

## **TERMS OF REFERENCE**

### **I. PROJECT TITLE:**

FILIPINO BRAND OF SERVICE EXCELLENCE TRAIN-THE-TRAINERS COURSE FOR IN-HOUSE TRAINERS – TOURISM ENTERPRISE LEVEL IN CAGAYAN VALLEY REGION

### **II. BACKGROUND/PROJECT DESCRIPTION**

The Filipino Brand of Service Excellence (FBSE) is one of the main advocacy programs of the Department of Tourism which aims to promote the best and positive about Filipino hospitality. It is envisioned to enhance and uplift the quality of tourism services in the country, making excellence in service become a holistic national identity, and make it our “brand”.

The FBSE aims to highlight the good and the positive traits in the Filipino tourism professionals by emphasizing 7 Filipino Core Values or “7Ms” which should be manifested in key touchpoints in handling tourists or guests.

In order to spread the FBSE culture across the tourism sector, it is necessary to train more tourism professionals especially supervisors or middle managers in tourism enterprises to cascade the training at the enterprise level.

Thus, the Office of Industry Manpower Development (OIMD) shall conduct the FBSE Train-the-Trainers Course for In-house Trainers for tourism enterprises in line with the 100K FBSE trained individuals as instructed by the Secretary for the year 2023.

- Target Participants : **Maximum of 39 pax comprising of Managers/ Supervisors of Accommodation Establishments**
- Date/Period Covered: **May 29 - June 3, 2023** (subject of final confirmation)
- Location/Venue : **Tuguegarao City, Cagayan**

### **III. PURPOSE/OBJECTIVES**

The OIMD is in need of the services of a service provider in the Philippines engaged in the business of providing training/seminar packages, handling or coordinating transportation, accommodation, and events arrangements for such.

The training program aims to:

1. Develop pool of in-house trainers to conduct the FBSE Basic Trainings in DOT-accredited tourism enterprises.
2. Cascade the FBSE Trainings to the DOT-accredited tourism enterprises and tourism frontliners/workforce.
3. Boost participants’ competencies in facilitating the FBSE trainings to their respective establishment’s frontliners/personnel.

#### IV. MINIMUM REQUIREMENT

- Must be a Service Provider engaged in transportation, accommodation, and events management arrangements;
- Must be a DOT-accredited service provider;
- Must be willing to provide service on a send-bill arrangement; and
- Must be flexible to make adjustments in schedules and timelines, if necessary.

#### V. SCOPE OF WORK, COVERAGE, AND DELIVERABLES

The following are the services required by the DOT:

##### 1. TRANSPORTATION

###### A. Domestic airline tickets inclusive of 20 kilos baggage allowance.

Budget Allotted: ₱99,814.54

Flight Itinerary *Flight Details are subject to change	Number of Pax	Intended Passengers
May 29, 2023 Manila – Tuguegarao preferably AM flight between 10:00AM to 1:00PM	7	OIMD Project Officer, Technical Team, and FBSE Master Trainers
June 3, 2023 Tuguegarao – Manila preferably PM flight between 12:00NN to 3:00PM	7	OIMD Project Officer, Technical Team, and FBSE Master Trainers

###### B. Van Hire (inclusive of driver, gasoline, applicable parking fees)

Budget Allotted: ₱5599.98

Date	Time	Purpose
May 29, 2023	Whole day	• Airport/Land transfers to hotel and FBSE monitoring of FBSE participating establishments for 7pax with space for luggage and training materials
June 3, 2023	Whole day	• Airport/Land transfers to airport and FBSE monitoring of FBSE participating establishments for 7pax with space for luggage and training materials

- Provision of transportation to training venue and off-session lunch/dinner venues, if necessary.

##### 2. ACCOMMODATION IN A DOT-ACCREDITED HOTEL/RESORT

Budget Allotted: ₱252,784.50

###### 2.1 For Resource Speakers and DOT Personnel - 6 days/5 nights

- Check-in: May 29, 2023
- Check-out: June 3, 2023
- Three (3) Single Rooms for FBSE Master Trainers
- Three (3) Twin-sharing Rooms for DOT personnel (OIMD and regional training officers)

###### 2.2 For Training Participants - 5 days / 4 nights

- Check-in: May 30, 2023
- Check-out: June 3, 2023

- Fifteen (15) Twin-sharing Rooms for the 30 participants
- *Room accommodation must be inclusive of breakfast*
- *Room accommodation should be open for cancellation of room booking once not occupied by the participants without cost, provided notice is given within 2 days before check in date;*
- *Complimentary Wi-Fi; and*
- *Inclusion of free access to all facilities and amenities within the hotel/resort.*

### 3. MEALS (IN-SESSION AND OFF-SESSION)

Budget Allotted: ₱153,655.41

- **Provision of meals for the following activities:**

Date	Time	No. of Pax	Purpose
May 29, 2023	Lunch	7	<ul style="list-style-type: none"> <li>• Lunch upon arrival from the airport of DOT-Personnel and Resource Persons preferably in the hotel/resort before check-in</li> <li>• Inclusive of drinks</li> </ul>
	Dinner	9	<ul style="list-style-type: none"> <li>• Dinner preferably in a local restaurant</li> <li>• Inclusive of drinks</li> </ul>
May 30, 2023	AM Snacks PM Snacks Lunch	39	<ul style="list-style-type: none"> <li>• AM and PM Snacks, Buffet Lunch during the conduct of training</li> <li>• Inclusive of drinks for all meals</li> <li>• To be served in the function room/training venue</li> </ul>
	Dinner	9	<ul style="list-style-type: none"> <li>• Dinner for resource speakers and DOT personnel, preferably in a local restaurant</li> <li>• Inclusive of drinks</li> </ul>
May 31, 2023	AM Snacks PM Snacks Lunch	39	<ul style="list-style-type: none"> <li>• AM and PM Snacks, Plated/Buffer Lunch during the conduct of training</li> <li>• Inclusive of drinks for all meals</li> <li>• To be served in the function room/breakout rooms</li> </ul>

	Dinner	9	<ul style="list-style-type: none"> <li>• Dinner for resource speakers and DOT personnel, preferably in a local restaurant</li> <li>• Inclusive of drinks</li> </ul>
<b>June 1, 2023</b>	AM Snacks PM Snacks Lunch	39	<ul style="list-style-type: none"> <li>• AM and PM Snacks, Plated/Buffer Lunch during the conduct of training</li> <li>• Inclusive of drinks for all meals</li> <li>• To be served in the function room/breakout rooms</li> </ul>
	Dinner	9	<ul style="list-style-type: none"> <li>• Dinner for resource speakers and DOT personnel, preferably in a local restaurant</li> <li>• Inclusive of drinks</li> </ul>
<b>June 2, 2023</b>	AM Snacks PM Snacks Lunch	39	<ul style="list-style-type: none"> <li>• AM and PM Snacks, Plated/Buffer Lunch during the conduct of training</li> <li>• Inclusive of drinks for all meals</li> <li>• To be served in the function room/breakout rooms</li> </ul>
	Dinner	9	<ul style="list-style-type: none"> <li>• Closing dinner for organizers, resource speakers preferably local restaurant</li> <li>• Inclusive of drinks</li> </ul>
<b>June 3, 2023</b>	Lunch	7	<ul style="list-style-type: none"> <li>• Lunch with drinks after hotel check-out of DOT and resource speakers</li> <li>• Preferably in a local restaurant near the airport</li> </ul>

#### 4. FUNCTION ROOMS/TRAINING VENUE

Provision of training venue based on the following requirements;

Date	Time	Venue Capacity	Venue Requirements
May 30-June 2, 2023	8:00AM – 6:00PM	40 pax	<b>Function Room 1</b> -U-shape physical setup
June 1-2, 2023	8:00AM – 6:00PM	20 pax	<b>Function Room 2</b> -U-shape physical setup
June 2, 2023	8:00AM – 12:00NN	20 pax	<b>Function Room 2</b> -U-shape physical setup

- Must be within the same venue of the accommodation establishment;
- If possible, no visible posts at the middle of the room to block the view of the participants to the stage/presentation area;
- Seating arrangement with physical distancing, if possible;
- Provision of 1 separate table for speakers/panelists and 1 table for the secretariat
- Provision of pads and pencils for the participants;

- Free-flowing coffee, tea, water, and candies/mints;
- Fast and stable wifi internet service that can accommodate 40 users; and
- Provision of the following audio-visual equipment and technical assistance in the required function rooms:
  - Basic sound system;
  - LCD projector and screen;
  - Whiteboard with whiteboard markers or flip charts with permanent markers
  - Outlets/extension cords that can accommodate 40 laptops;
  - Minimum of 3 wired or wireless microphones;
  - Free flowing coffee, tea and water stations;
  - Pads, pencils, candies and mints;
  - Standby banquet staff and technical personnel; and
  - Provision of separate 1 table for resource speakers/panelist and 1 table for secretariat.

## 5. OTHER DELIVERABLES/INCLUSIONS

5.1 Provision of dedicated project coordinator from the tour operator

## VI. APPROVED BUDGET COST:

**Five Hundred Eleven Thousand Eight Hundred Fifty-Four Pesos and Forty-Three Centavos (P511,854.43)** inclusive of all applicable government taxes in accordance with government procedure.

## VII. PROJECT OFFICERS/CONTACT PERSONS:

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