



## **TECHNICAL SPECIFICATIONS** **(Event Organizer)**

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

PTHCD PROGRAM: INDUSTRY MEETING AND LINKAGES WITH FBSE TRAINERS

### **II. BACKGROUND AND PROJECT DESCRIPTION**

The Filipino Brand of Service Excellence (FBSE) Program, conceptualized in 2013, stands as a pivotal initiative within the Department of Tourism's (DOT) strategy to elevate and propagate the exceptional Filipino hospitality. Aimed at refining the quality of tourism services and showcasing the renowned warmth of Filipino hospitality, the FBSE Program has undergone substantial evolution and expansion since its inception.

Over the years, it has trained a substantial number of stakeholders, enriching their skills and knowledge to contribute positively to the tourism industry. With a comprehensive approach encompassing training, empowerment, and recognition, the FBSE Program has evolved into a vital component of the tourism landscape.

The FBSE program has directly influenced the skills and competencies of 79,603 tourism frontliners and stakeholders across the nation. As the program advances toward its goal of training 100,000 tourism frontliners and stakeholders under the FBSE 100k Program, the DOT's Office of Industry Manpower Development (OIMD) envisions a pivotal assessment and enhancement effort to further refine and reinforce the program's impact.

With this endeavor, the DOT-OIMD will organize a hybrid "Kumustahan" meeting, facilitating an open dialogue among FBSE Trainers from across the nation. This meeting aims to assess the effectiveness of current practices, identify best practices adopted by various trainers, and collectively strategize on ways to expedite progress towards the 100,000 trained frontliners/stakeholders goal.

- Target Participants : **a. 41 face-to-face participants comprising of FBSE Master, Core and Regional Trainers, Facilitators, DOT Officials and Secretariat Personnel**  
**b. 35 online participants**
- Date/Period Covered: **September 27, 2023**

### **III. OBJECTIVES**

1. To share and exchange best practices among FBSE Trainers to optimize training methodologies.
2. To identify potential areas for enhancement to accelerate progress towards training 100,000 tourism frontliners/stakeholders.
3. To foster collaborative environment for knowledge sharing and innovative ideas within the FBSE Trainer community.

#### IV. MINIMUM REQUIREMENT

- Must be flexible to make adjustments in schedules, if necessary.

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

##### A. TRANSPORTATION

One (1) DOT accredited van (whole day rental) to be used for transporting Resource Persons and Facilitators, as well as moving training materials and equipment from the DOT Makati Office to the event location, vice versa.

##### B. VENUE AND TECHNICAL REQUIREMENTS

1. Use of a function room in a DOT accredited establishment preferably within Makati area to accommodate 41 seated guests from 9:00AM – 5:00PM
2. Registration and Secretariat tables with chairs for 3 persons
3. Basic sound system with at least four (4) wireless microphones
4. Pads, pencils, and mints
5. Use of Wi-fi with stable internet connection for zoom conferencing
6. Provide Zoom platform/webinar subscription for the virtual/online participants
7. Provide and set-up LED projector screen
8. Technical crew, equipment and materials for the zoom conferencing with audience interaction/engagement, such as but not limited to two (2) cameras with control booth and broadcast standard quality equipment
9. Coordinate with venue prior to event for the technical set-up
10. **Any excess mbps internet requirement more than the venue allowance will be for the account of the service provider**

##### C. MEAL REQUIREMENTS

1. Meals for 41 pax to include AM and PM Snacks and Buffet Lunch
2. Free flowing coffee, tea and drinking water for the duration of the event (Menu to be submitted to OIMD for choice of food to be served)

##### D. OTHERS

- Standby banquet staff for the duration of the event
- Provision for sign stands
- Ingress and egress
- Complimentary car coupons for participants

##### E. APPROVED BUDGET COST:

**One Hundred Seventy-one Thousand Nine Hundred Pesos (Php171,900.00)** inclusive of all applicable government taxes in accordance with government procedure.

##### F. TERMS OF PAYMENT: Government Procedure / Send-bill Arrangements

**VI. PROJECT OFFICER/CONTACT PERSON:**

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