READ THE DIRECTION CAREFULLY!!!

Activity 1: True or False

Directions: Write **T** if the statement is true, write **F** if the statement is false.

_____1. In a verbal communication situation, you establish eye contact with the listener, speak clearly, and listen attentively.

_____2. When speaking with a guest, avoid using industry jargon that he/she may not understand.

_____3. Maintain a distance too far away when communicating.

_____4. Never use appropriate hand gestures while speaking.

_____5. Communicate clearly while on the phone and in person.

Activity 2: Fill in the Blank

Directions. Fill in the missing word to make the statement complete for house rules/ house policies. Write the letter only of the word on the blank.

a. discipline	b. act	c. misunderstanding
d. money	e. violation	f. motivation

(1)_G__

House Rules/ Hotel Rules are a set of rules and standards that tell employees what is expected from them and how they should (1.) _____in various work situations. Hotel house rules are designed to promote (2.) _____ among hotel staff, thereby ensuring guest satisfaction in terms of comfort, safety, and security. Immediately report to your supervisor any (3.) _____ found in an unusual location. All guest when checking in should read the house rules to prevent (4.) _____. It is a must to be familiar with the house rules and 16 to fully adhere to them because any (5.) _____ of the house rules means cancellation of reservation and charge of the full amount of price of accommodation.

LIVEWORKSHEETS

Activity 3 - Identification

Directions: Identify the type of forms needed to prepare the report for the following scenarios. Choose the letter of the correct answer inside the box. Write the chosen letter inside the box beside each number.

A. Housekeeping status report
B. Lost and found slip
C. Guest room cleaning checklist
D. Housekeeping work order form
E. Maintenance request form
F. Housekeeping attendant's daily assignment sheet

__E_1.EXAMPLE

_____1. Mr. Rosales at Room 107 left his purse and black scarf. He already left the hotel as he was catching up with a meeting.

_____2. A guest complaint about her lost earrings in the bathroom early in the morning.

_____3. Ms. Anna at room 145 reported a problem in her room about the faulty air-conditioner.

_____4. You have just arrived and received the list of tasks to be completed during the day. 24

_____5. A VIP guest requesting for a set-up of event in her room as she celebrate her birthday.

LIVEWORKSHEETS