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**THESIS ABSTRACT****HARMONIZED COMPETENCY STANDARDS IN  
FRONT OFFICE PROCEDURES**

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**Purpose of the Study**

The purpose of the study was to make a comparative analysis of the different legal documents regarding front office provisions as basis for developing Competency-based Modules in order to enhance the Competency Standards of Front Office Procedures for Higher Education Institutions in consonance with Executive Order No. 358.

The participants of the study were composed of five (5) hotel respondents each represented by (3) three individual respondents. Participating establishments was limited to de luxe hotel (according to the Accreditation awarded by the Department of Tourism) in Metro Manila. Managers, supervisors and rank and file employees in the Front Office are the individual participants. The research was conducted during the third quarter of the year 2007.

**Methodology**

The proponent assessed and analyzed the data gathered through descriptive method. A questionnaire was the sole instrument of this study to gather information and data from the participants. The responses of the participants were coded, analyzed and interpreted using the frequency

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percentage, weighted mean and One Way Analysis of Variance (ANOVA) as statistical treatment.

## Summary of the findings

Units of competency of Technical Education and Skills Development Authority (TESDA), ASEAN Common Competency Standards for Tourism Professional (ACCSTP) and Commission on Higher Education Memorandum Order Number 30 series of 2006 have similarities and differences.

Out of the thirteen (13) Core and Generic Competencies, nine (9) were rated by the respondents "always practiced", three (3) were rated "often practiced" and only one (1) was rated "moderately practiced".

Functional competencies included in the Harmonized Front Office Procedures Syllabus and Modules were rated "always practice".

The result of One Way ANOVA accepts the null hypothesis that there is no significant difference among and within the participants' group ratings for various competencies. The participants' group ratings are not statistically different from each other because the computed F-value is only 1.9 – less than 3.09.

The competency-based modules for Front Office Operations that were developed are the following:

- 1.1. Computerized reservation system
- 1.2. Hotel and club reception services
- 1.3. Concierge services
- 1.4. Guests' financial transactions
- 1.5. Guest relations

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## Conclusions

On the basis of the foregoing findings, the following conclusions are drawn:

1. Most of the units of competencies listed in TESDA and ACCSTP Competency Standards are included in C.M.O. # 30 series of 2006.
2. 100 % of the Harmonized Competency Standards were rated as "always practiced" by the industry, thus this may be used as inputs in developing syllabi and modules for all levels of Front Office Procedures.
3. With the results of the study Higher Education Institutions offering HRM program may now progress with the ladderization of their curriculum.
4. With the enhancement of the Competency Standards in Front Office Procedures future HRM graduates will be globally competitive.

## Recommendations

Arising from the conclusions that were drawn from the findings of the study, the following recommendations were formulated and are offered:

1. The harmonized Competency Standards validated by the industry maybe utilized by both TESDA and CHED for the ladderization program of the country;
2. The developed Competency-based Syllabus and Modules can serve as a model in the development of competency-based syllabi and modules of other subjects under the Bachelor of Science in Hotel and

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Restaurant Management. The procedures and methods may be adjusted and improved to fit situations therein;

3. The harmonizing of Competency Standard maybe done by other major professional subject required for Bachelor of Science in Hotel and Restaurant Management and Bachelor of Science in Tourism Management;
4. Pilot testing of the developed competency- based syllabus and modules using the harmonized Competency Standards in both private and state universities and colleges may be done;
5. With the Harmonized Front Office Procedures Modules a software program maybe developed to further reinforce the technology capability of the students.

