

# Technology and Livelihood Education Front Office Services

## Module 2: Perform After-Care Activities for Tools, Equipment, and Paraphernalia



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**Technology and Livelihood Education**  
**Grade 8 - Front Office Services**  
**Alternative Delivery Mode**  
**Module 2: Perform After-Care Activities for Tools, Equipment, and Paraphernalia.**  
**First Edition, 2020**

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Published by the Department of Education  
Secretary: Leonor Magtolis Briones  
Undersecretary: Diosdado M. San Antonio

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Printed in the Philippines by \_\_\_\_\_

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**Front Office Services**  
**Module 2: Perform After-Care**  
**Activities for Tools, Equipment,**  
**and Paraphernalia**

# **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.



## ***What I Need to Know***

This module is used for the Alternative Delivery Program of DepEd. It is an exploratory course that 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 perform after-care activities for tools, equipment, and paraphernalia in Front Office Services. It provides activities that you need for you to perform the required competencies independently.

The coverage of this module is Lesson2 which is the Maintain Tools, Equipment, and Paraphernalia. It is directed to the attainment of the learning outcome below:

LO 1. Perform after-care activities for tools, equipment, and paraphernalia.  
TLE\_HEFS7/8UT-Oc-4

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

1. clean tools, equipment, and paraphernalia after use according to standard operating procedures;
2. store tools, equipment, and paraphernalia in the appropriate area following safety procedures; and
3. value the importance of understanding the properly maintain tools, equipment, and paraphernalia in Front Office Services after use.



## ***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.

### **Pretest:**

**Directions:** Read and analyze the question carefully. Choose the letter of the correct answer and write it in your activity notebook.

1. What are the procedures in maintaining Front Office Service tools, equipment, and paraphernalia?
  - A. use, clean, & store
  - B. use, clean, & maintain
  - C. clean, arrange, & store
  - D. use, maintain, & prepare

2. How to clean the Front Desk?
  - A. Wipe it with a dry cloth
  - B. Use polisher to polish the surface
  - C. Use cleaning agent appropriate for the material
  - D. All of the above
  
3. To keep a longer use of the different tools, equipment, and paraphernalia in Front Office Services, the following should be done, EXCEPT;
  - A. Clean after a month
  - B. Maintain its condition
  - C. Store in its designated area
  - D. Clean immediately after use
  
4. Which of the following equipment will not use polisher in cleaning?
  - A. Safety deposit box
  - B. Computer
  - C. Key Rack
  - D. Hotel Bell
  
5. What materials to be used in cleaning tools and equipment except computers, printers, and fax machine?
  - A. polisher, cleaning agent, and dry cloth
  - B. polisher, cleaning agent, and wet cloth
  - C. polisher, cleaning detergent, and dry cloth
  - D. cleaning detergent, dry cloth, and wet cloth
  
6. These are tools and paraphernalia need to be stored in a shelf or file box, except;
  - A. Forms and receipts
  - B. Key rack
  - C. Keys
  - D. Logbooks
  
7. Why do we need to clean the front office desk tools, equipment, and paraphernalia, except?
  - A. To maintain its quality condition
  - B. To become a dust-free materials
  - C. To provide service to its guests
  - D. To lessen expenses and saves time
  
8. Which of following reasons why we must store tools, equipment, and paraphernalia?
  - A. To keep its longer use.
  - B. To maintain its quality condition
  - C. To prevent from damages or losses
  - D. All of the above
  
9. What are the ways in cleaning front office paraphernalia, EXCEPT?
  - A. Put it in a dry area
  - B. Keep them after use
  - C. Wipe with wet cloth
  - D. Place in its designated files boxes/shelves

10. When do we need to clean tools, equipment, and paraphernalia?
  - A. After use
  - B. Month after use
  - C. When it necessary
  - D. Once it is damage
  
11. The following are the activities to be done in cleaning the tools and equipment, EXCEPT;
  - A. Put tag if it is damaged
  - B. Ensures it is unplugged
  - C. Check the manual or guidelines
  - D. Use the any forms of cleaning materials
  
12. What should you remember in maintaining tools, equipment, and paraphernalia of Front Office Services?
  - A. "Once it is clean, then clean up afterward"
  - B. "Once it is used, then clean up afterward"
  - C. "Once it is clean, then use up afterward"
  - D. "Once it is used, then store up afterward"
  
13. Which of the materials need to be checked regularly to ensures its condition?
  - A. Computer
  - B. Keys
  - C. Logbook
  - D. Safety Deposit Box
  
14. Why computers need to be cared and maintained?
  - A. Extend it shelf life.
  - B. Prevention from viruses.
  - C. Save time and money for repairs/replacements
  - D. All of the above
  
15. Which of the statement that best describe the importance of performing after-care of the different tools, equipment, and paraphernalia in Front Office Services?
  - A. Maintaining the material's conditions.
  - B. Extending the lifespan of the materials.
  - C. Continues the front office quality services.
  - D. Prevention from any damages, repairs, and replacements.

**Lesson****1****Maintenance for Tools,  
Equipment, and  
Paraphernalia*****What's In***

In module 1, you are acquainted with how to use the different tools, equipment, and paraphernalia in Front Office Services. Let us determine how much you already know about it.

**Directions:** Copy the table below in your activity notebook. Identify the different tools, equipment, and paraphernalia and their uses.

<b>Tools/Equipment/Paraphernalia</b>	<b>Use in Front Office Services</b>
1.	
2.	
3.	
4.	
5.	





## ***What's New***

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

**Directions:** Name five items or materials you usually used in your daily activities like cellphones, bags, TV, etc. at home. Then, write the procedures in maintaining them. Do it in your activity notebook.

Example:

Clothes

- Wash after use and use appropriate detergent to keep its color.

1. \_\_\_\_\_

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2. \_\_\_\_\_

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3. \_\_\_\_\_

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4. \_\_\_\_\_

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5. \_\_\_\_\_

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## ***What is It***

Proper care and maintenance of tools, equipment and other materials makes the operations/services easy, usable, safe, quality, and successful. It will last longer if it is properly cleaned, stored, and well-maintained. In addition, it provides the management in saving time, lessen expenses and make tasks more comfortable or even more productive. Aside from that, you must always be aware on its maintenance to avoid any injuries or hazards; or see its manual for effective and safe use.

As these materials are used daily, their effectiveness and efficiency vary depending on how they are used and maintained. Cleaning these materials will not take long or not hard to do. It just only takes minutes to keep the materials protected or free from any damaged. If there is damage or defect, put a tag “do not use” and make a report to the department head.

You must also consider these words “Use, Clean, and Store” as simplified procedure in performing after-care. You can use the materials anytime you need, considering the manufacturer’s instructions or guidelines. Inspect/check them regularly. You must clean them every time after using and store them properly to keep materials quality conditions. Remember this statement, “Once it is used, then clean up afterward”.

It is also important to be aware on the environment or place when storing the tools, equipment, and paraphernalia. Most of them should be place on a dry area or put to its designated area.

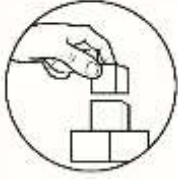
### **Cleaning and Storing Materials**

Most of the tools and equipment done by cleaning the area/tools/equipment with the use of polisher or cleaning agent intended for what material it was made or just wipe it with a dry cloth. It should be dust-free and usually done at the end of the day. To store these materials, the area must be dry and keep these in its designated area. Electrical tools and equipment like computer, printer, fax machine, etc. should be regularly checked, follows what is written in the manual, and unplug after use.

Cleaning your computer regularly can help extend its shelf life, saving you time and money on repairs and replacements. Remember that computers are especially prone to dust and overheating, so these steps can help reduce risk and keep your computer running optimally. Computers last five to eight years when maintained properly, but that lifespan can erode quickly if a user doesn’t take steps to protect the hardware. Computer maintenance means keeping your computers and laptops in good condition through regular cleanings, hard drive updates, and virus prevention. Doing so can lengthen the lifespan of your devices and it can also help you browse the web more safely (Bob Shaker, 2021).

Paraphernalia in Front Office Services such as forms, pens, logbooks, receipts, etc. these should be placed in its designated shelves or file boxes; wipe the shelves and file boxes with dry cloth; and store it in a dry area.

It is the importance of performing after-care of the different tools, equipment, and paraphernalia in Front Office Services to continue in providing quality services to its guests.



## ***What's More***

Since you have already learned how to care and maintain the tools, equipment, and paraphernalia in Front Office Services, here are sets of activities to measure your knowledge and skills.

### **Activity 1: Care Me!**

**Directions:** How do you clean and store the following tools, equipment, and paraphernalia? Write your answer in your activity notebook. 5 points each

#### **Front Desk Area**

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#### **Computer**

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#### **Keys or Key Cards**

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**Printer**

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**Reservation Form, Registration Form, or Logbook**

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Rubric for scoring:

5	3	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.

**Activity 2: Value Me!**

**Directions:** Why do you need to clean, maintain, and store the tools, equipment, and paraphernalia of the Front Office Services? Write your answer in your activity notebook. 10 points

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Rubric for scoring:

10	7	5
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.



## ***What I Have Learned***

Let us know what you have learned from the activities above!

**Directions:** Fill in the blank in each statement below. Write your answer in your activity notebook.

Proper care and maintenance of tools, equipment and other materials makes the operations/services (1) \_\_\_\_\_. It will (2) \_\_\_\_\_ if it is properly cleaned, stored, and well-maintained. It provides the management in (3) \_\_\_\_\_, lessen expenses and make (4) \_\_\_\_\_ or even more productive. You must also consider these words (5) \_\_\_\_\_ as simplified procedure in performing after-care. It is also important to be aware on the (6) \_\_\_\_\_ when storing the tools, equipment, and paraphernalia. Tools and equipment done by cleaning the area/tools/equipment with the use of (7) \_\_\_\_\_ intended for what material it was made. To (8) \_\_\_\_\_ these materials, the area must be dry and keep these in its designated area. (9) \_\_\_\_\_ should be placed in its designated shelves or file boxes; wipe the shelves and file boxes with dry cloth; and store it in a dry area.



## ***What I Can Do***

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

**Directions:** Read the scenario and answer the guide questions below in your activity notebook.

Ligaya is a front office attendant in Oasis La Beach Resort. Upon her duty, she prepares the front office area especially the tools, equipment, and paraphernalia to be used in the front office operations. She received calls from different guests. She prepared reports like posting details in the logbook, updating guest folios, checking details from reservation and registration forms, and other related tasks. Ligaya used the computer, printed emails, and received fax mails. It was a tiring day for her. Before her shift ends, she needs to perform after-care on the area.

Guide Questions:

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

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2. What after-care will be done to the identified tools, equipment, and paraphernalia?

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Rubric for scoring:

5	3	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.



## **Assessment**

### **Post-test**

**Directions:** Read and analyze the question carefully. Choose the letter of the correct answer and write it in your activity notebook.

1. To keep a longer use of the different tools, equipment, and paraphernalia in Front Office Services, the following should be done, EXCEPT;
  - A. Clean after a month
  - B. Maintain its condition
  - C. Store in its designated area
  - D. Clean immediately after use
  
2. Which of the following equipment will not use cleaning agents in cleaning?
  - A. Safety deposit box
  - B. Computer
  - C. Key Rack
  - D. Hotel Bell
  
3. Which of following reasons why we must store tools, equipment, and paraphernalia?
  - A. To keep its longer use.
  - B. To maintain its quality condition
  - C. To prevent from damages or losses
  - D. All of the above
  
4. What should you remember in maintaining tools, equipment, and paraphernalia of Front Office Services?
  - A. "Once it is clean, then clean up afterward"
  - B. "Once it is used, then clean up afterward"
  - C. "Once it is clean, then use up afterward"
  - D. "Once it is used, then store up afterward"
  
5. What are the procedures in maintaining Front Office Service tools, equipment, and paraphernalia?
  - A. use, clean, & store
  - B. use, clean, & maintain
  - C. clean, arrange, & store
  - D. use, maintain, & prepare

6. How to clean the Front Desk?
  - A. Wipe it with a dry cloth
  - B. Use polisher to polish the surface
  - C. Use cleaning agent appropriate for the material
  - D. All of the above
  
7. Which of the materials need to be checked regularly to ensures its condition?
  - A. Computer
  - B. Keys
  - C. Logbook
  - D. Safety Deposit Box
  
8. What materials to be used in cleaning tools and equipment except computers, printers, and fax machine?
  - A. polisher, cleaning agent, and dry cloth
  - B. polisher, cleaning agent, and wet cloth
  - C. polisher, cleaning detergent, and dry cloth
  - D. cleaning detergent, dry cloth, and wet cloth
  
9. These are tools and paraphernalia need to be stored in a shelf or file box, except;
  - A. Forms and receipts
  - B. Key rack
  - C. Keys
  - D. Logbooks
  
10. Why do we need to clean the front office desk tools, equipment, and paraphernalia, except?
  - A. To maintain its quality condition
  - B. To become a dust-free materials
  - C. To provide service to its guests
  - D. To lessen expenses and saves time
  
11. What are the ways in cleaning front office paraphernalia, EXCEPT?
  - A. Put it in a dry area
  - B. Keep them after use
  - C. Wipe with wet cloth
  - D. Place in its designated files boxes/shelves
  
12. When do we need to clean tools, equipment, and paraphernalia?
  - A. After use
  - B. Month after use
  - C. When it necessary
  - D. Once it is damage



13. Which of the statement that best describe the importance of performing after-care of the different tools, equipment, and paraphernalia in Front Office Services?
- A. Maintaining the material's conditions.
  - B. Extending the lifespan of the materials.
  - C. Continues the front office quality services.
  - D. Prevention from any damages, repairs, and replacements.
14. The following are the activities to be done in cleaning the tools and equipment, EXCEPT;
- A. Put tag if it is damaged
  - B. Ensures it is unplugged
  - C. Check the manual or guidelines
  - D. Use the any forms of cleaning materials
15. Why computers need to be cared and maintained?
- A. Extend it shelf life.
  - B. Prevention from viruses.
  - C. Save time and money for repairs/replacements
  - D. All of the above



### ***Additional Activity***

**Directions:** Search from the internet on the other tools, equipment, and paraphernalia used in Front Office Services. List at least 5 of them and write what are the cleaning and storing process.



## ***Answer Key***

<b>What I Know</b>
1. A
2. D
3. A
4. B
5. A
6. B
7. C
8. D
9. C
10. A
11. D
12. B
13. A
14. D
15. C
16.

<b>What's More</b>
Activity 1
Answers are in the box below.
Activity 2
Answers will vary.
What I can Do
#1 Telephone, Computer, Printer, Fax Machine, Logbooks, Forms
#2 Answer will vary

<b>Assessment</b>
1. A
2. B
3. D
4. B
5. A
6. D
7. A
8. A
9. B
10. C
11. C
12. A
13. C
14. D
15. D

## ***References***

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