

## TERMS OF REFERENCE

### I. PROJECT TITLE

UPSCALING YOUR HOTEL SERVICES: BUTLER TRAINING

Host Agency: DEPARTMENT OF TOURISM – MIMAROPA

Date: September 13 - 17, 2021

Location: Puerto Princesa City, Palawan

### II. PROJECT RATIONALE AND OBJECTIVES

Among the objectives of this training are :**(1)** to create abled butlers for Palawan as consistently World's Best Island for several years **(2)** to generate product differentiation with other destinations in terms of quality of service and branding and **(3)** to provide unforgettable experience and make VIP guests happy beyond expectations.

### III. MINIMUM REQUIREMENTS FOR SERVICE PROVIDER

- A. Must be **PHILGEPS REGISTERED**
- B. Must be a **DOT Accredited Tour Operator**
- C. Located in the **province of Palawan or the City of Puerto Princesa**
- D. Must be willing to provide services on a **send bill arrangement**
- E. Must comply with the details services specified in **Item IV of the TOR**

### IV. SCOPE OF WORK / DELIVERABLES

#### A. Transportation

Airline Ticket

- Guests: Mr. Santos Buenvenida      DOB: August 11, 1970

#### 1. September 12, 2021 (Sunday)

- Manila to Puerto Princesa City / 1035-1155 / 20kg

#### 2. September 18, 2021 (Saturday)

- Puerto Princesa City to Manila / 1225-1345 / 20kg

#### B. Accommodation with Breakfast and Dinner and Airport Transfers (must be a DOT Accredited Accommodation Establishment)

#### 1. One (1) Rooms

- 1 Single occupancy for DOT Facilitator

#### 2. Duration: Six (6) nights

- Check-in: September 12, 2021
- Check-out: September 18, 2021

#### C. Function / Workshop Requirements

(must be a DOT Accredited Accommodation Establishment with Function Hall/Venue)

1. Date of Function: September 13 - 17, 2021 (5 days)
2. Number of Participants: 30pax + 1 DOT Facilitator + 2 Speakers + 7PTO/MTO
3. Meals
  - Plated AM Snacks with 1 round of drinks (iced tea or soft drinks)
  - Plated Lunch with 1 round of drinks (iced tea or soft drinks)
  - Plated PM Snacks with 1 round of drinks (iced tea or soft drinks)
  - Free flowing Coffee
  - Water Dispenser
4. Capacity of the venue must be good for 40 pax to allow mobility for the workshop component;
5. Registration should be near the entrance of the function venue.
6. Entrance should have sanitization floor mat and alcohol dispenser.
7. Secretariat table should be inside the venue for easier facilitation and contact with speakers.
8. One table near the stage area shall be reserved for the speakers. It should be near the table for the laptop computer / Classroom set-up.
9. Aisles should be available in the middle and two sides, chairs for participants must follow social distancing protocols.
10. Must have available stage, podium, laptop, microphones / PA system, projection screen. LCD projector, white board and tech pen, WIFI access.

#### D. Miscellaneous

1. RTPCR Test for Covid-19 for Resource Speaker

### V. BUDGET

Budget for the conduct of the event is **Two Hundred Sixty Seven Thousand and Eight Hundred Pesos (Php267,800.00)** inclusive of amenities and all government taxes and charges as defined in this Term of Reference.

In the event that DOT is able to secure sponsorships, the corresponding value must be deducted from the total invoice amount.

The winning bid shall be determined based on the proposal with the most advantageous financial package cost, provided that the amount of bid does not exceed the above total budget.

### VI. CONTACT PERSON

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