

TERMS OF REFERENCE

I. PROJECT TITLE:

FILIPINO BRAND OF SERVICE EXCELLENCE TRAIN-THE-TRAINERS COURSE FOR IN-HOUSE TRAINERS – TOURISM ENTERPRISE LEVEL IN CENTRAL LUZON 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 industry workers 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.

- Target Participants : **Maximum of 22pax comprising of Managers/ Supervisors of Accommodation Establishments**
- Date/Period Covered: **September 9-13, 2024** (subject for final confirmation)
- Location/Venue : **Angeles City, Pampanga**

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

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

Date	Time	Purpose
September 9, 2024	Whole day	• Land transfers from Metro Manila to hotel in Pampanga for 6pax with space for luggage and training materials
September 14, 2024	Whole day	• Land transfers from Pampanga to Metro Manila for 6pax with space for luggage and training materials

- *Provision of transportation to training venue, if necessary.*

2. ACCOMMODATION IN A DOT-ACCREDITED HOTEL

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

- Check-in: September 9, 2024
 - Check-out: September 14, 2024
 - One (1) Single Room for FBSE Master Trainer
 - Three (3) Twin-sharing Rooms for DOT personnel (OIMD and regional training officers)
- *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.*

3. MEALS (IN-SESSION)

3.1 Provision of meals for the following activities:

Date	Time	No. of Pax	Purpose
September 10, 2024	AM Snacks PM Snacks Lunch	22	<ul style="list-style-type: none">• AM and PM Snacks, Buffet Lunch during the conduct of training• Inclusive of drinks for all meals• To be served in the function room/training venue

September 11, 2024	AM Snacks PM Snacks Lunch	22	<ul style="list-style-type: none"> • AM and PM Snacks, Buffet Lunch during the conduct of training • Inclusive of drinks for all meals • To be served in the function room/training venue
September 12, 2024	AM Snacks PM Snacks Lunch	22	<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
September 13, 2024	AM Snacks PM Snacks Lunch	22	<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

4. FUNCTION ROOMS/TRAINING VENUE

Provision of training venue based on the following requirements;

Date	Time	Venue Capacity	Venue Requirements
September 10 - 14, 2024	8:00AM – 6:00PM	25 pax	Function Room -U-shape physical setup
September 11, 2024	8:00AM – 6:00PM	25 pax	Function Room -U-shape physical setup
September 12, 2024	8:00AM – 6:00PM	25 pax	Function Room -U-shape physical setup
September 13, 2024	8:00AM – 6:00PM	25 pax	Function Room -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
- Free-flowing coffee, tea, water, and candies/mints;
- Fast and stable wifi internet service that can accommodate 30 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 22 laptops;
 - Minimum of 3 wired or wireless microphones;
- Standby banquet staff and technical personnel

5. OTHER DELIVERABLES/INCLUSIONS

- Provision of dedicated coordinator from the tour operator

VI. APPROVED BUDGET COST:

Two Hundred Six Thousand One Hundred Thirty-Three Pesos and Fourteen Centavos (P206,133.14) inclusive of all applicable government taxes in accordance with government procedure.

VII. PROJECT OFFICER/CONTACT PERSON:

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