



TECHNOLOGY AND LIVELIHOOD EDUCATION

FCS - HOTEL SERVICES

Grade 9 or 10

**Three-Term Budget Of Work (BOW)
for Learning Competencies**

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FCS

Grade 9 and Grade 10

Three-Term Budget Of Work For Learning Competencies

Please note that each sector under TLE: FCS is studied for one term. This is applicable under Grades 9 and 10.

Term	
Sector	Hotel Services
Performance Standard	The learners perform the hotel reservation following standards. The learners perform cleaning and maintaining public areas.
Content Standard	• Demonstrate an understanding of the concepts and principles of hotel services. • Demonstrate an understanding of the concepts and principles of housekeeping operation.
Week	Learning Competency
1	• Discuss the organizational structures of the hotel and their services. • Discuss career opportunities in the front office.
2	• Explain the duties and functions of the front office department. • Explain front office operations. • Discuss the operational structure of a front office.
3	• Discuss the front office personnel's responsibilities, attributes, and skills. • Discuss the hotel guest cycle.

4	• Explain the importance of occupational safety and health standards in hotels. • Perform the hotel reservation following the safety standards.
5	• Discuss the housekeeping organization. • Discuss the role and functions of a housekeeping personnel.
6	• Discuss career opportunities in the housekeeping department. • Discuss the functions of the different housekeeping sections.
7	• Classify guest rooms. • Familiarize themselves with room status.
8	• Explain the standard procedures of hotel housekeeping. • Discuss housekeeping tools, supplies, and equipment.
9	• Discuss correct handling, storage, and disposal of used chemicals. • Recognize the importance of 5R's in waste management.
10	• Identify the public area section in housekeeping department. • Demonstrate the procedures in maintaining public areas in a hotel.
Suggested Activities • Front Office Simulation: Guest Reservation and Check-In ◦ Perform a hands-on simulation of front office operations, including guest reservation, check-in, and customer service, while following hotel safety and occupational health standards. • Reflection and Feedback ◦ Students discuss what procedures were followed correctly and areas to improve. ◦ Prepare a short report or checklist of housekeeping tasks performed.	