

TERMS OF REFERENCE

I. PROJECT TITLE:

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

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: **July 24-29, 2023** (subject of final confirmation)
- Location/Venue : **Cagayan De Oro**

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.

Flight Itinerary *Flight Details are subject to change	Number of Pax	Intended Passengers
July 24, 2023 Manila – Cagayan De Oro preferably AM flight between 8:00AM to 1:00PM	5	OIMD Project Officer, Technical Team, and FBSE Master Trainers
July 29, 2023 Cagayan De Oro – Manila preferably PM flight between 12:00NN to 3:00PM	5	OIMD Project Officer, Technical Team, and FBSE Master Trainers

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

Date	Time	Purpose
July 24, 2023	Whole day	<ul style="list-style-type: none">• Airport/Land transfers to hotel and FBSE monitoring of FBSE participating establishments with space for luggage and training materials
Any day between July 25-28, 2023	Whole day	<ul style="list-style-type: none">• FBSE monitoring of FBSE participating establishments.
July 29, 2023	Whole day	<ul style="list-style-type: none">• Airport/Land transfers to airport and FBSE monitoring of FBSE participating establishments 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

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

- Check-in: July 24, 2023
- Check-out: July 29, 2023
- Two (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: July 25, 2023

- Check-out: July 29, 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)

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

Date	Time	No. of Pax	Purpose
July 24, 2023	Lunch	9	<ul style="list-style-type: none"> • Lunch upon arrival from the airport of DOT- Personnel and Resource Persons preferably in the hotel/resort before check-in • Inclusive of drinks
	Dinner	9	<ul style="list-style-type: none"> • Dinner preferably in a local restaurant • Inclusive of drinks
July 25, 2023	AM Snacks PM Snacks Lunch	39	<ul style="list-style-type: none"> • AM and PM Snacks, Plated/Buffer Lunch during the conduct of training • Inclusive of drinks for all meals • To be served in the function room/training venue
	Dinner	9	<ul style="list-style-type: none"> • Dinner for resource speakers and DOT personnel, preferably in a local restaurant • Inclusive of drinks
July 26, 2023	AM Snacks PM Snacks Lunch	39	<ul style="list-style-type: none"> • AM and PM Snacks, Plated/Buffer Lunch during the conduct of training • Inclusive of drinks for all meals • To be served in the function room/breakout rooms
	Dinner	9	<ul style="list-style-type: none"> • Dinner for resource speakers and DOT personnel, preferably in a local restaurant • Inclusive of drinks

July 27, 2023	AM Snacks PM Snacks Lunch	39	<ul style="list-style-type: none"> • AM and PM Snacks, Plated/Buffer Lunch during the conduct of training • Inclusive of drinks for all meals • To be served in the function room/breakout rooms
	Dinner	9	<ul style="list-style-type: none"> • Dinner for resource speakers and DOT personnel, preferably in a local restaurant • Inclusive of drinks
July 28, 2023	AM Snacks PM Snacks Lunch	39	<ul style="list-style-type: none"> • AM and PM Snacks, Plated/Buffer Lunch during the conduct of training • Inclusive of drinks for all meals • To be served in the function room/breakout rooms
	Dinner	9	<ul style="list-style-type: none"> • Closing dinner for organizers, resource speakers preferably local restaurant • Inclusive of drinks
July 29, 2023	Lunch	9	<ul style="list-style-type: none"> • Lunch with drinks after hotel check-out of DOT and resource speakers • Preferably in a local restaurant near the airport

4. FUNCTION ROOMS/TRAINING VENUE

Provision of training venue based on the following requirements;

Date	Time	Venue Capacity	Venue Requirements
July 25-28, 2023	8:00AM – 6:00PM	40 pax	Function Room 1 (to be use for Plenary and breakout room for group 1) -U-shape physical setup
July 27-28, 2023	8:00AM – 6:00PM	20 pax	Function Room 2 (breakout room for group 2) -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; and
- Standby banquet staff and technical personnel;

5. OTHER DELIVERABLES/INCLUSIONS

5.1 Provision of dedicated project coordinator from the tour operator

VI. APPROVED BUDGET COST:

Six Hundred Fifty Seven Thousand Eight Hundred Twenty Eight Pesos and Sixty-Eight Centavos (₱657,828.68) inclusive of all applicable government taxes in accordance with government procedure.

VII. PROJECT OFFICERS/CONTACT PERSONS:

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