sensitivity and respect	Shows some cultural awareness	Shows minimal cultural awareness	No cultural consideration shown
Practicality & Professionalism	Actions are realistic and professional	Mostly realistic with minor lapses	Somewhat impractical or unprofessional	Not realistic or professional
Group Collaboration & Presentation	Clear teamwork, well-organized explanation	Good collaboration with minor issues	Uneven participation	Poor teamwork and explanation

Scoring Guide

- **18–20**: Outstanding
- **14–17**: Very Satisfactory
- **10–13**: Satisfactory
- **Below 10**: Needs Improvement

Teacher's Feedback / Remarks:

☐ **Complete** ☐ **Incomplete** ☐ **Needs Follow-up**

Comments:

_____.

LEARNING ACTIVITY SHEET

Learning Area	Hotel Operations (Front Office Services)	**Term**	1
Lesson Exemplar No.	7	**Date**	
Lesson Title/Topic:	Guestroom Technology, Safety, Security and Cultural Considerations		
Name		**Grade & Section**	

Activity No. 4: Role-Play – Practical Application

I. Objectives
At the end of this activity, you should be able to:
1. Demonstrate proper hotel procedures in handling guest concerns and situations.
2. Apply polite, professional, and respectful communication.
3. Perform role-play scenarios based on real-life hotel situations.

II. Topic Overview
In hotel operations, staff must be prepared to handle different situations such as guest requests, emergencies, and special concerns. Proper handling ensures **guest safety, satisfaction, and professionalism**.

III. Materials Needed
• Scenario Card
• Learning Activity Sheet
• Pen and paper

IV. Instructions
A. Pair/Group Task (Role Play)
1. Form a group of **2–3 members**.
2. Choose or assign one of the following scenarios:
    - Guest requesting a duplicate room key
    - Handling an emergency situation
    - Escorting an intoxicated guest respectfully
3. Assign roles (example):
    - Guest
    - Front Desk Officer / Staff
    - (Optional) Security Personnel
4. Prepare a **3–5 minute role play**.
5. Perform your role play in front of the class.

B. Script Writing Task (GUIDED ONLY)
Create your own dialogue using the guide below.

🔹 **Scenario 1: Duplicate Room Key Request**
Guide Questions:
- How does the guest request assistance?
- What verification steps will the staff follow (ID, confirmation)?
- How will the staff ensure security before issuing a key?
- How does the staff respond politely?

Required Script Parts:

1. Greeting
2. Verification process
3. Request handling
4. Closing statement

🔹 **Scenario 2: Emergency Situation**

Guide Questions:

- What type of emergency is happening? (fire, injury, alarm)
- How does the staff respond quickly and calmly?
- What instructions are given to the guest?
- How is safety ensured?

Required Script Parts:

1. Emergency identification
2. Immediate response
3. Giving instructions
4. Assurance and follow-up

🔹 **Scenario 3: Escorting an Intoxicated Guest**

Guide Questions:

- How does the staff approach the guest respectfully?
- What tone of voice should be used?
- How does the staff ensure safety without embarrassing the guest?
- How is the guest assisted to their room?

Required Script Parts:

1. Polite approach
2. Offering assistance
3. Safe escort process
4. Respectful closing

V. Expected Performance

- Correct handling of the situation
- Polite and professional communication
- Appropriate tone and body language
- Realistic and organized script

Criteria	**4 – Excellent**	**3 – Very Satisfactory**	**2 – Satisfactory**	**1 – Needs Improvement**
Accuracy of Procedures	All steps are correctly followed	Minor errors in procedure	Some steps missing	Incorrect procedures
Communication Skills	Clear, polite, professional	Mostly clear and polite	Some unclear responses	Poor communication
Professional Behavior	Highly respectful and confident	Generally professional	Some lapses	Unprofessional
Script Organization	Complete and well-organized	Mostly complete	Some parts missing	Disorganized

Teamwork	All members participate equally	Most members participate	Unequal participation	Lack of cooperation

VI. Synthesis

Complete the sentence:

I learned that handling hotel situations properly is important because:

_____

_____

_____

_____

Teacher's Feedback / Remarks:

☐ Complete ☐ Incomplete ☐ Needs Follow-up

Comments:

_____.