



## TERMS OF REFERENCE

I. **PROJECT TITLE** : PROCUREMENT OF A REPUTABLE TRAINING PROVIDER FOR THE TRAINING OF POTENTIAL CANDIDATES FOR DOT OVERSEAS POSTS

II. **RATIONALE** :

The Department of Tourism (DOT) maintains 12 overseas offices in various countries. Each office has a Tourism Attaché and an Administrative Officer position which are both filled by DOT employees coming from the Foreign Tourism Service Officers Corps (FTSOC). It is important for the smooth operations of the overseas offices that there are enough personnel in the FTSOC who can readily fill positions as the need arises.

A training program that aims to enhance the competencies of potential candidates for the overseas positions and prepare them for further assessment as candidates and eventual membership in the FTSOC will be implemented.

III. **SPECIFIC REQUIREMENTS**

- Training Provider must have current ISO certification and Civil Service Commission-accreditation
- Must have at least 10 years of experience as a training provider
- Experience in delivery of similar and related training to reputable companies, government agencies, and international organizations
- Can conduct training starting September 2017

IV. **SCOPE OF DELIVERABLES**

- 7 days of in-house training for a group of **30 participants per run, for 5 runs**
- Submission of training module
- Minimum course content:
  - Communication excellence, positive scripting and intercultural adaptability
  - Customer service excellence
  - Basics of Marketing & Promotions
  - Events management
  - Effective leadership
  - Judgment and decision making
  - Image Enhancement and Social graces
- Pre and Post-tests/assessment

V. **BUDGET** : Php 2,940,000.00

VI. **TERMS OF PAYMENT** : Government Procedure

VII. **CONTACT PERSON** : Eleanor Palima

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