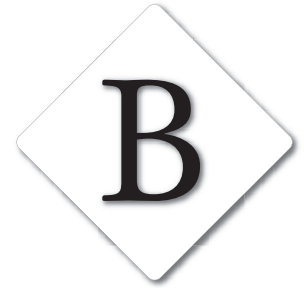


## Hospitality Assignment IV

# New to the Job

- Reading and applying a standards manual



### Assignment Summary

In this assignment, the learner will

- read text and photograph to understand standards and procedures for guest room night tables
- demonstrate night table procedure
- locate information in a document
- enter information into a document.

### Prior Knowledge

- **Essential Skills**
- **LBS Levels**
- Understanding the concepts of “policy”, “standards” and “procedures”

### Teaching Planning Notes

- Use *Waterloo Inn* “Housekeeping Department Standards Listing for Night Table” and “The Waterloo Inn Meal Program” forms
- Prepare examples of policy, standards and procedures
- Gather items that can stand in for demonstration of night table procedure: table with drawer, dust cloth, lamp, clock radio, tissue box, bible

With learner

- Teach/review concepts of policy, standards, and procedures, e.g., by providing synonyms (established guidelines, bottom line accepted quality, how-to steps)

### Achievement Indicators

- Answers questions on standards and procedure for night table
- Demonstrates night table procedure
- Identifies learning on self-achievement chart

#### FOCUS ON LEARNING

##### ESSENTIAL SKILLS

	Complexity Levels				
	1	2	3	4	5
Reading Text	■				
Document Use	■				
Writing	■				
Oral Communication	■				
Thinking Skills	■				
Working with Others					

##### LITERACY AND BASIC SKILLS

	LBS Levels				
	1	2	3	4	5
<b>Communication</b>					
Read with Understanding			■	■	■
Write Clearly			■	■	■
Speak and Listen Effectively			■		
<b>Numeracy</b>					
Number Sense and Computation			■		

##### Self-Management and Self-Direction

Concentration and Memory
Self-Assessment
Self-Confidence
Thinking Skills
Time Management and Organization
Working with Others

## Ontario Curriculum Linkages

### Locally Developed Compulsory Credit, English, Grade 9 (ENG1L)

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#### Developing Listening and Talking Skills – Overall Expectations

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DLTV.02 – use talk to develop thinking skills in small and large group interactions

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#### Developing Thinking Skills through Talk – Specific Expectations

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DLT2.03 – use talk to solve problems, draw conclusions, confirm predictions, make judgments about a specific topic or idea

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#### Developing Reading and Viewing Skills – Overall Expectations

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DRVV.02 – read and recognize a variety of short, engaging, authentic, and relevant print and non-print text forms, both teacher- and student-selected

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#### Reading a Variety of Texts – Specific Expectations

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DRV2.02 – be familiar with text forms commonly used in everyday life and in the workplace (e.g., maps, memos, schedules, websites, voting ballots, surveys, billboards, flyers)

### Ontario Secondary School Literacy Course (OLC40)

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#### Building Reading Skills – Overall Expectations

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BRV.03 – demonstrate understanding of the content and meaning of informational, narrative, and graphic texts that they have read using a variety of reading strategies

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#### Using Reading Strategies to Understand Texts – Specific Expectations

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BR3.06 – use appropriate strategies to locate information in different types of texts, including: Informational texts (e.g., search for key words from a question about the selection to locate specific information; Graphic texts (e.g., use a ruler to read along lines in a table; read up from the horizontal axis and across from the vertical axis to find a point on a graph)

# New to the Job - Part A

Gina is beginning a job as a room attendant at the Waterloo Inn. She is given a manual that describes what is expected.

Your instructor will read the following questions aloud. Answer orally using the “Housekeeping Department Standards Listing” for night table.

- (a) What things should be in the night table drawer?
- (b) Where does the room attendant place the clock radio?
- (c) What action does the room attendant take to ensure that the entire tabletop is dust-free?
- (d) How does the room attendant remove marks from the tabletop?
- (e) When would the room attendant remove items from the drawer?
- (f) Why does the room attendant wipe down the inside of the drawer?

## *New to the Job - Part A (cont'd.)*

2. Using items collected by your instructor, demonstrate the standard housekeeping procedure as described in the “Standards Listing”.

You may describe aloud the steps as you do them in order to ensure that your actions are clearly understood.

# New to the Job - Part 2

Like all new employees, Gina must complete the “Meal Program” form.

1. Answer the following questions:

- Which option does Gina check if she wants the meal program?  
Option \_\_\_\_\_
- Which option does Gina check if she wants a vegetarian meal program?  
Option \_\_\_\_\_
- Which option does Gina check if she wants to bring her own lunch?  
Option \_\_\_\_\_
- How much will be deducted from Gina’s pay cheque if she chooses Option A? \$\_\_\_\_\_
- What times can Gina eat her lunch if she brings her own?  
Between \_\_\_\_\_ a.m. and \_\_\_\_\_ a.m.  
Between \_\_\_\_\_ p.m. and \_\_\_\_\_ p.m.

2. Complete the form as if you were Gina.

- Check “Option B”.
- Check “Healthy Smart Choices”.
- Check “Allergies” and write “seafood” on the appropriate line.
- Print Gina’s full name, *Gina Vikalo*, on the appropriate line.
- Draw a squiggle where Gina would write her signature.



## WATERLOO INN HOUSEKEEPING DEPARTMENT

### STANDARDS LISTING

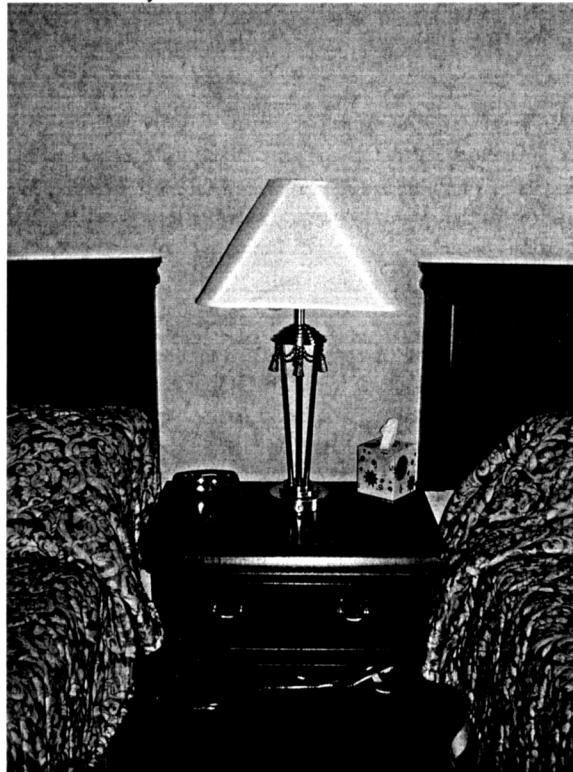
Item: **Night Table**

Date: November 01, 2005

Position responsible: Room attendant

**Standard:** **The night table(s) must be dusted from top to bottom and cleaned of any marks. The drawers should be checked and only contain a telephone book, bible, and clock radio instructions.**

**Procedure:** The room attendant should dust the night table(s) completely; this includes the top, sides, legs, and shelf. When dusting the top of the night table(s) the room attendant must move the lamp and the clock radio to ensure that the entire top has been dusted. The top and sides of the night table(s) should be wiped down with a damp cloth & Shine Up in order to remove any marks. The room attendant must open the drawer and ensure that the only contents are a telephone book, bible, and clock radio instructions. Any other drawer contents should be removed and given to a supervisor. The inside of the drawer should be wiped down to remove any debris.







**MEAL PROGRAM**

The Waterloo Inn offers a subsidized food and beverage program for employees. The food items currently available include varying hot meals, soups, salads, makings for sandwiches and desserts; the beverage items include coffee, tea, juice and milk, currently at a rate of \$2.00 per shift (for each five hour period). Specific procedures are available from your department head and/or Human Resources.

Please select an option below and return it to Human Resources

Option A

I do want to participate in the meal program currently offered by the Waterloo Inn. I hereby authorize the Waterloo Inn to deduct \$2.00 per shift off my paycheque until such time as I formally withdraw from the program in writing. I understand that the food & beverage provided in this program is for my own consumption and the food & beverage must be consumed on hotel property. Failure to abide by these guidelines may result in disciplinary action up to and including termination.

Employee Name: \_\_\_\_\_  
(please print)  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

Option B

I would like to participate in the above described meal program with the following modifications:

- Healthy Smart Choices
- Vegetarian Choices
- Other: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Allergies: Please identify \_\_\_\_\_

Employee Name: \_\_\_\_\_  
(please print)  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

Option C

I do not want to participate in the meal program offered by the Waterloo Inn. I fully understand that I am not allowed to consume any food or beverage provided by the hotel for the employees who do participate in the program. I understand that the meal periods between 11:00am – 11:30am or 2:00pm – 2:30pm are the times available in the staff room when food will not be available and I may consume my meal during these periods. Failure to abide by these guidelines may lead to disciplinary action up to and including termination.

Employee Name: \_\_\_\_\_  
(please print)  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

