

Technology and Livelihood Education Front Office Services

Module 1: Tools, Equipment, and Paraphernalia



Technology and Livelihood Education
Grade 8 - Front Office Services
Alternative Delivery Mode
Module 1: Tools, Equipment, and Paraphernalia
First Edition, 2020

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Secretary: Leonor Magtolis Briones
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Development Team of the Module

Writer: Eugene Alfie G. Trillo

Editor: Ailyn D. Encendencia

Reviewers: Jenevie C. Dominise, Ruby C. Limen, Vilma L. Gorgonio, Lorna L. Estal,
Leonila J. Floria, Ma. Ligaya C. Azarcon, Edeliza F. Seguis,
Jenevie C. Dominise, Isidra C. Moral

Illustrator: Cornelio B. Judicpa Jr.

Layout Artist: Eljun A. Calimpusan

Management Team: Francis Cesar B. Bringas, Isidro M. Biol, Maripaz F. Magno,
Josephine Chonnie M. Obseñaries, Minerva T. Albis, Imee R. Vicariato,
Genevieve S. Verceles, Corazon F. Adrales

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Department of Education – Caraga Region

Office Address: Teacher Development Center
J.P. Rosales Avenue, Butuan City, Philippines 8600
Tel. No./Telefax: (085) 342-8207/ (085) 342-5969
E-mail Address: caraga@deped.gov.ph

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Introductory Message

This Self-Learning Module (SLM) is prepared so that you, our dear learners, can continue your studies and learn while at home. Activities, questions, directions, exercises, and discussions are carefully stated for you to understand each lesson.

Each SLM is composed of different parts. Each part shall guide you step-by-step as you discover and understand the lesson prepared for you.

Pre-tests are provided to measure your prior knowledge on lessons in each SLM. This will tell you if you need to proceed on completing this module or if you need to ask your facilitator or your teacher's assistance for better understanding of the lesson. At the end of each module, you need to answer the post-test to self-check your learning. Answer keys are provided for each activity and test. We trust that you will be honest in using these.

In addition to the material in the main text, Notes to the Teacher are also provided to our facilitators and parents for strategies and reminders on how they can best help you on your home-based learning.

Please use this module with care. Do not put unnecessary marks on any part of this SLM. Use a separate sheet of paper in answering the exercises and tests. And read the instructions carefully before performing each task.

If you have any questions in using this SLM or any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator.

Thank you.



What I Need to Know

This module is used for Alternative Delivery Program of Department of Education. It is an exploratory course which leads you to Front Office Services NCII. It covers the common competencies where you need to acquire at the end of this course. This module will also help you to demonstrate an understanding of the use of tools, equipment, and paraphernalia in Front Office Services. It provides activities that you need in order for you to perform the required competencies independently.

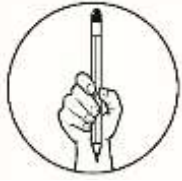
This module contains Lesson 1 which is the use of tools, equipment, and paraphernalia. It is directed to the attainment of the learning outcomes below:

LO 1. Identify Front Office Services tools, equipment, and paraphernalia applicable to a specific job. TLE_HEFS7/8UT-Oa-1

LO 2. Use Front Office Services tools, equipment, and paraphernalia. TLE_HEFS7/8UT-Oa-2

After going through this module, you are expected to acquire the following objectives:

1. classify equipment, tools, and paraphernalia according to types and functions;
2. describe equipment, tools, and paraphernalia based on the specified task;
3. use equipment, tools, and paraphernalia based on the task requirements; and
4. value the importance of understanding the different tools, equipment, paraphernalia and its uses in Front Office Services.



What I Know

Let us determine how much you already know about Front Office Services tools, equipment, and paraphernalia. Take this Pre-test. Do not write anything in this module.

Pre-test:

Directions: Read and analyze the question carefully. Choose the letter of the correct answer. Write your answer on your activity notebook.

1. It refers to a front office equipment where all Front Office services happen.
 - A. Front Office Desk
 - B. Key or Key Card
 - C. Key Rack
 - D. Safety Deposit Box
2. It is a form to be filled out by the reservation clerk/front office attendant during the reservation process.
 - A. Guest Folio
 - B. Logbook
 - C. Registration Form
 - D. Reservation Form
3. What paraphernalia is used to calculate guest's charges during the billing settlement upon check out?
 - A. Calculator
 - B. Cash Receipt
 - C. Computer
 - D. Credit/Debit Card Machine
4. It is usually a hard square-shaped box or hard safety metal container that needs to be accessed or opened through a security code.
 - A. Front Office Desk
 - B. Key or Key Card
 - C. Key Rack
 - D. Safety Deposit Box
5. It is a form to be filled out by the guest upon his/her arrival in the hotel premise in order for him/her to be an official guest.
 - A. Guest Folio
 - B. Logbook
 - C. Registration Form
 - D. Reservation Form
6. It is an external hardware output device used to generate hard copy of the electronic data stored in a computer.
 - A. Fax Machine
 - B. Photocopier
 - C. Printer
 - D. Telephone

7. It is used to protect and keep cash, valuables, and other important documents.
 - A. Cash Receipt
 - B. Cash Register
 - C. Guest Folio
 - D. Safety Deposit Box
8. It refers to a portable electronic device that perform calculations, ranging from basic arithmetic to complex mathematics.
 - A. Calculator
 - B. Computer
 - C. Key or Key Card
 - D. Pen
9. Which of these paraphernalia is also known as the guest account card?
 - A. Guest Folio
 - B. Key or Key Card
 - C. Registration Form
 - D. Reservation Form
10. What paraphernalia is a small plastic card that serves as a key to open a door?
 - A. Calculator
 - B. Computer
 - C. Key Card
 - D. Pen
11. It is an electronic device that enables merchants to accept credit cards at the point of sale.
 - A. Cash Receipt
 - B. Cash Register
 - C. Fax Machine
 - D. Terminal Credit Card
12. It is either made of wood or metal that contains racks/spaces for keeping the keys or key cards according to the room numbers.
 - A. Front Office Desk
 - B. Key or Key Card
 - C. Key Rack
 - D. Safety Deposit Box
13. What paraphernalia ensures how much the total payment of the guest is?
 - A. Cash Receipt
 - B. Guest Folio
 - C. Fax Machine
 - D. Pen
14. It is a device for processing, storing, and displaying information.
 - A. Computer
 - B. Fax Machine
 - C. Photocopier
 - D. Telephone
15. It is a system that transmits and receives speech or data over distances.
 - A. Computer
 - B. Fax Machine
 - C. Photocopier
 - D. Telephone

Lesson

1

Front Office Service Tools, Equipment and Paraphernalia



What's In

Here is an activity for you to determine if you know some tools, equipment, and paraphernalia in Front Office Services. You will answer the given activity below and follow the directions.

Directions: Pick out the ten (10) different tools, equipment and paraphernalia used in Front Office Services found in the box below. Write your answer on your activity notebook.

Computer	Calculator	Telephone	Watch
Fax Machine	Glass	Wood	Registration Form
Pen	Broom	Table	Key Card
Key Pack	Credit Card	Logbook	Key
Printer	Vacuum	F.O. Desk	Ruler
Cabinet	Hotel Bell		



What's New

Hi! Here is another activity that will lead you to determine what the topic is about. You must do the activity below.

Directions: List as many Front Office Services tools, equipment or paraphernalia as you can find in the picture. Write your answer in your activity notebook.





What is It

Front Office Department is the most essential department of the hotel where the first and last contact of the guests happen. The Front Office personnel are visible to the guests who handle their transactions.

The success of the hotels, usually, is in the hands of the Front Office personnel. They must handle their guests with good attitude and they should have the knowledge on the proper use of the necessary tools, equipment and paraphernalia in Front Office Services. These materials may vary from hotel to hotel. Therefore, it depends on the hotel management what materials they will use in their services, whether operated manually or automated, without compromising the quality of their service.

To effectively and efficiently use these materials, one should consider the safety guidelines in delivering services. However, some do not know how to use them properly, thus, may affect the services.

Front Office attendants must be equipped with the knowledge and skills on the use of each tool, equipment, and paraphernalia. Here are the following tips that will enlighten you in using these materials:

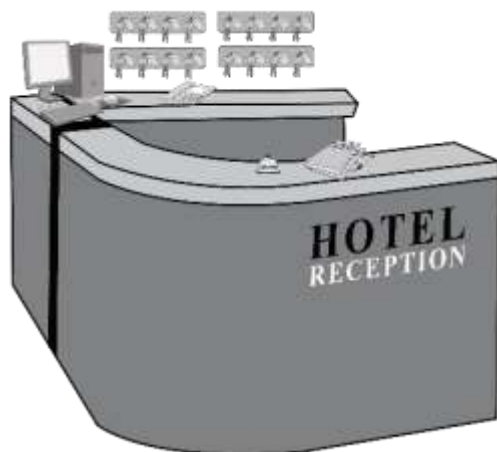
- Ensure that you use the correct tools for specific job or task.
- Check the safety guidelines on how to use the items.
- Ask for assistance or help from co-workers or immediate supervisor.

By keeping these tips, you contributed to the success of the department and the company as a whole.

Front Office Services Tools And Equipment

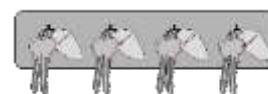
Front Office Desk

- It refers to a front office area where all Front Office services happen. This includes reservation, registration, giving of keys, bell service, bill settlement, etc.



Key Rack

- It is either made of wood or metal that contains racks/spaces for keeping the keys or key cards according to the room numbers.



Safety Deposit Box

- It is usually a hard square shaped box or hard safety metal container that needs to be accessed or opened through a security code.
- This is used to keep cash, valuables and other important documents.



Computer

- It is a device for processing, storing and displaying information.
- This is used for Computerized Reservation Systems (CRS). This helps to have an easy and fast way to reserve guests and other transactions.



Telephone

- It is a device that transmits and receives speech or data over distances.
- This is used in hotels for easy communication to guests' requests and concerns.



Printer

- It is an external hardware output device used to generate hard copy of the electronic data stored in a computer. For example, if you created a report on your computer, you could print several copies to distribute at a staff meeting.
- It is one of the most popular computer peripherals and are commonly used to print text and photos.



Fax Machine

- It is a device that sends and receives reproduction of documents over telephone lines by converting them to and from electronic signals.
- It is an important electronic equipment in Front Desk for the purpose of communication and used to receive or send official documents.



Credit/Debit Card Machine

- It is an electronic device that enables merchants to accept credit cards at the point of sale.
- It is applicable during the billing settlement of the guest upon check out or any payment of charges.



Front Office Services Paraphernalia

Reservation Form

- This is to be filled out by the reservation clerk/Front Office attendant during the reservation process.



Registration Form

- This is to be filled out by the guest upon his/her arrival of the hotel premise in order for him/her officially as guest.



Guest Folio

- It refers to the account of the guest in staying the hotel. All room bills, charges, and other hotel transactions are stated in this folio. This also known as the guest account card.
- It is a form that states all hotel charges of the guest from consumed products or availed services.
- It shows how much is the total payment of the guest.



Calculator

- This refers to a portable electronic device that performs calculations, ranging from basic arithmetic to complex mathematics.
- It is used to calculate guest's charges during the billing settlement upon check out
- This is applicable during the billing transactions in the Front Office Services.



Cash receipt

- It is a piece of paper that serves as a proof that a guest has been paid his/her bills through cash, check, or credit/debit card payment methods.



Logbook

- It refers to a record book where all transactions that happened in the front office area should be recorded in the logbook. It is done manually.



Key or Key Card

- Keys are a traditional tool for unlocking doors in a room.
- A key card, on the other hand, is a small plastic card that serves as a key to open a door.
- This is given to the guest after the check-in procedure.
- Every guest needs to follow the key handling rules of the hotel s/he is checking in.

Key



Key Card



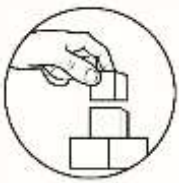
Pen

- It is a writing instrument used in the logged book, registration, reservation, billing settlements, signing etc.



Hotel Bell

- It is a small metal half round object that create a ring sounds.



What's More

Since you have already learned the definitions and uses of the tools, equipment, and paraphernalia in Front Office Services, here are a set of activities to measure your knowledge and skills.

Activity No. 1: What Am I!

Directions: Identify what tools, equipment, and paraphernalia in Front Office Services describe in each statement. Write your answer on your activity notebook.

- _____ 1. It is a form that states all hotel charges of the guest from consumed products or availed services.
- _____ 2. It is a piece of paper that serves as proof that a guest has paid his/her bills through cash basis payment method.
- _____ 3. It refers to a portable electronic device that performs calculations, ranging from basic arithmetic to complex mathematics.
- _____ 4. It is either made of wood or metal. It contains the racks/spaces for keeping the keys or key cards according to the room numbers.

- _____ 5. It is where the all transactions that happened in the front office area should be recorded.
- _____ 6. This a form to be filled out by the guest upon his/her arrival of the hotel premise in order for him/her as official guest.
- _____ 7. This refers to the account of the guest in staying the hotel. All room bills, charges, and other hotel transactions are stated in this folio.
- _____ 8. It is a system that transmits and receives speech or data over distances.
- _____ 9. It is an external hardware output device used to generate hard copy of the electronic data stored in a computer.
- _____ 10. This is a device that sends and receives reproduction of documents over telephone lines by converting them to and from electronic signals.

Activity No. 2: What is my Function!

Directions: Describe the uses of the following tools, equipment, and paraphernalia in Front Office Services in your own words. Write your answer on your activity notebook. 3 points each

Rubric for scoring:

3	2	1
A very informative answer that state facts, examples, and other relevant information. A well-organized and well-structured ideas.	An informative answer that state relevant details and no examples. An organized and structured ideas.	A relevant answer but not organized and unstructured ideas.

1. Registration Form

2. Safety Deposit Box

3. Calculator

4. Key or Key Card

5. Pen

6. Guest Folio

7. Reservation Form

8. Front Office Desk

9. Key Rack

10. Computer

Activity No. 3: Fill Me In!

Directions: Copy the scenario below in your activity notebook. Fill in the blanks with the tool, equipment, or paraphernalia asked for.

Sean is a front office attendant in Crown Hotel. One day, he received a call from Ms. Athea Asibal for a room reservation. He picked up the 1. _____ immediately and answered. He asked the needed information for the reservation and get the 2. _____ & 3. _____ in order to record the information from the caller manually. He emailed the confirmation letter of reservation using the 4. _____ and print out the response of the guest in a 5. _____. During the arrival of the guest, he let her fill out the 6. _____ to officially register the guest. He gave the 7. _____ for her assigned room and call the attention of the bell attendant using 8. _____ in order to assist the guest to her room.



What I Have Learn

Let's know what you have learned from the activities above!

Directions: Read each statement carefully. Fill in the blanks with the appropriate word/s. Write your answer in your activity notebook.

1. Front office tools, equipment, and paraphernalia may vary from _____.
2. Front Office Services materials are _____ and _____ operated.
3. Front Office personnel must handle their guests with _____ and they should have the knowledge on the proper use of the necessary tools, equipment and paraphernalia in Front Office Services.
4. Front Office Services tools, _____, & _____ include the following: front office desk, key rack, safety deposit box, computer, telephone, printer, fax machine, and debit/credit card machine, reservation form, registration form guest folio, calculator, cash receipt, logbook, key or key card, pen, and hotel bell.
5. Front Office attendants must be equipped with the _____ and _____ on the use each tool, equipment, and paraphernalia.



What I Can Do

Hello learner! Don't worry. This activity will measure your skills in performing the lesson.

Directions: Read the scenario in the box. Then, answer the guide questions below in your activity notebook. Refer to the rubric in activity 2 for the scoring.

Reservation

Eugene is a front office attendant in Crown Hotel. One day, he received a call from Mr. Alfie Trillo for a room reservation. He immediately asked for the needed information for the reservation. He asked the type of room, time/ date of arrival and departure, number of nights to stay, complete name, address and contact number, etc. Then, the conversation ended as a guaranteed reservation.

Guide Questions:

1. What are the tools, equipment, and paraphernalia that are used from the given scenario?

2. What is the importance of identifying the appropriate tools, equipment, and paraphernalia in a specific Front Office task?



Assessment

Posttest

Directions: Read and analyze the question carefully. Choose the letter of the correct answer. Write your answer on your activity notebook.

1. What paraphernalia is a small plastic card serves as a key to open a door?
 - A. Calculator
 - B. Computer
 - C. Key Card
 - D. Pen
2. It refers to a portable electronic device that performs calculations, ranging from basic arithmetic to complex mathematics?
 - A. Calculator
 - B. Computer
 - C. Key or Key Card
 - D. Pen
3. It refers to a front office area where all Front Office services happen.
 - A. Front Office Desk
 - B. Key or Key Card
 - C. Key Rack
 - D. Safety Deposit Box
4. It is a form to be filled out by the guest upon his/her arrival in the hotel premise in order for him/her to be an official guest.
 - A. Guest Folio
 - B. Logbook
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5. It is a form to be filled out by the reservation clerk/front office attendant during the reservation process.
 - A. Guest Folio
 - B. Logbook
 - C. Registration Form
 - D. Reservation Form
6. It is a device for processing, storing, and displaying information.
 - A. Computer
 - B. Fax Machine
 - C. Photocopier
 - D. Telephone

7. What paraphernalia is used to calculate guest's charges during the billing settlement upon check out?
- A. Calculator
 - B. Cash Receipt
 - C. Computer
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8. It is usually a hard square-shaped box or hard safety metal container that needs to be accessed or opened through a security code.
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13. Which of these paraphernalia is also known as the guest's account card?
- A. Guest Folio
 - B. Key or Key Card
 - C. Registration Form
 - D. Reservation Form
14. It is an electronic device that enables merchants to accept credit cards at the point of sale.
- A. Cash Receipt
 - B. Cash Register
 - C. Fax Machine
 - D. Terminal Credit Card

15. What paraphernalia ensures how much is the total payment of the guest?
- A. Cash Receipt
 - B. Guest Folio
 - C. Fax Machine
 - D. Pen



Additional Activity

Directions: Search the internet for the other tools, equipment and paraphernalia used in Front Office services. List at least 5 of them and write their uses in your activity notebook.



Answer Key

<p>What I have learned</p> <p>1. Hotel to hotel 2. Manually & Automated 3. Good Attitude 4. Tools & Equipments 5. Knowledge & Skills</p> <p>Assessment</p> <p>1. C 2. A 3. A 4. C 5. D 6. A 7. A 8. D 9. B 10. D 11. C 12. A 13. A 14. D 15. D</p> <p>Additional Activity</p> <p>Answer will vary.</p>	<p>What's More</p> <p>A1</p> <p>1. Guest Folio 2. Cash Receipt 3. Calculator 4. Key Rack 5. Logbook 6. Registration Form 7. Guest Folio 8. Telephone 9. Printer 10. Fax Machine</p> <p>A2</p> <p>The Answer will vary</p> <p>A3</p> <p>1. Telephone 2. Reservation Form 3. Pen 4. Computer 5. Printer 6. Registration Form 7. Key Card 8. Bell</p> <p>What I can Do</p> <p>1. Telephone, Reservation Form, and Pen 2. Answer will Vary</p>	<p>What I Know</p> <p>1. C 2. B 3. B 4. D 5. D 6. A 7. B 8. C 9. A 10. B 11. C 12. A 13. A 14. C 15. D</p>
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References

Jr., Victor A. Caylao. 2018. Front Office Services. Great Books Trading.

For inquiries or feedback, please write or call:

Department of Education
Bureau of Learning Resources (DepEd-BLR)

Ground Floor, Bonifacio Bldg., DepEd Complex
Meralco Avenue, Pasig City, Philippines 1600

Telefax: (632) 634-1054; 634-1072; 631-4985

Email Address: blr.lrqad@deped.gov.ph *blr.lrpd@deped.gov.ph