K to 12 BASIC EDUCATION CURRICULUM TECHNOLOGY AND LIVELIHOOD EDUCATION HOME ECONOMICS – FRONT OFFICE SERVICES Grade 7/8 (Exploratory)

Course Description:

This is an exploratory and introductory course that leads to **FRONT OFFICE SERVICES (FOS)** National Certificate Level II (NC II). It covers **five** common competencies that a **Grade7/8** Technology and Livelihood Education (TLE) student ought to possess, namely: 1) use of tools, equipment, and paraphernalia; 2) maintenance of tools, equipment, and paraphernalia 3) mensuration and calculation, 4) the practice of Occupational Health and Safety (OHS) procedures, and 5) interpretation of designs and layout.

The preliminaries of this exploratory course include the following: 1) discussion of the relevance of the course, 2) explanation of key concepts relative to the course, and 3) exploration of career opportunities.

	CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
Intr 1. 2. 3.	oduction Basic concepts in Front Office Services (FOS) Relevance of the course Career opportunities	<i>The learners demonstrate an understanding of:</i> basic concepts and theories in FOS	<i>The learners:</i> independently demonstrate common competencies in FOS as prescribed in the TESDA Training Regulation	 <i>The learners</i>: explain basic concepts in FOS discuss the relevance of the course explore opportunities in FOS as a career 	
PER	SONAL ENTREPRENEURIAL C	OMPETENCIES			
	Assessment of Personal Entrepreneurial Competencies and Skills (PECs) vis-à-vis a practicing entrepreneur/employee 1.1. Characteristics 1.2. Attributes 1.3. Lifestyle 1.4. Skills 1.5. Traits Analysis of PECs in relation to a practitioner	one's PECs	recognize his/her PECs and prepare an activity plan that aligns with that of a practitioner/entrepreneur in FOS	 LO 1. Recognize PECs needed in Front Office Services 1.1. assess one's PECs: characteristics, attributes, lifestyle, skills, traits 1.2. assess practitioner's: characteristics, attributes, lifestyle, skills, traits 1.3. compare one's PECS with those of a practitioner/ entrepreneur 1.4. align one's PECS with those of a practitioner/ entrepreneur 	TLE_PECS7/8-0k-1
ENV	IRONMENT AND MARKET (EM				1
1. 2.	Key concepts in environment and market Products and services available in the market	environment and market that relate with a career choice in FOS	independently generate a business idea based on the analysis of environment and market in FOS	LO 1. Generate a business idea that relates with a career choice in FOS 2.1. conduct SWOT analysis 2.2. identify the different	TLE_PECS7/8-0k-1

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* LO – Learning Outcome

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
3. Differentiation of products and	CONTENT STANDARD	FERFORMANCE STANDARD	products/services available in the	CODE
services			market	
4. Customers and their buying			2.3. generate potential business idea	
habits			based on the SWOT analysis	
5. Market competition				
6. SWOT analysis				
LESSON 1: USE TOOLS, EQUIPME	NT, AND PARAPHERNALIA (UT	Г)	•	
1. Types and functions of tools	the use of tools, equipment,	independently use tools,	LO 1. Identify FOS tools,	TLE_HEFS7/8UT-
2. Classification of tools,	and paraphernalia in FOS	equipment, and paraphernalia in	equipment, and paraphernalia	0a-1
equipment, and paraphernalia		FOS	applicable to a specific job	
			1.1. classify equipment, tools, and	
			paraphernalia according to types	
			and functions	
			1.2. describe equipment, tools, and	
			paraphernalia based on the	
<u> </u>	-		specified task	
3. Proper usage of tools,			LO 2.Use FOS tools, equipment,	TLE_HEFS7/8UT-
equipment, and paraphernalia			and paraphernalia 1.1. use equipment, tools, and	0a-2
			paraphernalia based on the task	
			requirements	
			1.2. conduct a performance-based	
			assessment for using tools,	
			equipment, and paraphernalia	
			LO3. Conduct self-evaluation on	TLE HEFS7/8UT-
4. Evaluation of the performance in			the required performance	0a-3
using FOS tools, equipment, and			1.1. Perform self-evaluation with	04 0
paraphernalia			regard to the use of FOS tools,	
			equipment, and paraphernalia	
			using rubrics	
LESSON 2: MAINTAIN TOOLS, EQ	UIPMENT, AND PARAPHERNA	LIA		
1 Drocoduros in closning and	maintaining tools as imment	independently maintain FOC	LO 1 Derform ofter care	
1. Procedures in cleaning and	maintaining tools, equipment,	independently maintain FOS	LO 1. Perform after-care	TLE_HEFS7/8UT-
storing tools, equipment, and paraphernalia	and paraphernalia in FOS	tools, equipment, and paraphernalia	activities for tools, equipment, and paraphernalia	0a-4
2. Care of materials and			1.1. clean tools, equipment, and	
paraphernalia			paraphernalia after use	
parapricinalia			according to standard operating	
			procedures	
K to 12 TI E-Home Economics - Front Off			rning Outcome Page 2 of 19	l

3. Evaluation of the performance in maintaining FOS tools, equipment, and paraphernalia in appropriate area in accordance with safety procedures 1.2. store tools, equipment, and paraphernalia regularly for orderliness/tidiness using a checklist 3. Evaluation of the performance in maintaining FOS tools, equipment, and paraphernalia 1.2. store tools, equipment, and paraphernalia Build to the performance in maintaining FOS tools, equipment, and paraphernalia 1.3. check tools, equipment, and paraphernalia LEESON 3: PERFORM MENSURATION AND CALCULATIONS (MC) 1.4. carry out routine maintenance of FOS tools, equipment, and paraphernalia 1.4. perform signed calculation on the required performance 1. Ratio and proportion performing calculations in FOS Independently perform calculations in FOS 1.0. Perform signed calculations 2. Fractions performing calculations in FOS Independently perform calculations in FOS 1.0. Perform signed calculations 1.4. enderside of tools, equipment, and paraphernalia	CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
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1.3. evaluate FOS-related reports using rubrics 5. Evaluation of performance in mensuration and calculations using rubrics LO2. Conduct self-evaluation on required performance 2.1. perform self-evaluation of mensuration and calculations using rubrics LESSON 4: PRACTICE OCCUPATIONAL HEALTH AND SAFETY (OHS) PROCEDURES Lesson 4: practice of occupational nealth and safety procedures in health and safety procedures in healthealth and safety procedures in health and safe	reports in relation to FOS			1.2. prepare simple report from	
servention servention using rubrics using rubrics LO2. Conduct self-evaluation on required performance Db-7 servention servention servention servention servention servention Db-7 LESSON 4: PRACTICE OCCUPATIONAL HEALTH AND SAFETY (OHS) PROCEDURES servention servention <td></td> <td></td> <td></td> <td></td> <td></td>					
5. Evaluation of performance in mensuration and calculations using rubrics LO2. Conduct self-evaluation on required performance TLE_HEFS7/8MC-0b-7 2.1. perform self-evaluation of mensuration and calculations using rubrics LESSON 4: PRACTICE OCCUPATIONAL HEALTH AND SAFETY (OHS) PROCEDURES LO1: Identify hazards and risks TLE_HEFS7/8OHS-0b-7 1. OHS procedures and practices and regulations the practice of occupational health and safety procedures in health and bealth and bealtheadth and bealth and bealth and bealth and bealth and bealth and					
mensuration and calculations using rubrics required performance 2.1. perform self-evaluation of mensuration and calculations using rubrics Ob-7 LESSON 4: PRACTICE OCCUPATIONAL HEALTH AND SAFETY (OHS) PROCEDURES LO 1: Identify hazards and risks 1. OHS procedures and practices and regulations the practice of occupational health and safety procedures in bealth and safety procedures in independently practice occupational health and safety LO 1: Identify hazards and risks 1.1. clarify and explain regulations and workplace safety and TLE_HEFS7/80HS- 0c-8		 			
using rubrics 2.1. perform self-evaluation of mensuration and calculations using rubrics LESSON 4: PRACTICE OCCUPATIONAL HEALTH AND SAFETY (OHS) PROCEDURES 1. OHS procedures and practices and practices and regulations the practice of occupational health and safety procedures in bealth and safety procedures in occupational health and safety					-
Lesson 4: PRACTICE OCCUPATIONAL HEALTH AND SAFETY (OHS) PROCEDURES LO 1: Identify hazards and risks 1. OHS procedures and practices and regulations TLE_HEFS7/8OHS- 0ccupational bealth and safety procedures in occupational health and safety					0b-7
LESSON 4: PRACTICE OCCUPATIONAL HEALTH AND SAFETY (OHS) PROCEDURES LO 1: Identify hazards and risks 1. OHS procedures and practices and regulations TLE_HEFS7/8OHS- 0c-8	using rubrics				
LESSON 4: PRACTICE OCCUPATIONAL HEALTH AND SAFETY (OHS) PROCEDURES 1. OHS procedures and practices and practices and regulations the practice of occupational health and safety procedures in bealth and safety procedures in occupational health and safety procedures in bealth and bealth an					
1. OHS procedures and practices and regulationsthe practice of occupational health and safety procedures inindependently practice occupational health and safetyLO 1: Identify hazards and risks 1.1. clarify and explain regulationsTLE_HEFS7/8OHS- 0c-8				using rubrics	
1. OHS procedures and practices and regulations the practice of occupational health and safety procedures in occupational health and safety independently practice of and workplace safety and overlap in the practice of occupational health and safety 1.1. clarify and explain regulations and workplace safety and overlap in the practice of occupational health and safety 0c-8	LESSON 4: PRACTICE OCCUPATIO	NAL HEALTH AND SAFETY (OH	S) PROCEDURES		
and regulations health and safety procedures in occupational health and safety and workplace safety and			independently ave-stics		
					0c-8
2. Hazards/risks identification and prosedures in FUS in accordance in azard control practices and in the second sec					
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CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
control		with standards	procedures	
3. Organization safety and health			1.2. identify hazards/risks in the	
protocol			workplace and their	
4. Safety consciousness			corresponding indicators	
5. Health consciousness			1.3. recognize and establish	
6. Practice of personal hygiene			contingency measures in case of	
			workplace accidents, fire, and	
			other emergencies	
7. Threshold Limit Value (TLV)			LO 2: Evaluate and control	TLE_HEFS7/80HS-
8. OHS indicators			hazards and risks	0c-9
9. Hazards/risks identification and			2.1. identify terms of maximum	
control skills			tolerable limits, which when	
10. Personal Protective Equipment			exceeded, will result in harm or	
(PPE) types and uses			damage based on TLV	
			2.2. determine effects of hazards	
			2.3. report to designated personnel	
			Occupational Health Safety (OHS)	
			issues and/or concerns and	
			identified safety hazards	
			2.4. follow OHS procedures for	
			controlling hazards/risks in the	
			workplace	
			2.5. use PPE	
			2.6. provide assistance in the event of	
			a workplace emergency in	
			accordance with protocol	
			2.7. use rubrics in evaluating the	
			preparedness of a given agency	
			in terms of hazards and risks in	
			the workplace	
11. Interpersonal skills			LO 3: Maintain OHS awareness	TLE_HEFS7/80HS-
12. Communication skills			3.1. participate in emergency-related	0c-10
13. Personal hygiene practices			drills and trainings	
			3.2. complete and update OHS	
			personal records	
			3.3. evaluate the level of OHS	
14. Evolution of professional in th			awareness using rubrics	
14. Evaluation of performance in the			LO4. Conduct self-evaluation on	TLE_HEFS7/80HS-
practice of occupational health	a Sarvisas Currisulum Cuida Dasamb		the required performance	

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* LO – Learning Outcome

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TECHNOLOGY AND LIVELIHOOD EDUCATION					
CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE	
and safety procedures			4.1. perform self-evaluation in the practice of occupational health and safety procedures using rubrics	0c-11	
LESSON 5: INTERPRET DESIGN A	ND LAYOUT (ID)				
 Alphabet of lines Front-office reception layouts 	how to interpret layout areas of front-office reception	independently interpret layouts areas of front-office reception	 LO 1. Read and interpret front-office reception area 1.1. read and interpret symbols and layout in a given sample plan for a front- office reception area 1.2. describe parts and functions of a front-office reception layout 1.3. evaluate a sample front office reception layout 	TLE_HEFS7/8ID- 0d-12	
3. Evaluation of performance in the interpretation of designs and layouts			 LO2. Conduct self-evaluation on the required performance 2.1. perform self-evaluation in the interpretation of designs and layouts using rubrics 	TLE_HEFS7/8ID- 0d-13	

Course Description:

This curriculum guide for Front Office Services leads to National Certificate Level II (NCII). This course is designed for a Grade 9 student to develop knowledge, skills, and attitudes to perform the tasks on Front Office Services. It covers core competencies, namely: 1) receiving and processing reservation, 2) operating a computerized reservation system, 3) providing accommodation reception services, (4) conducting night audit, 5) providing club reception services, and 6) providing porter services The preliminaries of this course include the following: 1) discussion of the relevance of the course, 2) explanation of key concepts relative to the course, and 3) exploration of career opportunities.

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE
Introduction	The learners demonstrate an	The learners:	The learners	
1. Core concepts in Front Office	understanding of.	independently demonstrate	1. explain basic concepts in	
Services (FOS)	the concepts and theories in FOS	competencies in FOS as prescribed in	FOS	
2. Relevance of the course	·	the TESDA Training Regulation	2. discuss the relevance of	
. Career opportunities		5 5	the course	
			3. explore opportunities for a	
			career in FOS	
PERSONAL ENTREPRENEURIAL	COMPETENCIES			
1. Dimensions of Personal	PECs' dimensions and	recommend specific strategies to	LO 1. Assess Personal	TLE_PECS-Ik-1
Entrepreneurial Competencies	characteristics	improve "weak" areas and sustain	Entrepreneurial	
(PECs)		"strong" areas of their PECs	Competencies	
1.1. Three Clusters of PECs			1.1. explain	
(Achievement, Planning,			dimensions/clusters of	
Power Clusters)			PECs and the different	
1.2. Characteristics			characteristic traits per	
2. Assessment of Personal			cluster	
Competencies and Skills (PECs)			1.2. evaluate one's PECs	
BUSINESS ENVIRONMENT AND	· · · · ·			
. Factors included in the business		1. analyze how factors influence the	LO 2. Understand the	TLE_EM9-Ik-1
environment	the business environment	business environment	business environment and	
2. Identifying business			business ideas	
opportunities		2. relate experience in generating	2.1. explain how different	
		business ideas or identifying	factors influence the	
		business opportunities	business environment	
			2.2. explain procedures for	
			generating business ideas	
			or identifying business	
			opportunities	
			2.3. generate business ideas	
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* LO – Learning Outcome

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CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCIES	CODE			
			and identify business				
			opportunities				
QUARTER 1	UARTER 1 ESSON 1: RECEIVE AND PROCESS RESERVATIONS (RR)						
LESSON I. RECEIVE AND PROCES			LO1. Receive reservation	TLE_HEFS9RR-Ia-1			
 The lodging industry Front Office operations Detailed information of the establishment must include: <i>General description</i> <i>Room types</i> <i>Room rates</i> <i>Hotel facilities</i> <i>Hotel policies</i> <i>Others</i> 	receiving and processing reservations	independently receives and processes reservations	 request 1.1. determine for and advise customer of the availability of the reservation 1.2. offer alternatives, including waitlist options, if requested booking is not available 1.3. respond to inquiries regarding rates and other product features 				
 Reservation: key terms Different types of reservations Reservation inquiries and their distribution channels The process of taking group reservations Group reservation issues 			according to established procedures LO 2. Record details of reservation 2.1. record complete customer details accurately against his/her booking in a manner that ensures correct interpretation by others who may access the reservation details 2.2. check customer profile or history, if available, and use the information to enhance customer service	TLE_HEFS9RR-Ib- 2			

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCY	CODE
			 2.3. confirm all booking details with the customer and ensure that s/he understands and agrees to all items 2.4. file reservations in a manner that ensures easy access by others and in accordance with established procedures 2.5. prepare and issue documents and other materials to the customer in accordance with requirements of the 	
 9. Receiving, processing and recording payments and necessary actions to be taken in case of cancellations 10. Generating and issuing invoices and credit notes for changed reservations 11. Checking that the reservation has been fully paid 			 specific reservation LO 3. Update reservations 3.1. update financial status of the reservation accurately 3.2. receive, process, and record amendments or cancellations of reservations in accordance with customer request and established procedures 	TLE_HEFS9RR-Ic-3
12. Front Office responsibilities13. Accepting reservations14. Reservation request			 LO4. Advise others on reservation details 4.1. communicate general and specific customer requirements and reservation details to appropriate departments and colleagues 4.2. compile and provide accurate and relevant reservation statistics to concerned people or 	TLE_HEFS9RR-Id- 4

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCY	CODE
			departments	
15. Evaluation of performance in receiving and processing reservations			LO5. Conduct self evaluation on the required performance rating 5.1. Conduct self-evaluation of performance in receiving and processing reservations using rubrics	TLE_HEFS9RR-Ie-5
LESSON 2: OPERATE COMPUTER	IZED RESERVATION SYSTEM (OR			
 Types of reservation systems Property level Central Reservation	operating computerized reservation system	independently operates computerized reservation system	 LO 1. Access and manipulate reservation system information 1.1. access and interpret reservation system accurately 1.2. use all system features to access a range of information LO 2. Create and process reservations 2.1. check the availability of the required booking in accordance with the 	TLE_HEFS9OR-If-6 TLE_HEFS9OR-Ig- h-7
			 system functions and requirements 2.2. create new reservations containing accurate customer details and full requirements 2.3. encode all customers' details using the format required by the computer system 	

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCY	CODE
			 2.4. Retrieve bookings as required, using the computer system 2.4. make and store accurate updates and amendments to reservations as required 2.4. download and print any required reservation details 	
 Different types of reservations, and reservation inquiries and their distribution channels 			LO 3. Send and receive reservation communications 3.1. create and process accurate communications to industry colleagues using the required features of the system 3.2. access and correctly interpret communications from industry colleagues at the appropriate time	TLE_HEFS9OR-IIi- 8
5. Evaluation of performance in operating computerized reservation system			LO4. Conduct self- evaluation on the required performance rating 4.1. conduct self-evaluation of the performance in operating computerized reservation system using rubrics	TLE_HEFS9OR-IIj- 9

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCY	CODE
Quarter 2				
LESSON 3: PROVIDE ACCOMMO	DATION RECEPTION SERVICES (PR)	1	
Quarter 2	DATION RECEPTION SERVICES (providing accommodation reception services		 LCARNING COMPETENCY LO1. Prepare for guest arrival 1.1. prepare reception area for service and check all necessary equipment prior to use 1.2. check and review daily arrival details prior to guest's arrival 1.3. allocate rooms in accordance with guest requirements and establishment policy 1.4. follow up on uncertain arrivals or reservations 1.5. compile and distribute accurate arrival lists to relevant personnel/ departments 1.6. inform colleagues and other departments of special situations or 	TLE_HEFS9PR-IIa- b-10
 Guest registration Acceptable methods of payment Foreign exchange Foreign calculation Exchanging foreign currency Revision 			requests in a timely manner LO 2. Welcome and register guests 2.1. welcome guests warmly and courteously 2.2. confirm reservation details with guests 2.3. register guests with or without reservations 2.4. follow correct accounting procedures	TLE_HEFS9PR-IIc- d-11

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCY	CODE
			 2.5. explain clearly relevant details such as room key/electronic cards, guest mail, messages, and safety deposit facility arrangements to guests 2.6. follow correct enterprise procedures where rooms are not immediately available or overbooking has occurred 2.7. Monitor guest arrivals and discrepancies between actual and report expected arrivals 	
 Dealing with guest accounts Dockets, invoices, vouchers Post to guest accounts Room count Balancing transactions Departure procedures 			 LO 3. Generate and check guest accounts for accuracy 3.1. explain and process guest accounts clearly, courteously, and accurately to the guest 3.2. recover and process keys/electronic cards from guests 3.3. act upon the guest's requests for assistance courteously or refer to the appropriate department for follow-up 3.4. process express checkouts 3.5. follow group checkout procedures 	TLE_HEFS9PR-IIe- f-12

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCY	CODE
16. Interdepartmental			LO 4. Prepare front office	TLE_HEFS9PR-IIg-
communication			records and reports	h-13
17. Revisions			4.1. prepare and update front	
18. Calculate occupancy			office records within	
19. Key reports			designated timelines	
20. Balancing transactions			4.2. follow establishment	
			policies with regard to	
			room changes, no-shows,	
			extensions, and early	
			departures	
			4.3. distribute reports and	
			records to the appropriate	
			departments within	
			designated timelines	
21. Evaluation of the performance			LO5. Conduct self-	TLE_HEFS9PR-IIi-
in providing accommodation			evaluation on the required	j-14
reception services			performance rating	
			5.1. Undertake a self-rating of	
			the performance in	
			providing accommodation	
			reception services using	
			rubrics	
Quarter 3 LESSON 1: CONDUCT NIGHT AUE				
1. Process financial transactions	conducting night audit	independently conduct night audit	LO 1. Monitor financial	TLE HEFS10CA-
2. The accounting cycle	5 5		transactions	IIIa-b-15
3. Bank reconciliations			1.1. check transactions to	
4. Balance revenue			ensure that they have	
			been carried out in	
			accordance with	
			establishment procedures	
			1.2. check balances prepared	
			by others to ensure that	
			they are accurate and in	
			accordance with	
			establishment procedures	

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCY	CODE
			 1.3. identify and resolve financial and system discrepancies according to level of responsibility 1.3. implement financial systems and financial control systems in accordance with establishment procedures 1.3. monitor systems and provide feedback 	
 Organization of records and reports Check guest accounts 			 LO2. Complete routine records and reports 2.1. complete routine records and reports accurately within designated timelines 2.2. forward reports promptly to the appropriate person/department 2.3. conduct research on successful record keeping 	TLE_HEFS10CA- IIIc-16
7. Evaluation of performance in conducting night audit			 LO3. Conduct self- evaluation on the required performance rating 3.2 conduct self-evaluation of performance in night audit using rubrics 3.2 Cite case studies on FOS 	TLE_HEFS10CA- IIId-17

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCY	CODE		
LESSON 2: PROVIDE CLUB RECEPTION SERVICES (CR)						
 Services of the hospitality industry Products of the hospitality industry Product knowledge and the sales function Effective selling techniques The marketing mix The consumer decision-making process 	providing club reception services	independently provides club reception services	 LO 1. Provide information on club services and process memberships 1.1. provide accurate advice and information on club services and facilities to customers and club members as required 1.2. explain club membership and club rules to the public and members following standard procedures 1.3. explain and fill up membership application forms clearly and completely 1.4. check and maintain 	TLE_HEFS10CR- IIIe-g-18		
 Club and licensing laws in relation to entry requirements for customers and dress regulations Discuss club membership rules, conditions, benefits, and entitlements 			membership records LO 2. Monitor entry to club 2.1. check membership badges/cards upon entry 2.2. assist sign-in of guests 2.3. ensure that members and guests comply with dress and age regulations 2.4. refer disputes over entry to club to security, supervisor, or other relevant person	TLE_HEFS10CR- IIIh-i-19		
 Evaluation of performance in providing club reception services 	ffee Carrie (m. C. ide Deersha	2012 <i>* LO</i> / coming Out	LO3. Conduct self- evaluation on the required performance rating 3.1. conduct self-evaluation of performance in providing club reception services using rubrics	TLE_HEFS10CR- IIIj-20		

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCY	CODE
QUARTERS 4		·	•	
LESSON 1: PROVIDE PORTER SER	VICES (PS)			
 Typical hotel/motel procedures for handling group luggage at arrival and departure Process for providing a specified bell desk service Range of services offered by the bell desk in accommodation establishments Process for lifting and carrying heavy luggage 	providing porter services	independently provides porter services	 LO1. Handle guest arrival and departures 1.1. review and plan expected daily arrivals, departures, and requests for major guest movements 1.2. welcome and direct guests promptly on arrival to the appropriate area for registration 1.3. assist guests with luggage 1.4. escort guests to rooms 	TLE_HEFS10PS- IVa-c-21
5. Typical security procedures for			and show/explain courteously the establishment/room features LO 2. Handle guest	TLE_HEFS10PS-
 luggage storage rooms 6. Issues to consider in planning the pickup of group luggage from rooms 			luggage2.1. transport and deliver guest luggage safely to the correct location within	IVd-e-22
7. Checking guest arrival and departure list			 appropriate timeframes 2.2. operate luggage storage system correctly and in accordance with established procedures and security requirements 2.3. mark and store luggage accurately to allow for easy retrieval following the established procedures 2.4. place luggage correctly within the storage system 	

CONTENT	CONTENT STANDARD	PERFORMANCE STANDARD	LEARNING COMPETENCY	CODE
8. Introduction to bell desk			LO 3. Respond to request	TLE_HEFS10PS-
9. Functions of bell desk			for bell desk services	IVf-h-23
10. Bell desk records			3.1. provide bell desk services	
			promptly	
			3.2. coordinate with colleagues	
			and other departments to	
			ensure effective response	
			to bell desk requests	
11. Evaluation of performance in			LO4. Conduct self-	TLE_HEFS10PS-
providing porter services			evaluation on the required	IVi-j-24
			performance	
			4.1. conduct self-evaluation of	
			performance in providing	
			porter services using	
			rubrics	

K to 12 BASIC EDUCATION CURRICULUM TECHNOLOGY AND LIVELIHOOD EDUCATION CODE BOOK LEGEND

Sample: TLE_HEFS10PS-IVf-h-23

LEGEND		SAMPLE		DOMAIN/ COMPONENT	CODE
	Learning Area and Strand/ Subject or	Technology and Livelihood Education_Home		Personal Entrepreneurial Competencies	PECS
First Entry	Specialization	Economics Front Office Services	TLE_HE FS 10	Environment and Market	EM
Flist Lilu y	Grade Level	Grade 10		Use tools, equipment, and paraphernalia	UT
				Perform Mensuration and Calculation	MC
Uppercase Letter/s	Domain/Content/ Component/ Topic	Provide porter services	PS	Practice occupational health and safety procedures	OHS
			_	Interpret design and layout	ID
Roman Numeral	Roman Numeral Quarter Fourth Quarter IV		Receive and process reservations	RR	
*Zero if no specific quarter		Fourth Quarter	Fourth Quarter	Operate computerized reservation system	OR
Lowercase Letter/s *Put a hyphen (-) in between letters to indicate more than a	Week	Week six to eight	f-h	Provide accommodation reception services	PR
specific week				Conduct night audit	CA
			-	Provide club reception services	CR
Arabic Number	1 (000000000000000000000000000000000000	ncy Respond to request for bell desk services	23		
	competency		23	Provide porter services	PS