



Republic of the Philippines  
TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

## NATIONAL CERTIFICATE II

in

### HOUSEKEEPING

is awarded to

**FRANCHESKA AIRA T. MENDOZA**

*for having completed the competency requirements under the Philippine TVET Competency Assessment and Certification System in the following units of competency:*

(In compliance with the ASEAN Mutual Recognition Arrangement on Tourism Professionals)

Unit Code	Basic Competencies	Unit Code	Core Competencies
500311105	Participate in Workplace Communication	TRS5123111	Provide Housekeeping Services to Guest
500311106	Work in Team Environment	TRS5123112	Clean and Prepare Rooms for Incoming Guest
500311107	Practice Career Professionalism	TRS5123113	Provide Valet/Butler Service
500311108	Practice Occupational Health and Safety Procedures	TRS5123114	Laundry Linen and Guest Clothes
		TRS5123115	Clean Public Areas, Facilities and Equipment
		TRS5123122	Deal with/Handle Intoxicated Guests
Unit Code	Common Competencies		
TRS311201	Develop and Update Industry Knowledge		
TRS311202	Observe Workplace Hygiene Procedures		
TRS311203	Perform Computer Operations		
TRS311204	Perform Workplace and Safety Practices		
TRS311205	Provide Effective Customer Service		

Signature of the certificate holder  
Certificate No. **19130602132618**  
ULI:MFT-99-582-03054-001

Issued on **November 20, 2019**  
Valid until **November 19, 2024**



**SEC. ISIDRO S. LAPENA, PhD., CSEE**

Director General



MENDOZA, FRANCHESKA AIRA TY

CLN-NQ- 4909459