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101104T4HKA

HOUSEKEEPING AND ACCOMMODATION LEVEL 4

HOS/OS/HK/CR/01/4

Supervise Guest Experience

July /August 2025

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

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PRACTICAL ASSESSMENT

Time: 2 HOURS

INSTRUCTIONS TO CANDIDATE:

1. You are required to perform the following tasks

   TASK 1- Role play on how to handle a guest's special request on special diet.

   TASK 2- There is a problem in Jane's room and she has come to the front office to complain. Demonstrate the procedure of handling Jane's complaint.

2. You have been provided with the following resources for the practical tasks:

    1. Simulated Front office room
    2. Foolscaps
    3. Dustbins
    4. Calendar
    5. Laptop/Computer

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