



Unit 5 Lesson 2: Use Tools, Equipment, and Paraphernalia

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GRADE 7/8

Use Tools, Equipment, and Paraphernalia

Introduction

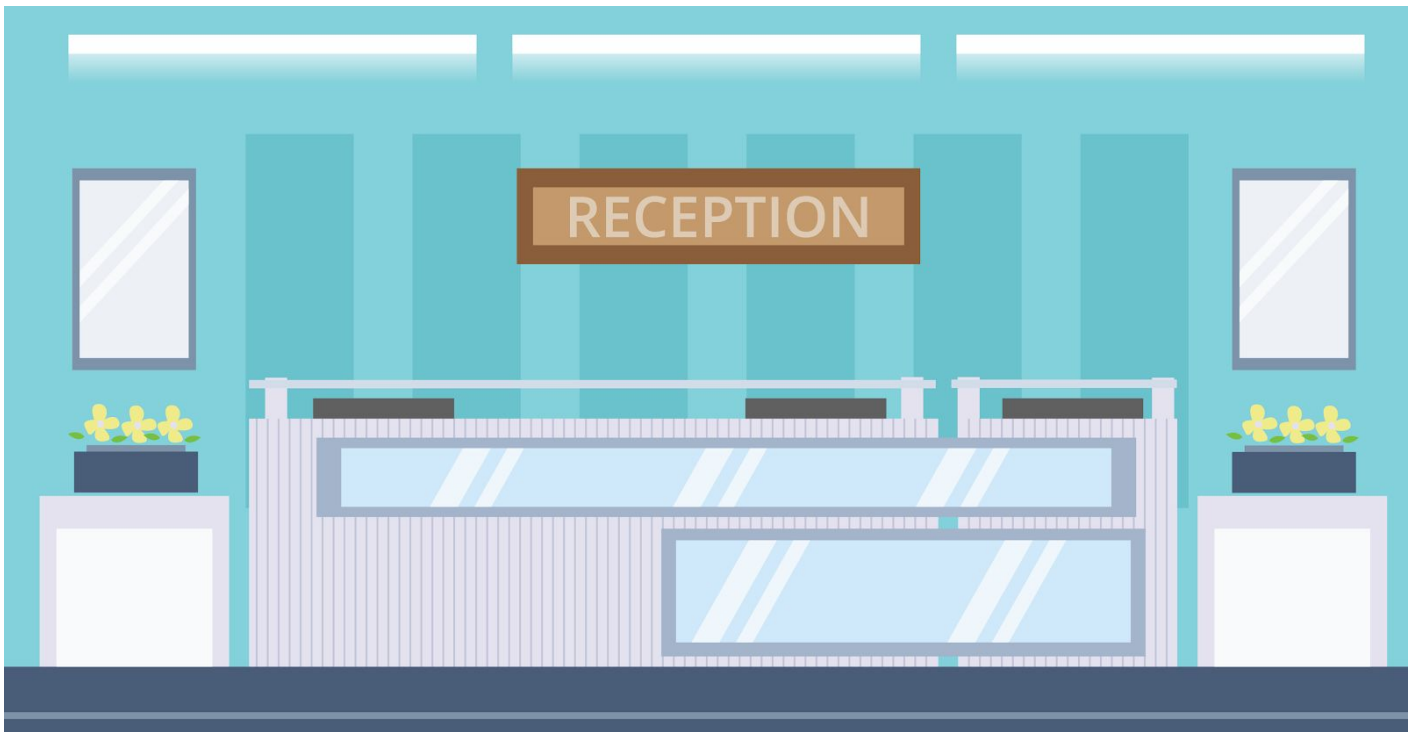


Figure No.1 Front Office Services Tools, Equipment, and Paraphernalia

The Front Office Services belong to the Front Office Department in an institution like a hotel. This is the control center of the hotel which helps provide 24 hours service in handling and serving of all the guests' needs. The front office services handle the flow of communication from the client to the other departments of the hotel. The front office department is directly connected to the guest, from the instructions and directions for the care and services of the guest to the final billing and settlement.



Essential Questions

- What are the important tools, equipment, and paraphernalia used in Front Office Services?
- How will you make the contact between client and Front Office Department easier and smooth flowing?



Reach our Goals!

In this lesson, you should be able to:

- identify Front Office Services (FOS)' tools, equipment, and paraphernalia applicable to a specific job;
- classify tools, equipment, and paraphernalia according to types and functions;
- describe tools, equipment, and paraphernalia based on the specified task;
- use FOS tools, equipment, and paraphernalia based on the task requirements;
- conduct a performance-based assessment for using tools, equipment, and paraphernalia;
- conduct self-evaluation on the required performance; and
- perform self-evaluation with regard to the use of FOS tools, equipment, and paraphernalia using rubrics.



Technical Terms

- **Liaison** - communication or cooperation which facilitates a close working relationship between people or organizations
- **Interior Needs** - the tools, equipment, and paraphernalia needed in the inner part of the Front Office Desk
- **Folio** - an individual leaf of paper or parchment, either loose as one of a series or forming part of a bound volume, which is numbered on the recto or front side only



Springboard

Jumbled Words

Arrange the jumbled words to identify the term which is described in each given sentence.

Jumbled Words:

- _____ 1. **HACS EEGTRISR** - a machine used in shops that has a drawer for money and totals, displays, and records the amount of each sale.
- _____ 2. **TNECUOR** - a long flat-topped fitment across which business is conducted in a shop.
- _____ 3. **MTEI TAPSM** - a stamped mark indicating a particular time and date, used for example on items sent by post.
- _____ 4. **DRITCE ARCD ECMHIAN** - a scanner or machine used to swipe a small plastic card issued by a bank, building society, etc., allowing the holder to purchase goods or services on credit.
- _____ 5. **ETHLPENOE** - an instrument used as part of a telephone system, typically a single unit including a handset with a transmitting microphone and a set of numbered buttons by which a connection can be made to another such instrument.



Learn about It!

What you have learned in the springboard is connected to our topic in this lesson about the tools, equipment, and paraphernalia used in Front Office Services or FOS. These tools, equipment, and paraphernalia are helpful in the aforementioned services to make the tasks easier, faster, and more efficient. With proper tools, equipment, and paraphernalia, the communication and services offered to the clients and customers are at their best quality which can result in the good accreditation of your company.

Tools, Equipment, and Paraphernalia in Front Office Services

Front Office Department handles the 24-hour interaction between the guests and the other department of an institution. They are responsible for handling and interacting with the clients and coordinate tasking with the other departments. The front office staff interacts with the other departments of the hotel, including marketing and sales, housekeeping, food and beverage, banquet, controller, maintenance, security, and human resources. These departments view the front office as a communication liaison in providing the guests and clients the services that they need. Each of the departments has a unique communication link with the front office staff.

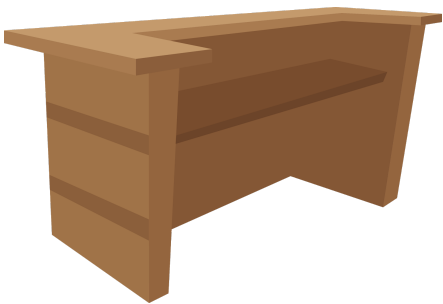
Tools, Equipment, and Paraphernalia	Description	Function
Furniture and Interior Needs		
	- A long flat-topped fitment across which business is conducted in a shop. - Located on the front part of the hotel or institution.	A counter serves as a table for putting the tools, equipment, and paraphernalia needed for a fast transaction between a client and other departments of



Figure 2. Reception Desk or Counter	• Located in the lobby.	the institution. • Where you put the telephone, laptop, cash register, etc.
 Figure 3. Information Rack	• A shelf or rack on where reading materials such as magazines and newspapers can be placed while the client or customer is waiting at the lobby. • This type of equipment used to collect Information for guest. The information may be several type like about special menus and visiting location etc.	• A holder of information such as magazines, newspaper, maps, and menus.



Figure 4. Filing Cabinet

- A large piece of office furniture, typically made of metal, with deep drawers for storing documents.

- It is used to put important files of the institution.
- Office furniture to store documents.

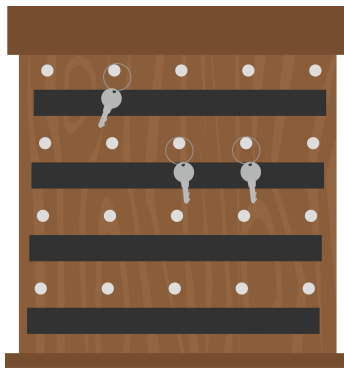


Figure 5. Key Rack

- A device or tool used to hold keys of the hotel or car keys of the customers or clients who used valet or asked the front desk officer to keep the key for safety purposes.

- Holds the car keys, hotel keys, or any keys of clients, customers, or other staff.
- An array of numbered compartments used to maintain guest room keys.

Communication and Electronic Devices



Figure 6. Computer or Laptop with

- An electronic device which is capable of receiving data in a particular form and of performing a sequence of operations in

- A computer or laptop with internet access helps in managing the files and transaction using a software.



Internet Connection	accordance with a predetermined but variable set of procedural instructions (program) to produce a result in the form of information or signals. • A device used to access data, encode data, and gather data in the internet.	
 Figure 7. Printer	• A machine for printing text or pictures, especially one linked to a computer.	• A printer serves as a device for printing text or pictures used for the front office. • Used to print forms and files.
 Figure 8. Telephone	• A system for transmitting voices over a distance using wire or radio, by converting acoustic vibrations to electrical signals.	• A device used to get reservations of customers and answer inquiries. • Used to communicate with other departments to assign them tasks to do for the client.

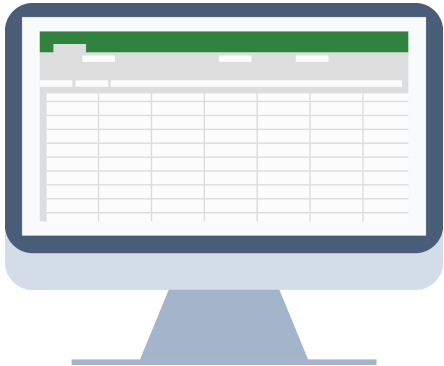


Figure 9. Software

- The programs and other operating information used by a computer.

- Computer reservation system.
- To coordinate the data in the computer.



Figure 10. Fax Machine

- An exact copy of a document made by electronic scanning and transmitted as data by telecommunications links.

- To scan and duplicate copies of files using an electronic machine.



Figure 11. Cash Register

- A machine used in shops that has a drawer for money and totals, displays, and records the amount of each sale.

- Used to account and put the cash money paid by the clients and customers.
- Records the cash on hand and amount of money and sales for a particular time.



Figure 12. Credit Card Machine

- A scanner or machine used to swipe a small plastic card issued by a bank, building society, etc., allowing the holder to purchase goods or services on credit.

- It is used to account the client or guest expenses on credit.
- The client or guest need to pay on credit or on his or her bank.
- Card payment machine.



Figure 13. Key Encoder

- Key card issuing machine which should be interfaced with the Fidelio/Opera system (PMS).

- Used to put codes and passwords on key cards for safety purposes.
- Needs to be interface with the Fidelio/ Opera System (PMS).

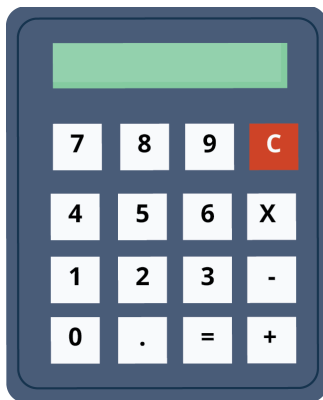


Figure 14. Calculator

- A device used for making mathematical calculations, in particular a small electronic device with a keyboard and a visual display.

- Used to calculate the expenses or anything that needed to be accounted.



Figure 15. Guest Folio and Folio Printers

- Record of charges and payments made by a guest.

- Used to print guest folios and with multipurpose trays attached to print system generated paid out and foreign exchange vouchers.

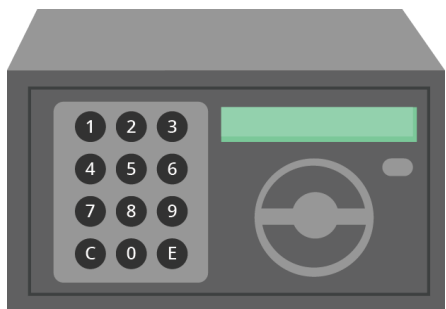


Figure 16. Safe Deposit Box

- Safety deposit boxes of varying sizes are located in or adjacent to the front office area. These boxes are for guest use only and are controlled by the Service Associates Front Desk. Each box has its own key but cannot be opened unless the Service Associate's guard key is used at the same time. The boxes are controlled through the use of the guest safety deposit box signature card on file. Usually, there are electronic safe deposit box with

- Used to secure the important things of the client or customer.
- Can use keys or passwords to make the client's or customer's safekeeping secured.



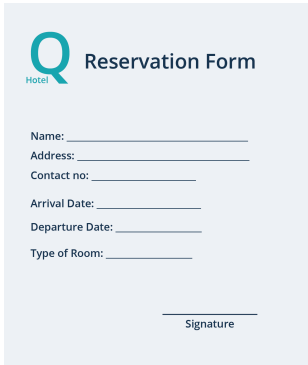
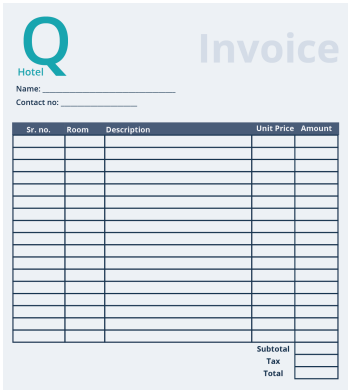
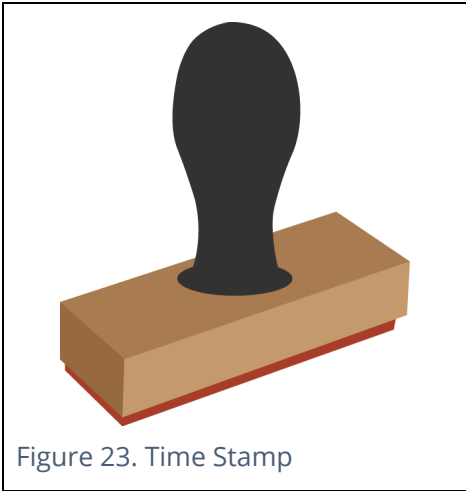
	password so that only the client or customer can access the box.	
Cards and Forms		
 Figure 17. Key Card	A small plastic card, sometimes used instead of a door key in hotels, bearing magnetically encoded data that can be read and processed by an electronic device.	A key card is used to open the guest rooms or other rooms in the institution.
 Figure 18. Reservation Form	A paper confirming the guest's booking.	This is a paraphernalia to help the front desk staff to list down the guests in the hotel, spa, or institution.
	A paper with encoded list of the expenses and amount paid of the client or customer.	Used as proof of payment of the client or customer.



Figure 19. Cash Receipt		
 Figure 20. Message Slip	• Paper on which is written a message.	• It is used to put the messages communicated through devices and personal messages.
Other Supplies		
 Figure 21. Ink	• A coloured fluid or paste used for writing, drawing, printing, or duplicating.	• It is used in printers, fax machine, folio printer, etc. • It is used for stamps.
 Figure 22. Pen	• An instrument for writing or drawing with ink, typically consisting of a metal nib or ball, or a nylon tip, fitted into a metal or plastic holder.	• It is used in writing messages, forms, files, etc. needed in the front office desk.



- A stamped mark indicating a particular time and date, used for example on items sent by post.
- Used to stamp the time and date on messages or files.



Try It!

1. Identify the function of each tool, equipment, or paraphernalia.

FOS Tools, Equipment, Paraphernalia	Function
Key Encoder	
Time Stamp	
Cash Receipt	
Credit Card Machine	
Key Card	

2. What device is used to account and put the money paid by the clients and customers?

3. It is a scanner or machine used to swipe a small plastic card issued by a bank, building society, etc., allowing the holder to purchase goods or services on credit.

4. If a client asked you to keep a very important file which consists of his important transaction of his business, what tools, equipment, and paraphernalia will you use?

5. A client asked for a reservation in a hotel. As a Front Desk Officer, what will you do?



Think about It

How will you provide the best service you can give to a client or customer?

Self-Evaluation Guide

The self-evaluation guide serves as the guide in doing a performance-based assessment. These are the guides that will help you in doing the required tasks in Front Office Services. Below is the Self-Evaluation Guide adapted from TESDA NC II Front Office Services (<https://tesda.gov.ph/Downloadables/SAG%20-%20Front%20Office%20Services%20NC%20II.pdf>):

Unit of Competency Covered	• Receive and Process Reservations • Operate a Computerized Reservation system	
Instruction: • Read and understand each of the questions in the first column. • Place a check in the appropriate box opposite the question to indicate your answer.		
Can I?	YES	NO
RECEIVE RESERVATION REQUEST		
• Acknowledge customer making a reservation using property standards. Can be by a phone, email or personal message.		
• Determine request availability of room. Call other departments.		
• Offer alternatives, including waitlist options, if requested booking is not available. Offer clients or customers services.		



Answer inquiry regarding rates and other product features accurately. Using a phone, e-mail, or other modes of personal message.		
RECORD DETAILS OF RESERVATIONS		
Record complete customer details in the system accurately. Using computer or laptop with internet.		
Check and use guest profile/history, if available, in making the reservation. Use of filing cabinet or computer software.		
Record special request clearly in accordance with establishment requirements. Use of pen and paper or computer.		
Complete, explain, and confirm reservation details of customer bookings. Use of pen and paper or computer.		
File reservation according to property standards. Use of pen and paper or computer.		
Prepare and issue documents and other materials to the customer in accordance with the requirements of the specific reservation. Use of pen and paper or computer and use of filing cabinet or computer with internet.		
UPDATE RESERVATIONS		
Record or update reservation payments and deposits of the reservation accurately in accordance with the property standards. Use computer with internet, folio printer, printer, issue cash receipt, credit card, credit card machine, etc.		
Receive, process and record amendments and cancellations of reservations in accordance with customer request and property standards. Use of computer with internet, phone, etc.		



	YES	NO
Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues. Use of phone or other communication devices.		
Address follow up on customer requests and ensures that all specific requirements in his reservation details are prior to guest arrival. Use of phone or other communication devices.		
OPERATE COMPUTERIZED RESERVATION SYSTEM BASED ON PROPERTY STANDARDS		
Access and accurately interprets reservation system. Use of computer with internet and software.		
Use all system features to access a range of information. Use of computer with internet and software.		
CREATE AND PROCESS RESERVATIONS		
Check availability of the required booking in accordance with the system functions and requirements. Use of computer with internet and software, phone and other communication devices.		
Create new reservations using the format required by the computerized system. Use of computer with internet and software.		
Retrieve bookings using the format required by the computer system. Use of computer with internet and software.		
Record, update, and store amendments. Use of computer with internet and software, filing cabinet, etc.		



Download and prints reservation details. Use of printer and forms.		
SEND AND RECEIVE RESERVATION COMMUNICATIONS		
Create internal communications using the required features of the system. Use of computer with internet and software. Use of phone and other communication devices.		

Unit of Competency Covered	- Provide accommodation reception services. - Provide concierge services.
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Instruction:

- Read and understand each of the questions in the first column.
- Place a check in the appropriate box opposite the question to indicate your answer.

Can I?	YES	NO
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PREPARE RECEPTION AREA FOR GUEST ARRIVAL

Prepare and checks functionality of reception area and all necessary equipment. Check of tools, equipment and paraphernalia used in Front Office Services.		
Check and review daily arrival details prior to guests arrival. Check guest book and files. Use computer, pen and paper, forms, etc.		
Allocate rooms in accordance with guest requirements. Use data and software for requests.		
Follow up uncertain arrivals or reservations in accordance with property standards. Use computer with internet and software.		
Compile and distribute arrival list to relevant personnel. Use		



forms, pen and paper, and communication devices.		
Inform colleagues on special situations in a timely manner.		
WELCOME AND REGISTER GUEST		
Welcome guests. Use relevant information.		
Confirm reservation details with guest. Use computer with internet or software.		
Register guests with or without reservations according to establishment systems and procedures. Use computer with internet or software, phones and communication devices.		
Apply correct accounting procedures. Use folio and folio printer, computer and software.		
Issue room key/electronic cards, guest mail and messages to guest.		
Follow procedures where rooms are not immediately available or overbooking has occurred. Monitor and reports discrepancies in guest arrivals.		
Monitor and reports guest arrivals and discrepancies between actual and expected arrivals are reported in accordance with property standards.		

PERFORM "DURING STAY" FUNCTIONS	YES	NO
Address all guest requests during in-stay according to property		



standards. Use of phone and communication devices.		
Respond promptly to inquiry to guests' satisfaction. Use of phone and communication devices.		
ORGANIZE GUEST DEPARTURE		
Review and check departure list. Use of computer with internet and software. Use of pen and paper.		
Gather information on departing guests from other departments to facilitate the preparation of account. Use of computer with internet and software. Use of pen and paper. Use of phone and other communication devices.		
Facilitate information of departing guest from other departments. Use of phone and other communication devices.		
Generate and explain guests' accounts. Use of phone and other communication devices. Use of computer with internet.		
Recover key electronic card from guest. Use of computer with internet.		
Act or refer guest request to appropriate department. Use of phone and other communication devices. Use of computer with internet.		
Process express and group express check outs. Use of computer with internet.		
PREPARES FRONT OFFICE RECORDS AND REPORTS		



• Prepare and updates front office records. Use of phone and other communication devices. Use of computer with internet.		
• Follow establishment policies with regards to room changes, no shows, extensions and early departures. Use of phone and other communication devices. Use of computer with internet.		
HANDLE GUEST ARRIVALS AND DEPARTURE		
• Review expected daily arrivals, departures and requests for major guest movements.		
• Direct guest to appropriate area for registration. Use pen and paper, and forms.		
• Assist guest on luggage.		
• Escort guest to rooms and where appropriate courteously shows/explains the establishment/room features. Use of key cards or keys.		
HANDLE GUEST LUGGAGE		
• Transport and delivering guest luggage to correct location within appropriate timeframes.		
• Operate luggage storage systems. Use of guest security box if needed.		
• Mark and store luggage to allow for easy retrieval.		
• Place luggage within the storage system. Use of guest security box if needed.		

RESPOND TO REQUEST FOR CONCIERGE SERVICES
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• Provide concierge services promptly.		
• Liaise with colleagues and other departments to ensure effective response to guest request. Use of phones and other communication devices.		
• Distribute reports and record to appropriate departments. Use of phones and other communication devices. Use of computer with internet and software.		



Check Up



A. Matching Type. Find the answers on the box provided. Write the letter of your answers on the blank.

- _____ A tool used to mark and to indicate a particular time and date, used for example on items sent by post.
- _____ A holder of information such as magazines, newspaper, maps, and menus.
- _____ Used to secure the important things of the client or customer.
- _____ If you are going to bill out the client, you need to use this printer to provide a voucher or receipt.
- _____ You need to give this to the client so they can access their room.

A. Safe Deposit Box
B. Folio Printer
C. Key Card
D. Information Rack
E. Time Stamp



B. Identification. Identify the tools, equipment, and paraphernalia asked for in the problem.

_____1. This is paraphernalia to help the front desk staff to list down the guests in the hotel, spa, or institution.

_____2. It serves as a table for putting the tools, equipment, and paraphernalia needed for fast transaction between a client and other departments of the institution.

_____3. What device/s you need to use to acknowledge customer making a reservation using property standards?

_____4. This is used to check availability of the required booking in accordance with the system functions and requirements.

_____5. This is used to print correct accounting procedures.



C. Essay. Read each question carefully. Write the procedure and tools, equipment, and paraphernalia that you need to use in not more than 5 sentences.

1. How do you record details of reservation?

2. How do you prepare reception area for guest arrival?

3. How do you perform “during stay” functions?



4. How do you organize guest's departure?

5. How do you respond to request for concierge services?



Skill Enhancer

How to use the tools, equipment, and paraphernalia in Front Office Services?

Goals:

1. To assess your understanding about the use of the tools, equipment and paraphernalia in Front Office Services.

Role:

1. You will be grouped together with 3-5 of your classmates.
2. You will be asked to create a skit about a situation in a hotel, spa, and other institution requiring a Front Office Services.
3. You will be graded based on your performance (refer to your rubrics).

Audience:

1. The target audience are Grade 7-8 students.
2. You need to convince your teacher on how you can use tools, equipment, and paraphernalia efficiently.

Situations:

1. The client is asking for a reservation, but the computer data says you cannot book the client as of the moment. What will you do?



- The client wants to bill out the hotel, what tools, equipment, and paraphernalia will you use?
- The customers you have is a whole family. They want to tour around the city, what tools will you recommend for them to check?

Performance:

- You need to create a short skit in answering the questions.
- You need to emphasize on the tools, equipment, and paraphernalia that you will use in the activity.
- You need to conclude and explain the skit at the end of the lesson.

Criteria of Success:

Criteria	[1] Below expectations	[2] Needs Improvement	[3] Successful performance	[4] Exemplary performance
Delivery	Showed lack of preparation in the skit.	Somewhat showed preparation in the skit	Showed some preparation in the skit.	Showed preparedness and good delivery of the skit.
Use of utensil or equipment	Standards are not addressed. Lacks following of the procedure. Did not memorize the steps.	Standards are somewhat addressed. Somewhat has an idea in the use and function of the utensil/equipment. Sufficient memorization of steps.	Standards are adequately addressed. Knows how to use and manage the utensil/equipment. Some memorization of steps.	Further researched are shown. Knows and explains well the use and function of the utensil/equipment. Memorize the steps.
Storing the utensil and equipment	Standards are not addressed. Proper storing of the utensil/equipment is not shown.	Standards are somewhat addressed. Proper storing of the utensil/equipment is somewhat shown.	Standards are adequately addressed. Proper storing of the utensil/equipment is shown.	Further researched are shown. Proper storing of the utensil/equipment is shown and additional informations are discussed.



Props and Creativity	Showed lack of creativeness in the presentation.	Somewhat showed creativeness in the presentation.	Showed some creativity in the presentation.	Very creative and innovative. New to the eyes of the judge.
Teamwork	Showed lack of commitment and effort as a group.	Somewhat showed commitment and effort as a group.	Showed some commitment and effort as a group.	Very committed and effortful in the goodness of the group.
Remarks			TOTAL	



Did You Know?

15 Steps to make you a Successful Front Desk Manager

1. Improve listening skills and then coach others to do the same
2. Work towards customer delight
3. Make sure you and your staff know everything about the property & services
4. Make sure you know everything about the services and product of those properties that you are competing with
5. Focus on the details
6. Show Off Your Extroverted Side
7. Circulate with employees and guests
8. Hold regular one-on-one sessions with all direct employees in this department, including the night auditor
9. Training must be maintained and increased
10. When hiring people, pay attention to the "human" resource role
11. Be a team player
12. Be proactive
13. Plan, coordinate and implement revenue management strategies regularly
14. Review your market analysis monthly
15. Be open to improvement



Wrap Up

Tools, Equipment, and Paraphernalia Used in Front Office Services

Furniture and Interior Needs	Communication and Electronic Devices	Cards and Forms	Other Supplies
• Reception Desk or Counter • Information Rack • Filing Cabinet • Key Rack	• Computer or Laptop with Internet Connection • Printer • Telephone • Software • Fax Machine • Cash Register • Credit Card Machine • Key Encoder • Calculator • Guest Folio and Folio Printers • Safe Deposit Box	• Key Card • Reservation Form • Cash Receipt • Message Slip •	• Ink • Pen • Time Stamp •



Introspect: Self-Evaluation

Read and understand the skills column. Tick the box of your answer. Answer honestly.

Skills	I still need to practice with maximum supervision	I can do some of the tasks but with minimum supervision	I can independently perform the tasks properly
I can classify tools and equipment			
I can use the tools and equipment efficiently			
I can describe the function of the tools and equipment efficiently			
I can explain the function of the tools and equipment efficiently			



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Glossary

Client - a person or organization using the services of a lawyer or other professional person or company

Counter - A long flat-topped fitment across which business is conducted

Customer - a person who buys goods or services from a shop or business

Data - the quantities, characters, or symbols on which operations are performed by a computer, which may be stored and transmitted in the form of electrical signals and recorded on magnetic, optical, or mechanical recording media

Encode - convert into a coded form

Furniture - the movable articles that are used to make a room or building suitable for living or working in, such as tables, chairs, or desks.

Guest - a person staying at a hotel or guest house

Internet - a global computer network providing a variety of information and communication facilities, consisting of interconnected networks using standardized communication protocols

Machine - an apparatus using mechanical power and having several parts, each with a definite function and together performing a particular task

Rack - a framework, typically with rails, bars, hooks, or pegs, for holding or storing things

Signal - an electrical impulse or radio wave transmitted or received

Valet - a person employed to clean or park cars

Visual Display - a device for displaying input signals as characters on a screen.