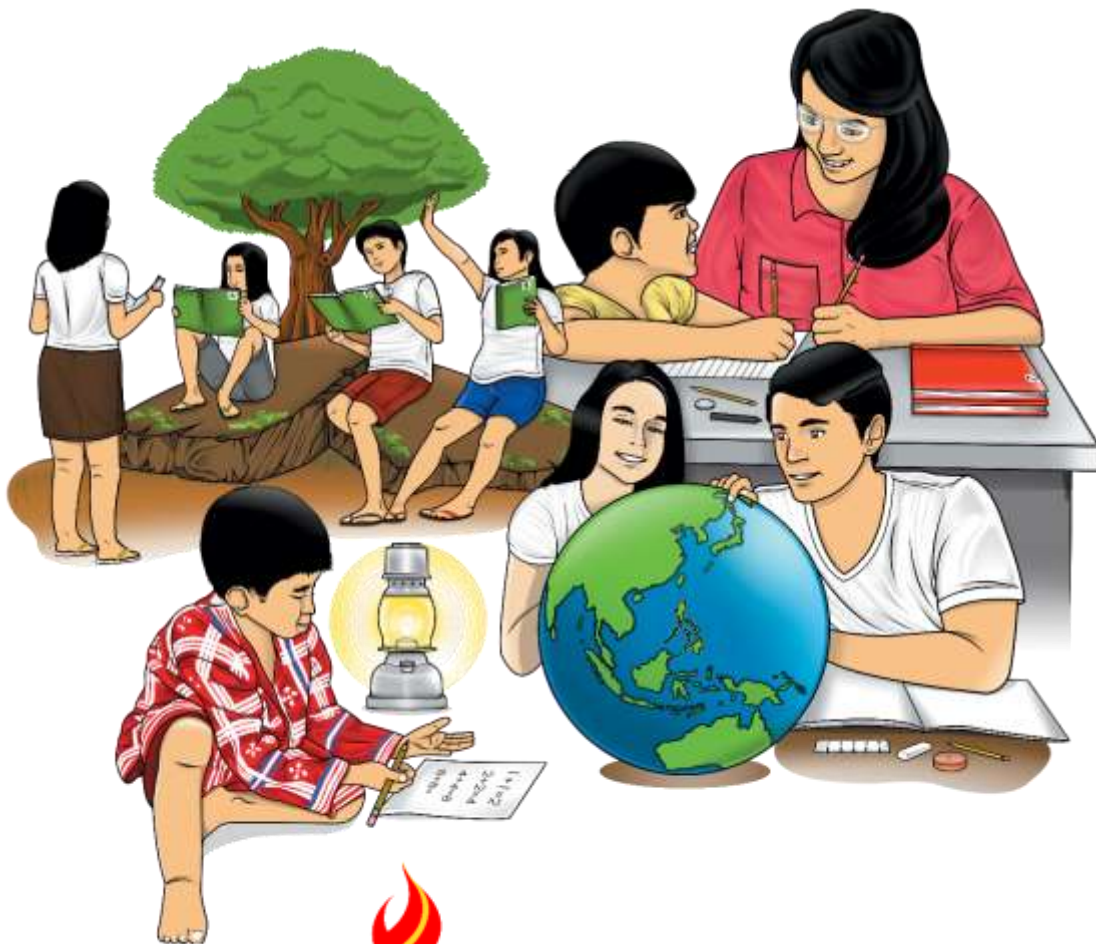


# Technology and Livelihood Education Front Office Services

## Module 3: Preparing Simple Calculations



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**Technology and Livelihood Education  
Grade 8 - Front Office Services  
Alternative Delivery Mode  
Module 3: Preparing Simple Calculations  
First Edition, 2020**

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# **Technology and Livelihood Education Front Office Services**

## **Module 3: Preparing Simple Calculations**

# **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 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 demonstrate an understanding of performing a simple calculation in Front Office Service. It provides activities that you need for you to perform the required competencies independently.

The coverage of this module is Lesson3 which is the Perform Mensuration and Calculations. It is directed to the attainment of the learning outcome below:

LO 1. Perform simple calculations.TLE\_HEFS7/8MC-0e-6

After going through this module, you are expected to:

1. prepare simple report from arrival to departure of guests; and
2. value the importance of understanding on preparing simple report from arrival to departure of guests in Front Office Services.



## ***What I Know***

Let us determine how much you already know about preparing a simple report from arrival and departure of customers. Take this Pre-test. Do not write anything in this module.

### **Pretest:**

**Directions:** Read and understand the questions carefully. Choose and write the letter of the correct answer in your activity notebook.

1. What report provides the arrival of guests' details like, arrival time, room blocked, VIP code, guest specific request, room-specific request, etc.?
  - A. Arrival Report
  - B. Departure Report
  - C. Inventory Report
  - D. Night Auditor Report

2. Who performs reconciling, balancing a hotel's daily activities and transactions, and make a series of reports like arrival and departure reports?
  - A. Bell Boy
  - B. Reservation Clerk
  - C. Front Office Clerk
  - D. Receptionist
  
3. What report mainly contains the guest's name, room number, departure date and time, billing instructions, airport transfer details, etc.?
  - A. Arrival Report
  - B. Auditor Report
  - C. Balance Report
  - D. Departure Report
  
4. When to prepare a departure report?
  - A. During the arrival of the guest
  - B. Before the arrival of the guest
  - C. Upon the checking-out of the guest
  - D. Before the checking-out of the guest
  
5. It is a report used to check the expected guest's arrivals to the hotels on any given date.
  - A. Arrival Report
  - B. Departure Report
  - C. Inventory Report
  - D. Night Auditor Report
  
6. Which of the following statement is TRUE about the arrival report?
  - A. Arrival report is the same as the departure report.
  - B. Arrival report will be done after checking out of the guest.
  - C. Arrival report should be done before the guest will arrive at the hotel premises.
  - D. Arrival report will be done both before the guest will arrive and depart.
  
7. Why do we need to prepare departure report?
  - A. To know the guest's details and concerns.
  - B. To determine data on expected guest arrivals.
  - C. To prepare guest's charges upon check out.
  - D. To provide information on expected departures.
  
8. When to prepare the arrival report?
  - A. During the arrival of the guest
  - B. Before the arrival of the guest
  - C. Upon checking out of the guest
  - D. Before the guest will check-out or depart

9. Which of the following are the guest's details needed in the departure report?
- A. Departure date and time
  - B. Billing settlement/method
  - C. Name of the guest
  - D. All of the Above
10. Who prepares the arrival and departure reports?
- A. Bellboy
  - B. Front Office Attendant
  - C. Cashier
  - D. Receptionist
11. Which of the following statement is FALSE on the task of a Front Office clerk?
- A. Prepares only arrival and departure reports.
  - B. Prepares reports during day and night shifts.
  - C. Do the departure report before the guest will check out.
  - D. Do the arrival report once he/she have the data after reservation.
12. After the front office clerk received a reservation from a guest, what report should be done before the guest will arrive?
- A. Arrival Report
  - B. Inventory Report
  - C. Departure Report
  - D. Front Office Report
13. The following statements are TRUE about the departure report, EXCEPT?
- A. A report done before the guest will check out.
  - B. A report done after the guest checked out the hotel.
  - C. A report that provides data on expected guest departures.
  - D. A report that gives information on the number of guests will check out.
14. What are the guests' details needed in the arrival report?
- A. Arrival date and time
  - B. Billing settlement/method
  - C. Name of the guest
  - D. All of the above
15. What is the importance of preparing arrival report?
- A. Know the expected charges of guest.
  - B. Identify guest's names and other details.
  - C. Provides data on expected guest arrivals.
  - D. Determine the departures data of the hotel.

## Lesson

# 1

## Front Office: Arrival and Departure Reports



### *What's In*

In module 2, you are acquainted with how to care for and store different tools, equipment, and paraphernalia used in Front Office Services. Let us determine how much you already know about it.

**Directions:** How do you maintain and store the following tools, equipment, and paraphernalia? Write your answer in 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. |

#### **Front Office Desk**

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#### **Key Racks**

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

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***What's New***

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

**Directions:** Classify the following details in the box below. Mark check whether it is found in the arrival or departure report or both reports.

| <b>Details</b>      | <b>Arrival</b> | <b>Departure</b> |
|---------------------|----------------|------------------|
| 1. Guest's name     |                |                  |
| 2. Arrival date     |                |                  |
| 3. Departure time   |                |                  |
| 4. Room rate        |                |                  |
| 5. Number of Guests |                |                  |
| 6. Billing Method   |                |                  |
| 7. Room number      |                |                  |
| 8. Arrival time     |                |                  |
| 9. Departure date   |                |                  |
| 10. Room number     |                |                  |



## What is It

In Front Office Department, making reports are one of the essential tasks to be performed to sustain a good service. Report can be done by a front office clerk/attendant or usually done by a night auditor. Night auditor is a night shift personnel who performs reconciling, balancing personnel a hotel's daily activities, transactions and make a series of reports. Night audit routines may vary on the size of the hotel where some hotels perform it manually or in computerized systems.

However, the Front Office Attendant/Clerk may also prepare reports in front office transactions. In daily reports, they prepare arrival and departure reports that provide only the data on the expected guest arrivals and departures.

Here is the sample arrival and departure reports:

### Arrival Report

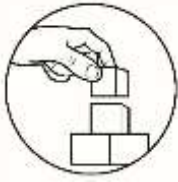
A report is used to check the expected guest's arrival to the hotel on any given date. It is designed to give details on the guest's arrival like time, room blocked, special guest's requests and room-specific requests, etc. This report usually done before the guest will arrive at the hotel premise.

| No. | Name           | #Room | Arrival Time | Arrival Date | Room Type | No. of Guests | Departure  | Room Rate | Billing Method | Group Name | Company Name | Guest's Request |
|-----|----------------|-------|--------------|--------------|-----------|---------------|------------|-----------|----------------|------------|--------------|-----------------|
| 1.  | Trillo, Eugene | 202   | 14:00        | 26-02-2011   | Double    | 2             | 28-02-2011 | 1,500.00  | Cash           | N/A        | N/A          | N/A             |
|     |                |       |              |              |           |               |            |           |                |            |              |                 |

### Departure Report

A Departure report is used to track the expected departures of guests at any given date. It mainly contains the guest's name, room number, departure date and time, billing instructions, airport transfer details, etc. This report will be prepared before the guest will check out in the hotel.

| No | Guest Name       | Room # | Room Type | No. of Guests | Arrival    | Room Rate | Balance | Group Name |
|----|------------------|--------|-----------|---------------|------------|-----------|---------|------------|
| 1. | Asibal, Gretchen | 111    | STD       | 1/2           | 30-01-2011 | 2,000     | 2,000   | N/A        |
|    |                  |        |           |               |            |           |         |            |



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

### **Activity 1: Reports Time!**

**Directions:** Make an arrival and departure report from the scenario below using the sample report format. Write your answer in your activity notebook.

*Scenario*

**Receptionist:** Hello good morning, this is from Crown Hotel, how may I help you?

**Guest:** I would like to reserve a room for next week.

**Receptionist:** May I have your name please?

**Guest:** I am Vilma Longos, from Butuan.

**Receptionist:** May I know the specific date of reservation ma'am?

**Guest:** I would like to book a room for 3 Days, from July 20 to 22.

**Receptionist:** What type of room do you like to reserve, ma'am?

**Guest:** well, a deluxe room.

**Receptionist:** Thank you ma'am. Just give me a minute, let me check. Yes ma'am, there are still available rooms. Do you prefer a room overlooking the swimming pool, ma'am?

**Guest:** Sure.

**Receptionist:** By the way ma'am are you alone?

**Guest:** Yes

**Receptionist:** Okay ma'am. So, your room number is 209. Your room rate is Php 2,500 per night with a complimentary breakfast. Is it okay ma'am?

**Guest:** Yes.

**Receptionist:** May I know how you are going to settle your account. What possible time will you arrive ma'am?

**Guest:** I'll pay cash and I will be there at exactly 12:00 NN.

**Receptionist:** Okay ma'am, may I repeat your reservation, your room number is 209, a deluxe room for 3 nights on 20<sup>th</sup> to 22<sup>nd</sup> of July 2021 and you will pay it in cash.

**Guest:** Thank you.

**Receptionist:** We are looking forward for your arrival in our hotel. Thank you so much ma'am.

**Guest:** You're welcome, bye.

**Receptionist:** Bye.

*(Three days later...)*

**Guest:** Good morning. I have a room reservation last July 17.

**Receptionist:** Yes ma'am. I will check your reservation. We have your details mam. You are Mrs Vilma Longos. You booked a deluxe room for 3 nights from 20<sup>th</sup> to 22<sup>nd</sup> of July. Am I right ma'am?

**Guest:** Yes absolutely! But I am with my husband. Can I change the deluxe to a suite room?

**Receptionist:** I will check the availability of room ma'am. Yes, suite room is for you ma'am. So here is the Registration Form, could you please sign here at the bottom?

**Guest:** Sure, why not? Is that all I need to do?

**Receptionist:** Yes ma'am, and the rate per night of the room sir is Php 3,500.00

**Guest:** Okay.

**Receptionist:** Thank you very much, Sir. Your room number is 209.

It is on the 4<sup>th</sup> floor. The bell attendant will assist you.

**Guest:** Thank you.

*(On the 3<sup>rd</sup> day of staying at the hotel, the guest calls the front office informing that she will be checked at 11:30 AM.)*

## Activity 2: Value Me!

**Directions:** How the arrival and departure reports are important in the front office services? Write your answer in your activity notebook. 5 points

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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. |



## ***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.

Front office department makes (1) \_\_\_\_\_ and usually done by a night auditor. The (2) \_\_\_\_\_ performs reconciling, balancing a hotel's daily activities and transactions and make a series of reports like (3) \_\_\_\_\_ and (4) \_\_\_\_\_. A (5) \_\_\_\_\_ report is used to check the Expected guest arrivals to the hotels on any given date. On the other hand, (6) \_\_\_\_\_ a report is used to track the expected departures for any given date.



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

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

**Directions:** Using the sample report formats, make an arrival and departure report based on the given scenario.

It was the 18th of December 2021, and the most awaited date for the Santos family. The holiday trip to Batanes that they planned long before was finally realized. They left home at about 10:30 in the morning and drove for 7 hours to the hotel and resort where they checked in. Mr. Richard Santos booked their two-night stay at the hotel two weeks ago.

They arrived at the hotel at exactly 5:30 in the afternoon. Upon arrival, the receptionist entertained them and attained promptly to their needs and requests. She reviewed the booking details and reiterated some important data, like the number of reservation days and room rates. She then had the family escorted to its assigned room.

They occupied Room 143, a quad room with two beds. It was a standard room with a rate of Php 3,500 per night, including four meals and unlimited access to the swimming pool. The room is found on the third floor of the building, overlooking the hill view just as Mrs. Rebecca Santos requested.

Mr. Richard and his wife settled on the bigger bed, while their twin daughters, Jeanne and Mikee, aged 8, occupied the smaller one. The four spent a great holiday in the resort. They enjoyed the very warm accommodation and the excellent facilities and amenities of the hotel.

On the 20th of December at 7:15 in the morning Mrs. Santos called the front office to inform that they will be checked before lunch.

Before they departed from the hotel, they extended gratitude and bid farewell to the very accommodating hotel staff.



## Assessment

**Directions:** Read and understand the questions carefully. Choose and write the letter of the correct answer in your activity notebook.

1. What report mainly contains the guest's name, room number, departure date and time, billing instructions, airport transfer details, etc.?
  - A. Arrival Report
  - B. Auditor Report
  - C. Balance Report
  - D. Departure Report
2. What are the guests' details needed in the arrival report?
  - A. Arrival date and time
  - B. Billing settlement/method
  - C. Name of the guest
  - D. All of the above
3. When to prepare the arrival report?
  - A. During the arrival of the guest
  - B. Before the arrival of the guest
  - C. Upon checking out of the guest
  - D. Before the guest will check-out or depart
4. What report provides the arrival of guests' details like, arrival time, room blocked, VIP code, guest specific request, room-specific request, etc.?
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  - A. Prepares only arrival and departure reports.
  - B. Prepares reports during day and night shifts.
  - C. Do the departure report before the guest will check out.
  - D. Do the arrival report once he/she have the data after reservation.
7. Which of the following are the guest's details needed in the departure report?
  - A. Departure date and time
  - B. Billing settlement/method
  - C. Name of the guest
  - D. All of the Above

8. When to prepare a departure report?
  - A. During the arrival of the guest
  - B. Before the arrival of the guest
  - C. Upon the checking-out of the guest
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  - C. Arrival report should be done before the guest will arrive at the hotel premises.
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  - C. Cashier
  - D. Receptionist
15. The following statements are TRUE about the departure report, EXCEPT?
  - A. A report done before the guest will check out.
  - B. A report done after the guest checked out the hotel.
  - C. A report that provides data on expected guest departures.
  - D. A report that gives information on the number of guests will check out.



## ***Additional Activity***

**Directions:** Search from the internet on the other reports to be done in Front Office services. List at least 2 of them and write their definition on your activity notebook.





# Answer Key

**What I Know**

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

**What's More**

Activity 1

Answers are in the box below.

Activity 2

Answer will vary.

**Assessment**

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

**Activity 1**

**Arrival Report**

| No. | Name         | #Room | Arr Time | Arr Date      | Room Type | No. of Guest | Departure     | Room Rate | Billing Method | Group Name | Company Name | Travel Agency |
|-----|--------------|-------|----------|---------------|-----------|--------------|---------------|-----------|----------------|------------|--------------|---------------|
| 1.  | Wilma Longos | 209   | 12:00 NN | July 20, 2021 | Deluxe    | 1            | July 22, 2021 | P 2,500   | Cash           | N/A        | N/A          | N/A           |

**Departure Report**

| No | Guest Name   | Room # | Room Type | No. of Guests | Arrival       | Room Rate | Balance | Group Name |
|----|--------------|--------|-----------|---------------|---------------|-----------|---------|------------|
| 2. | Wilma Longos | 209    | Suite     | 2             | July 20, 2021 | 3500      | 0       | None       |

**What I Can Do**

**Arrival Report**

| No. | Name           | #Room | Arr Time | Arr Date          | Room Type | No. of Guests | Departure         | Room Rate | Billing Method | Group Name | Company Name | Travel Agency |
|-----|----------------|-------|----------|-------------------|-----------|---------------|-------------------|-----------|----------------|------------|--------------|---------------|
| 1.  | Richard Santos | 143   | 5:30 PM  | December 18, 2021 | Standard  | 4             | December 20, 2021 | P 3,500   | Cash           | N/A        | N/A          | N/A           |

**Departure Report**

| No | Guest Name     | Room # | Room Type | No. of Guests | Arrival           | Room Rate | Balance | Group Name |
|----|----------------|--------|-----------|---------------|-------------------|-----------|---------|------------|
| 1. | Richard Santos | 143    | Standard  | 4             | December 18, 2021 | 3500      | 0       | None       |

## ***References***

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