

**FRONT OFFICE SERVICES COMPETENCIES AMONG HOSPITALITY  
MANAGEMENT STUDENTS**

**College of Technology and Allied Sciences  
BOHOL ISLAND STATE UNIVERSITY  
Zamora, Bilar, Bohol**

**RACHEL B. PUDIS  
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MAE ANN S. MAGLASANG**

**February 2022**

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**A Thesis  
Presented to the Faculty of the  
College of Technology and Allied Sciences  
BOHOL ISLAND STATE UNIVERSITY  
Zamora, Bilar, Bohol**

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**In Partial Fulfillment  
of the Requirement for the Degree  
in Bachelor of Science in Hospitality Management**

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**Rachel B. Pudis  
Michelle R. Quimpan  
Mae-Ann S. Maglasang**

**February 2022**

**APPROVAL SHEET**

The thesis entitled “FRONT OFFICE SERVICES COMPETENCIES AMONG HOSPITALITY MANAGEMENT STUDENTS”, prepared and submitted by Michelle R. Quimpan, Rachel B. Pudis and Mae-Ann S. Maglasang in partial fulfillment of the requirements for the degree of Bachelor of Science and Hospitality Management, has been examined and recommended for approval and acceptance.

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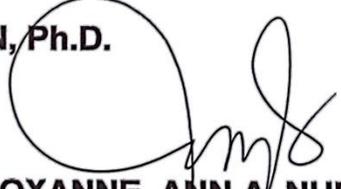
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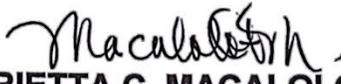
  
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## **ABSTRACT**

This study aimed to determine the level of readiness in the Front Office Services Competencies among Hospitality Management Students of Bohol Island State University (BISU) of Bilar. In Front Office services competency, it assessed the students' skills, knowledge, attitude and work values in different areas of front office such as in providing reservation, reception, during stay function, guest departure, back office operation and club membership where the task here is to collect evidence and make judgements on whether competency has been achieved. This study covered 120 respondents from BSHM 4A, 4B, and 4C selected through purposive sampling method and used descriptive survey method and adoptive questionnaire from Technical Education and Skills Development Authority (Front Office Services Self-Assessment Guide) weighted mean, ranking and simple percentage distribution were used as statistical treatment. As to findings, most of the respondents were belong to 21-30 years old as to civil status, majority of respondents were 118 singles, and as to gender there were 71 females.

Furthermore, the study concluded that the respondents were ready in various areas of front office namely; reservation, reception, during stay function, guest departure, back office operation, and club membership. Recommendation of this study are aimed at emphasizing the necessity of actual demonstration and training in order for them to be highly competent and to be more capable of making quality performance leading to success in their future job.

## **Chapter 1**

### **THE PROBLEM AND ITS SCOPE**

#### **Rationale**

Hospitality management industry has one of the biggest demands of workforce on the world today. People travel to places every now and then to relax, explore, be entertain, and shortly escape from their rigid roles in the everyday work. In order to address the guests' needs for comfort, there are hotels staffs who can give them hearth warming experiences which they may remember for the rest of their lives.

According to William Kidd, instructor at Penn State University's School of Hospitality Management, knowing what types of situations might present themselves can be helpful in assessing how to handle themselves and resolve such matters in this important, highly visible, service-oriented, guest-facing role. Whether the reservations agent, the front desk associate or the guest made a mistake during the reservation process, the front desk associate will take on the challenge of correcting the issue. Front desk associates are responsible for ensuring that guests with loyalty status receive the appropriate perk or providing additional perks to resolve a guest's problem.

If something is wrong with the guest's room, or if the guest has questions about the room, the first point-of-contact is the front desk associate. Generally, the front desk associate has the responsibility of coordinating guests' comments and complaints to the correct personnel in other departments to address issues and

manage service recovery. Front desk associates are also the first point-of-contact for guest's questions. Likewise, if the guest has a problem with any of the hotel services and amenities, the front desk associate usually receives the feedback and is empowered to address and resolve the issue or to get resolution from management or another department. As guests' check-out, questions about charges to their bill are handled by the front desk associates. Front desk associates will verify the accuracy of the charges and explain anything that is unfamiliar to the guest (Erika Prafder 2018).

The curriculum given by the Commission on Higher Education (CHED) Memo in hospitality management courses aims to produce a graduate that is competent in performing and providing full guest cycle services for front office. In order to evaluate these competencies, the front office competency assessment is injected to the curriculum the students to be trained and strengthen their competencies. The assessment of competence in front office is assessing their skills, knowledge, attitude and work values in different areas of front office such as in providing reservation, reception, during stay function, guest departure, back office operation and club membership.

Undergoing such a competency assessment is one of those enhancing strategies that prepare them in their future jobs. This will serve as their way of application in their gained understanding and acquired skills from school before getting their actual Front Office jobs. Since hospitality needs a competent employees then training from Front Office assessment will level up their competence that leads them to get the job easily.

In line with this, Bachelor of Science in Hospitality Management (BSHM) students in Bilar Campus are required to undergo the Front Office Competency Assessment in order for them to be more engage, qualitative and skillful individuals. However BISU- Bilar Campus uses flexible learning as their mode of teaching of today. Hence, front office needs an actual demonstration for the purposeful transfer of information. In connection with this, the researchers were pushed to conduct the study that determined the level of readiness of BSHM students in the Front Office Competency among Hospitality Management students A.Y. 2021-2022. In order to identify the areas and skills in which students were more and less prepared and to pin point areas that needed improvement.

### **Literature Background**

Front Office and other departments work towards a common goal that is customer service and delight. To give the guest the most hospitable services where they feel relax and comfortable. Maintaining guest relations is an important aspect. The sections are connected, and all officials should work together to ensure smooth functioning of the department with ultimate goal of delighting the guests. The industry is looking for professionals with good communication and interpersonal skills who can build a rapport with the guests.

Hence, this study is anchored on different theories and legal bases to showcase the importance of Front Office services competencies of hospitality management students.

According to Abraham 'Maslow's hierarchy of human needs' and a very famous theory in human psychology applies perfectly to the hospitality industry

especially for hotels. The dynamics between a hotel team and its guests can be lucidly described on the basis of Maslow's theory. "Maslow's hierarchy of human needs is formed on an assumption that humans strive for fulfillment of one need at a time, as they move up the hierarchy from basic needs towards more abstract ones. The relationship between a hotel staff and its guests can be laid out on Maslow's theory on the basis of different human needs as identified in the theory. To begin with the 'physiological needs', hotels must focus first and foremost to the services which cater to the most basic human need. The need of 'safety' highlights when a guest checks-in to the hotel, he/she expects a considerable amount of safety for the duration of stay. The need of 'esteem' which encapsulates self-esteem, confidence, respect, etc. A hotel staff needs to control their emotion of anger and frustration to go by the thumb rule of 'the guest is always right'. The highest level of human needs is 'self-actualization' which includes morality, creativity, and acceptance among other things.

Maslow's hierarchy of human needs serves as a basis to govern hospitality principles; it gives a clear framework which can be further used to develop a hotel's vision, standard procedures for different department and matrices for hotel staff training. Thus, it is essential for hotels today to understand human psychology so as to avoid becoming very transactional with their guests. It can help in rethinking and redesigning hotel policies that would cater in building guest relations and indirectly increase the revenue and profits of a business.

John Dewey's constructivism learning theory states that students would engage in real-world, practical workshops in which they would demonstrate their

knowledge through creativity and collaboration. Students should be provided with opportunities to think from themselves and articulate their thoughts. Dewey called for education to be grounded in real experience. One of Dewey's most recognized quotes is: "If you have doubts about how learning happens, engage in sustained inquiry: study, ponder, consider alternative possibilities and arrive at your belief grounded in evidence" (Reece,2013). This shows that through the assessment, it serves as a workshop for the students to be more competent.

In Republic Act No. 7796 otherwise known as the "Technical Education and Skills Development Act or the TESDA Act of 1994". This Act aims to encourage the full participation of and mobilize the industry, labour, local government units and technical-vocational institutions in the skills development of the country's human resources. Among its major mandates is to conduct appropriate training programs to provide job seekers with skills and competencies that are directly connected to existing jobs, aside from empowering private education and training institutions to offer relevant training programs that meet job requirements. TESDA is the regulating body for all vocational courses in the Philippines and are in-charge of the assessment and certification of the competencies of technical-vocational workers through the Philippine TVET Qualification and Certification System (PTQCS). The assessment process aims to determine whether the graduate will be able to perform according to workplace standards based on a defined competency standard. Certification is given to those who meet the competency standards.

The Front Office Services NC II Qualification consists of Core Competencies that a person must possess in order to be able to conduct which

are receive and process reservations, operate computerized reservations system, provide accommodation reception services, conduct night audit, provide club reception services, provide concierge and bell services and provide cashiering services. This Qualification is packaged from the competency map of the Tourism Sector (Hotel and Restaurant).

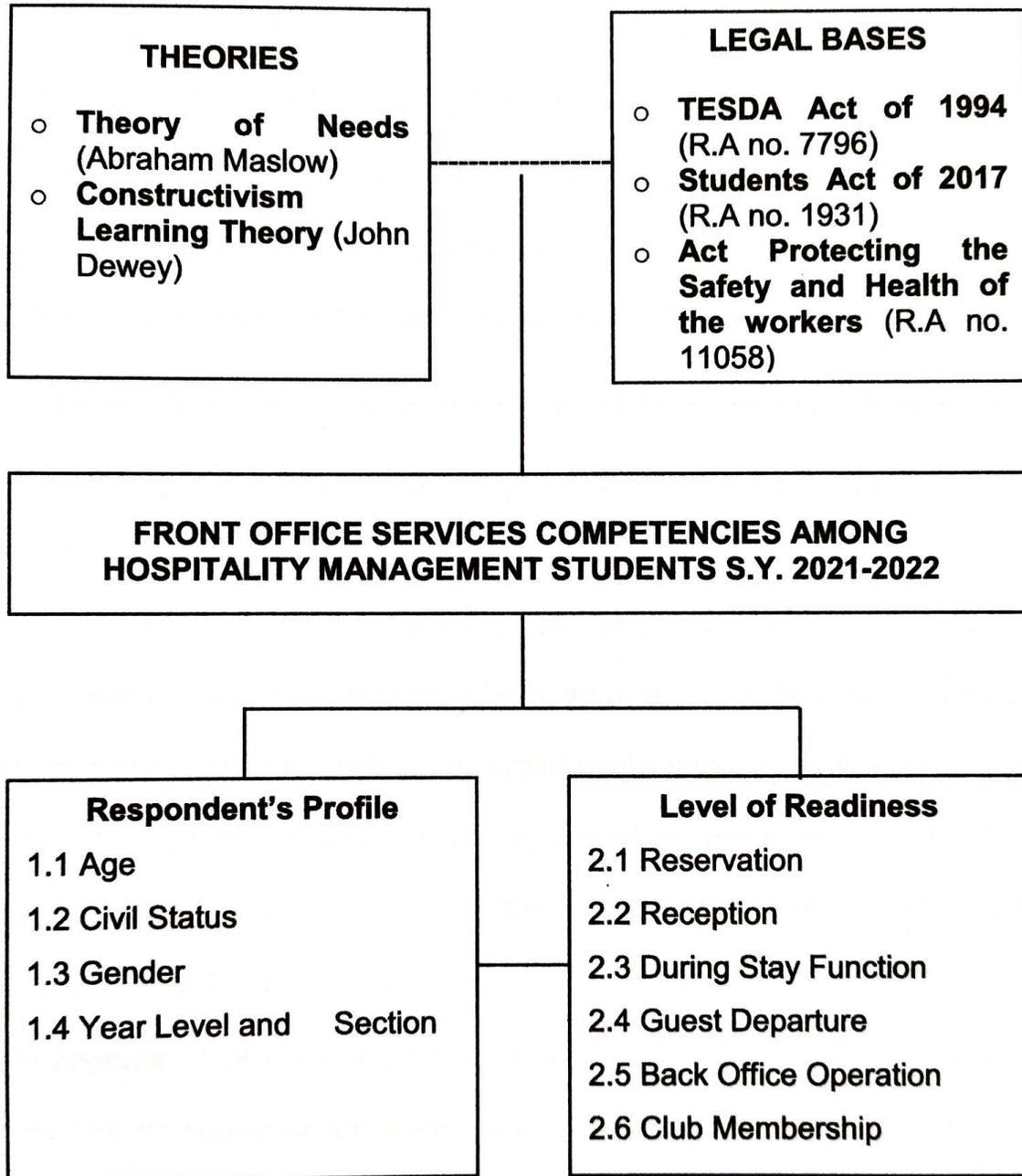
The Front Office Services NC II program is supervised and accredited by TESDA (a government agency that regulates vocational courses), and TESDA-accredited education institutions may offer this program. The program may also be incorporated in undergraduate courses such as BS in Hotel and Restaurant Management (BSHRM) and BS in Tourism (BST). The lessons in the Front Office Services NC II program are taught to students through lectures and demonstrations, self-paced instruction and group discussions. Student learning assessment and evaluation is conducted at the end of every module.

In section 6 of the Republic Act No. 10931, An Act Promoting Universal Access to Quality Tertiary Education by Providing for Free Tuition and other School Fees in State Universities and Colleges, Local Universities and Colleges and State-run Technical-Vocational Institutions, Establishing the Tertiary Education Subsidy and Student Loan Program, Strengthening the Unified Student Financial Assistance System for Tertiary Education, and Appropriating Fund therefor states that Technical-Vocational Education and Training (TVET) refers to the education process designed a post-secondary and lower tertiary levels, officially recognized as nondegree programs aimed at preparing technicians, paraprofessionals and other categories of middle-level workers by providing them with a board range of

general education, theoretical, scientific and technological studies, and related job skills training.

In section 18 of the Republic Act No. 11058 an Act Strengthening Compliance with Occupational Safety and Health Standards and Providing Penalties for Violations Thereof highlighting Workers' Competency Certification. States that in order to professionalize, upgrade and update the level of competence of workers, the Technical Education and Skills Development Authority (TESDA) or the Professional Regulation Commission (PRC), as the case may be, shall establish national competency standards and prepare guidelines on competence assessment and certification for critical occupations. In this regard, all critical occupations shall undergo the mandatory competence assessment and certification by the TESDA.

Competency achievement of the students' needs to be measured through performance assessment which is very effective evaluation instrument to portray the process, activity, or work method through the observations while the students are performing the practice. Competency achievement of students as an intern in front office department needs to be evaluated through the performance assessment. Their performance is judged by the internal and external examiners. Therefore, the competency of the students is in accordance to the hotel standard. The appliance of performance assessment in the debriefing and performing the internship or industrial practice would increase the student abilities. The students would work more active, collaborative, and cooperative, also able to participate in evaluating their development.



**Figure 1. Theoretical and Conceptual Framework.**

In hospitality industry, the front office department is believed as the core of a hotel, where the guest cycle occurred, encompassing from pre-arrival, arrival, occupancy until departure. Moreover, the front office department, specifically the reception desk, is considered a vital unit in generating guest's first impression towards the hotel itself (Baker et al. 2000). A well organized front office department is important due to the fact that this particular department is known as the largest source of hotel room revenue (Kasavana and Brooks 2000).

Front Office is the nerve center of a hotel. Members of the front-office staff welcome the guests, carry their luggage, and help them register, give them their room keys and mail, answer questions about the activities in the hotel and surrounding area, and finally check them out. In fact, the only direct contact most guests have with hotel employees, other than in restaurants, is with members of the front-office staff. The Front Office Department comprise of the reception, guest service offices, bell services, reservation, operators, executive club, health and recreation center and business center. Employees of the Front Office Department often provide the first and last impression of the hotel to our guests. It is therefore vitally important that employees display a prompt and courteous attitude to all guests and demonstrate the excellence in service. Hence, there is a growing demand for trained persons who are able to perform the basics front office operations in a hotel, efficiently.

The front office is the heart of the venue, if not physically, then operational. The front office (i.e. reception) usually generates the greatest amount of revenue for an accommodation venue through the sale of rooms, and every guest at some

point must pass through the front office. The term 'front office' is frequently used to imply both front office and back office operations (O'Shannessy, 2009).

Front office (reception) represents the central part of each hotel or accommodation facility, seen and experienced by guests. Front office is one of the most important hotel's organisational units, since it enables the first contact of guests with the hotel and shows the hotel's image (Castillo et al., 2014). According to Bardi (2003) front office represents the heart of the hotel. The effective communication of the front office personnel represents the image of hotel's hospitality. The process of registration is considered as one of the most important hotel's experiences of a guest. Ismail (2002) quite 75 % of the whole guest's contentment is formed at the time of registration. Additionally, since the hotel's reception operates 24 hours a day, front office represents one of the most vital hotel's departments.

In accordance with the study of Ismail (2002) hotel's front office covers two fields: front desk and uniform services. Front desk represents the first and the last contact point of guests with the hotel. It is also an information point for hotel's guests and hotel's employees. The key staff at this field are front office manager, front desk agents or desk clerks, reservations agents and reservation managers, mail and information clerks, cashiers, night auditors. Uniform services provide various services for hotel's guests. Personnel of uniform services usually encompasses bell staff, telephone operator, valet, concierge, and elevator operator (Ismail, 2002, Bardi, 2003; Kasavana and Brooks, 2005).

Regular activities of hotel's reception comprise reservations, registrations, room's allotment, guests' accounts keeping, and timing of services for guests (Kasavana and Brooks, 2005). In smaller hotels individual front office employee carries out more tasks. The accommodation cycle of hotel's guests consists of four periods: before arrival (reservation), at arrival (registration), at stay (offer of hotel's services) and at departure (checkout and payment settlement) (Sudhir, 2013). In each period of accommodation cycle front office personnel is coming into specific interaction with guests. Thus, these employees take care of positive and pleasant experiences of guests during the whole accommodation cycle. While the number and the processes of these periods haven't been changed, due to the information revolution and the consequent development of web tools, the opposite has happened with performance of guest's accommodation.

Front office is the main largest revenue in hotel is from the product of rooms, because the aim of hotel itself is for accommodation. There must be an important role of the primacy of a hotel. Front Office Department is a vital part of department in hotel to carry out the mission in hotel business. Generally, a guest's interaction with the hotel is divided into the following six sequential phases: reservation, reception, during stay function, guest departure, back office operation and club membership.

**Reservation-** It is the stage when the customer is planning to avail an accommodation in the hotel. In this first stage, the customer or the prospective

guest enquires about the availability of the desired type of accommodation and its amenities via telephonic call or an e-mail.

**Reception-** The front office reception staff receives the guest in the reception. The porters bring in the guest luggage. For the guest with confirmed reservation, the front office clerk hands over a Guest Registration Card (GRC) to the guest and requests the guest to fill in personal information regarding the stay in the hotel. The clerk registers the guest in the database then hands over a welcome kit and keys of the accommodation.

**During Stay Functions-** A front office accounting system is responsible for tracking guest charges against his/her purchases from the hotel restaurants, room service, bar, or any outgoing telephone calls made via the hotel's communication systems.

**Guest Departure-** The front office accounting system ensures payment for goods and services provided. If a guest's bill is not completely paid, the balance is transferred from guest to non-guest records. At the time of guest departure, the front office staff thanks the guest for giving an opportunity to serve and arrange for handling luggage.

**Back Office Operation-** It is responsible for providing all business functions related to its operations. Enable the roles and equip front-office personnel to perform their client-facing duties.

**Club Membership-** Provide information and club services and process membership, monitor entry to club.

In accordance with the study of Palm (2008), performance assessment has the edge of measuring the skill comprehensively by considering the competence and knowledge that is needed today. Performance assessment demands the students to realize the real duty that represents the whole performance that will be assessed, like preparing the tools, using or crafting the tools, writing data, analysing and concluding data, designing report and so forth (Uno, 2012). As a part of learning, assessment is a periodic checks on learning will provide the feedback for the student of their strength and weaknesses occur within their learning progress. Cumulative assessments for learning will show progress – or lack thereof – over time (Ross, et.al, 2012).

Performance Assessment with the proper indicator from standard operating procedure will ease the examiner for acquiring more valid and objective data form the test taker. The evaluation instruments are needed in every learning process to acquire the information of achieved purpose target (Miller, 2012). Jubaedah (2009) in her study stated that instrument of evaluation in practice using test in the form of working covers preparing, working process, and result stage that has been appropriated with the National Standard Competency. Model of Competency Based Assessment on Job Performance of Industrial Practice in Front Office Department is the measuring tools to fulfil the demand of Hotel Standard Operating Procedure that can be referred by the internal – mentor/lecturer from the university, and the external – mentor from the hotel. The aim is the student work competency achievement could be recognized from the hotel or stakeholders. It will imply on the quality of graduates. The hotel Standard Operating Procedure (SOP) is made

in an attempt to create a limitation from the department works. Therefore, every employee of the hotel can be the referral for work. The SOP of Front Office needs to be the reference for the job performance in front office department industrial practice.

Authors discuss also several sub-components of competences and attribute to them varying importance. Bratton and Gold (2003) expose self-control, self development, positive attitude towards work, cooperation readiness and creativity. The combination of various components and sub-components impact individual's successfulness at the workplace. Perrenould (1997) understands competences as activation, usage and intertwinement of the entirety of knowledge, capabilities, motivation, self-image and values that enable the individual to be successful in complex, diverse and unpredictable situations. Thus, the competences could be described as a complex mixture of personal characteristics, including values gained in the childhood; knowledge, gained by education and training; and experiences, gained by employment. According to Rychen and Salganik (2003) the competences should be viewed in the context, since the competences are the result of individual's characteristics and the context of the workplace.

Individual's competences are divided according to various levels into core, role specific and organisation specific and according to various dimensions into expected, actual, distinctive and descriptive competences (Kohont, 2005). Gruban (2007) distinguishes among visible or noticeable and invisible or unnoticeable individual's competences. Individual's competences constantly change and adapt

to new situations (Perrenould, 1997). Their upgrading signifies the individual's personal development.

Bagyono (2012) proposes that the role of Front Office Department is the essential one that causes all departments rely on it. It reflects the activities in a hotel can be disorganized if there is no Front Office Department, the product of rooms and service wheel rotation will be discontinued eventually. Additionally, Bardi (2003) has stated that the main two functions of Front Desk operation are communicating and accounting. In communicating function, it covers the activities such as responding to all guest inquiries about hotel services, guest room availability, and concerning on guest room reservations, staff to staff, or other departments in a hotel. In accounting function, it includes the activities a sort of keeps an eye on register or non-registered guest accounts, detailed charged are available for 24 hours because guests can settle their account anytime they want, so that is why the accounts must be updated and accurate all the time. These services are the highest priority of being a good management in Front Office. Assuredly, it can be concluded that Front Office Department in a hotel must play a crucial role to other departments because it is the communication center for information in a hotel related to the guests, product of rooms, accounts, and the operation. Hence, there are some roles and responsibilities in it to operate Front Office activities.

Surveying the literature about assessment shows clearly that there is not one generally consensual definition. Bloemers (2001) defines assessment as the way it maps several personal characteristics, particularly a person's knowledge,

skills, abilities and other characteristics (KSAOs). Van Berkel and Bax (2002) define assessment as an instrument that a particular educational institute uses within the decisionmaking process about the knowledge and capabilities of students. According to Docky and Nickmans (2005), assessment is used to judge the complete behaviour of a person or student. It is not only the measurement of knowledge but the interaction between knowledge, attitudes and skills of the person in question. They also lists some criteria assessment needs to fulfill. There are three main criteria for assessment: the first is that the student should construct actual knowledge instead of merely functioning through repetition. When students can merely recall a theory from a book but cannot implement it, there is no assessment involved. The second criterion is that students should be assessed on theory and practical aspects. Students should be familiar with various theories and be able to implement these in practise. The last criterion is that assessment should be embedded in or simulate actual situations. In the 20th century, testing and assessment became widely used in industry and education. People started testing potential employees to establish whether they were capable of doing the relevant work.

**Assessment for learning** Some of the key characteristics of problem-based learning as a Assessment for learning Some of the key characteristics of problem-based learning as a conception of education are: student-centred, contextualized, co-operative, constructive, self-directed and competence-based. This is reflected in a competence based approach to assessment in the teaching hotel as well. According to Boot and Tillema (2001), this form of assessment is aimed at developing students. Although points are involved, the development of students is

seen as more important. Students need to demonstrate the relevant behaviour and show how they are developing. Supervisors or managers can provide constructive feedback and students develop their skills and receive a score expressed in points at the end of each week.

According to Spencer and Spencer (1993), competency is 'an underlying characteristic of an individual that is causally related to criterion-referenced effective and/or superior performance in a job or situation'. The assessment of competence is the quintessence of what is generally referred to as assessment and development centres (ADC). An ADC is a setting in which group and individual exercises, tests and simulations are used to measure the qualities and skills of an employee (Thornton and Rupp, 2006).

Competencies are those attitudes and behaviors that an individual possesses. It predicts performances based on a specific standard as a part of their nature, and it is designed to upgrade the skills knowledge and attitude. The impact of competency is intangibles on a guest experience far more than the product they purchase (Bharwani & Jauhari, 2017).

In this sense, it is necessary to determine the readiness of students to take the Front Office competency assessment. Thus, the result of the study will serve as the basis of improvement of instruction that can eventually improve the quality education in Bohol Island State University – Bilar Campus.

## **THE PROBLEM**

### **Statement of the Problem**

The main purpose of the study was to determine the level of readiness in the Front Office Services Competency among Hospitality Management Students of Bohol Island State University- Bilar Campus.

Specifically, the study sought to answer the following questions.

1. What is the profile of the respondents in terms of:
  - 1.1 age ;
  - 1.2 civil status;
  - 1.3 gender; and
  - 1.4 year level and section?
  
2. What is the level of readiness of students in terms of:
  - 2.1 reservation;
  - 2.2 reception;
  - 2.3 during stay functions;
  - 2.4 guest departure;
  - 2.5 back office operation; and
  - 2.6 club membership?

### **Significance of the Study**

The findings of this study would be beneficial to the following :

**Students.** This study would help the students to enhance their skills regarding the thing to improve in different areas of front office assessment competency.

**Parents.** The result of this study would guide their children during the front office competency assessment.

**Teachers.** This study would open doors for varied strategies to cater diverse students in relation to enhancement of front office skills.

**School Administrator.** This study would give an idea for administrators to get in touch with the teacher to support of providing tool and equipment essential for developing skills for teachers and students in the assessment and pre-assessment.

**Future Researchers.** This would serve as a guide in their future study and gain data in connection with the competency.

## **RESEARCH METHODOLOGY**

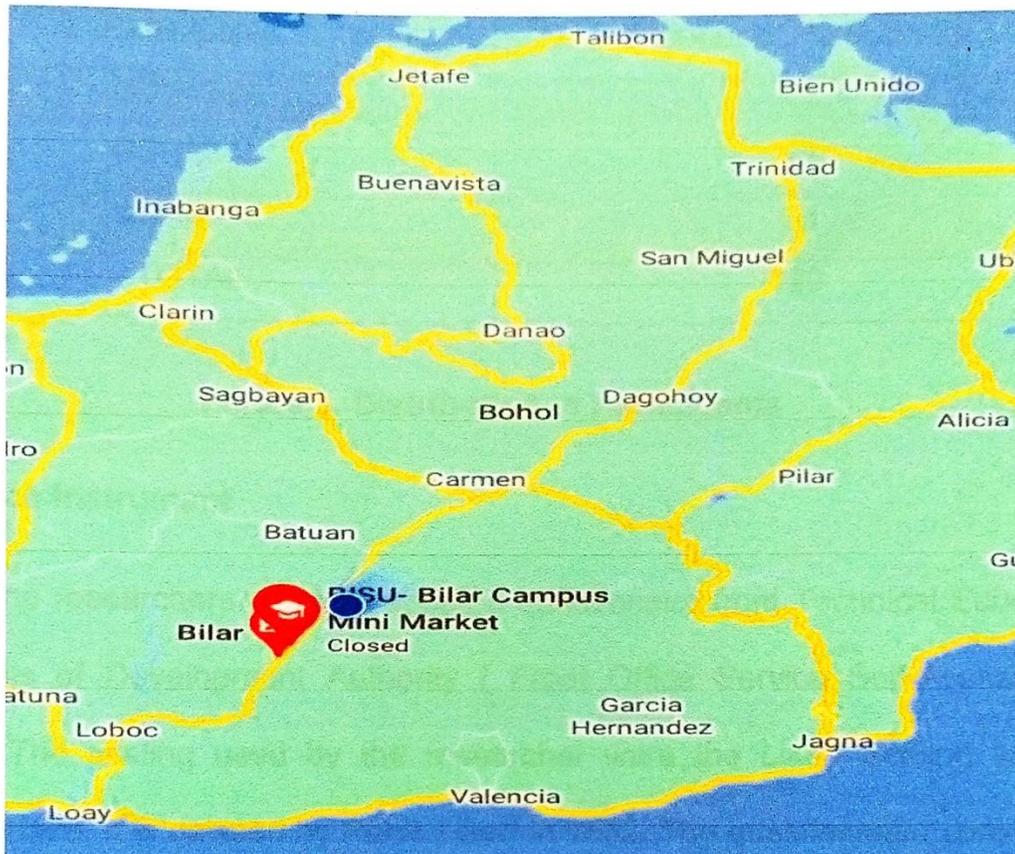
This chapter covered the research design that explained the survey method on how the data were gathered. This narrated the research environment that described the respondents of the study. The instruments used in conducting the survey were analyzed, it also provided the idea on how data were gathered, treated, analysed and interpreted. Thus, this gave an overview on how the research methodology were done.

### **Design**

This study employed the descriptive survey method of research. A survey questionnaire was prepared as the main data gathering tool. The descriptive survey method were used to determine the level of readiness of BSHM students in the front office for the competency assessment. The study was conducted in the period of October to November 2021.

### **Environment**

The locale of the study was in Bohol Island State University- Bilar Campus the third district of Bohol particularly in the College of Technology and Allied Sciences (CTAS) Department of Hospitality Management and Industrial Technology where Bachelor of Science in Hospitality Management (BSHM) is affiliated.



**Figure 2. Map of BISU-Bilar**

## **Participants**

Participants were selected through purposive sampling. This study were limited to the views and perception of One Hundred Twenty (120) BSHM 4<sup>th</sup> year students. Despite the fact that the study was designed to include 140 participants, only 120 srudents were responded. For the reason that some were dropped out and others did not complete the survey owing to a poor internet connection. These are the participants who underwent the Front Office competency assessment from section A, B, and C in Bohol Island State University, Bilar Campus.

Participants	Number of Participants
BSHM-4A	40
BSHM-4B	40
BSHM-4C	40
TOTAL	120

**Figure 3. Distribution of Participants**

### **Research Instrument**

The researchers used an adopted questionnaire from Technical Education and Skills of Development Authority ( Front Office Service Self-Assessment Guide). The scaling used by the researcher were the Likert Scaling type of questionnaire. It is devised by Renis Likert in 1932. The questionnaire consists of (2) parts. Part 1 was on the respondents' profile. Part 2 was their level of readiness in terms of reservation, reception, during stay functions, guest departure, back office operation and club membership before taking the front office competency assessment of BSHM students A.Y. 2021-2022. Each factor has subset indicators that were given with corresponding scaling by the respondent which was highly prepared, prepared, less prepared and not prepared.

### **Data Gathering Procedure**

The researchers wrote a letter address to the Campus Director to the Bisu Bilar Campus asking permission to conduct research study with a side note from Research Adviser and subject teacher through endorsement and recommending approval. The second step in conducting of the study since there were no face to

face contact, the distribution of a questionnaire is through digitalized online to the respondents. The researchers provided clear instructions on how to accomplish the questionnaire, specifically on how to scale their level of readiness before taking the front office competency assessment honestly and accurately. The third was the collection of the questionnaire. After the distribution of the questionnaires' to the respondents, the data were gathered, and collected. Lastly, the data gathered were tabularized and interpreted.

### **Statistical Treatment**

This study used the following statistical tools:

To determine the profile of the respondents and the frequency of their answers on the listed items in the questionnaire, simple percentage was used. It is derived by dividing the frequency of responses by the number of cases and then multiplying the dividend by 100. The formula is:

$$P(\%) = f/n \times 100$$

Where:      P(%) =      percentage  
               f        =      frequency of responses  
               n        =      number of cases  
               100    =      constant multiplier or total percentage

To gauge the average value of responses to items in the questionnaire, weighted mean score was be used. The formula is:

$$WMS = \frac{4(f_4)+3(f_3)+2(f_2)+1(f_1)}{n}$$

Where:	WMS	=	weighted mean score
	fn	=	summation of frequency of scale value x
	n	=	number of cases
	4 (HR)	=	weight for highly ready
	3 (R)	=	weight for ready
	2 (LR)	=	weight for less ready
	1 (NR)	=	weight for not ready

## **OPERATIONAL DEFINITION OF TERMS**

This study makes use of the following conceptual and operational definition of terms for easy understanding throughout the study.

**Competency Assessment.** It refers to the level of readiness and the factors affecting the students of BSHM competency assessment.

**Factors.** Problems affecting BSHM student A.Y.2021-2022 in their level of readiness.

**Front Office.** Asset of the hospitality industry.

**Level of Readiness.** Students' adequate capabilities and skills.

**Respondents.** The students of BSHM A.Y. 2021-2022

## **Chapter 2**

### **PRESENTATION, ANNALYSIS AND INTERPRETATION OF DATA**

This chapter deals with the presentation, analysis and interpretation of the data collected through the questionnaire answered by the 120 4<sup>th</sup> year BSHM students which were purposively selected. Initially the researchers sought to answer the profile of the respondents in terms of age, civil status, gender, year level and section. Secondly, it illustrates the response of the respondents regarding their level of readiness in Front Office in terms of reservation, reception, during stay function, guest departure, back office operation, and club membership. The study was conducted in the period of October to November 2021.

#### **Profile of the Respondents**

Table 1 shows the profile of the respondents in terms of age civil status, gender and year level and section. As to age, majority of the respondents belongs to 21-30 years old (97.5%). As to civil status, data showed that there were 118 (98.3%) single and 2 (1.7%) married. As to gender, it was found out that 71 (59.2%) were females and 49 (40.8%) were males. As to year level and section, majority were 40 (33.3%) from 4A,4B, and 4C.

According to a recent study conducted by Martinez, Nicholas Smith and Isaac Sabat at Penn State and George Mason University, female who weigh more than average are perceived to be warmer and more competent than their average weigh counterparts (Patrick Clarke, 2016).

**Table 1**  
**Student**  
**Profile of the Respondents**  
**n= 120**

Category	Frequency	Percentage %	Category	Frequency	Percentage%
<b>AGE</b>			<b>GENDER</b>		
18-20 years old	3	2.5	Male	49	40.8
21-30 years old	117	97.5	Female	71	59.2
<b>CIVIL STATUS</b>			<b>YEAR LEVEL AND SECTION</b>		
Single	118	98.3	4A	40	33.3
Married	2	1.7	4B	40	33.3
			4C	40	33.3

### **Students' Level of Readiness in Reservation**

Table 2.1 displays the students' level of readiness in terms of reservation. In providing reservation, the presentation reveals that item no.21 'Download and prints reservation details' has the highest weighted mean of 3.16 and interpreted as "Ready". On the other hand, the lowest mean is item no.19 'Retreive bookings using the format required by the computer system' with the weighted mean of 2.79 interpreted as "Ready". The findings showed that the average mean is 3.05 that reach a certain range that elaborates as "Ready".

In line with this results, the students are ready in providing reservation. According to Alison Doyle (2020) the demand for hospitality- related services is growing worldwide. If hotel front desk have experience in hospitality or possess many transferrable skills, it maybe able to build a solid career in guest services.

**Table 2.1**  
**Students' Level of Readiness in Reservation**  
**n= 120**

<b>Reservation</b>	<b>WMS</b>	<b>DI</b>	<b>Rank</b>
1. Acknowledge customer making a reservation using a property standards.	3.1	R	7
2. Determine request availability of room.	3.11	R	6.5
3. Offer alternatives, including waitlist options, if requested booking is not available.	2.9	R	16
4. Answer inquiry regarding rates and other product features accurately.	3.02	R	11
5. Record complete customer details in the system accurately.	3.12	R	5
6. Check and use guest profile/history if available in makin the reservation.	3.09	R	8
7. Record special request clearly in accordance with establishment requirements.	3.11	R	6.5
8. Complete, explain and confirm reservation details of customer bookins.	3.14	R	3
9. File reservation according to property standards.	3.13	R	4
10. Prepare and issue documents and other materials to the customer in accordance with the requirements of the specific reservation.	2.97	R	14
11. Record or update reservation payments and deposits of the reservation accurately in accordance with the property standards.	3.08	R	9.5
12. Recieve, process and record amendments and cancellations of reservations in accordance with customer request and property standards.	2.99	R	13.1
13. Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues.	3.15	R	2
14. Address follow up on customer request and ensures that all specific requirements in his reservation details are prior to guest arrival.	3.06	R	10
15. Access and accurately interprets reservation system.	3.01	R	12
16. Use all system features to access a range of information.	2.93	R	15
17. Check availability of the required booking in accordance with the system functions and requirements.	3.11	R	6.5
18. Create new reservation using the format required by the computer system.	2.99	R	13.2
19. Retreive bookings using the format required by the computer system.	2.79	R	17
20. Record, update and store amendments.	3.08	R	9.5
21. Download and prints reservation details.	3.16	R	1
22. Create internal communication using the required features of the system.	2.99	R	13.3
<b>AVERAGE WEIGHTED MEAN:</b>	<b>3.05</b>	<b>R</b>	

<b>INDICATORS:</b>	<b>Range</b>	<b>Descriptive Interpretation</b>
	3.26-4.00	HR -Highly Ready
	2.51-3.25	R -Ready
	1.76-2.50	LR -Less Ready
	1.00-1.75	NR -Not Ready

### Students' Level of Readiness in Reception

Table 2.2 displays the students' level of readiness in terms of reception. The presentation of the results shows that the highest mean is item no.8 'Confirm reservation details with guest' with weighted mean of 3.26 interpreted as "Highly Ready". Then the lowest mean is item no.10 'Apply correct accounting procedures'

with 2.98 weighted mean that interprets “Ready”. Hence, the finding showed an average mean of 3.14, interpreted as “Ready”.

In line with this result, the students are ready in providing reception. The results of the study is confirmed by (Matteos,2017;Moreno & Mapa, 2014;Sisson & Adams, 2013;Subramonian, 2008) by saying the strong interpersonal skills are a key indicator of successs in a working environment as benifits include the ability to cooperate with teamates to solve difficult problems, as well as simply enhancing your personality through good communications skills and use of technology skills.

**Table 2.2**  
**Students' Level of Readiness in Reception**  
**n= 120**

Reception	WMS	DI	Rank
1. Prepare and checks functionality of reception area and all necessary equipment.	3.12	R	6.5
2. Check and review daily arrival details prior to guests arrival.	3.15	R	4
3. Allocate rooms in accordance with guest requirements.	3.07	R	9
4. Follow up uncertain arrivals or reservations in accordance with property standards.	3.13	R	5.5
5. Compile and distribute arrival list to relevant personnel.	3.1	R	8
6. Inform colleagues on special situations in a timely manner.	3.13	R	5.5
7. Welcome guests.	3.4	HR	1
8. Confirm reservation details with guest.	3.26	HR	2
9. Register guests with or without reservations according to establishment systems and pocedures.	3.17	R	3
10. Apply correct accounting procedures.	2.98	R	11
11. Issue room key/electronic cards, guest mail and message to guest.	3.12	R	6.5
12. Follow procedures where rooms are not immediately available or overbooking has occured Monitors and reports discrepancies in guest arrivals.	3.11	R	7
13. Monitor and reports guest arrivals and discrepancies between actual and expected arrivals are reported in accordance with property standards.	3.06	R	10
<b>AVERAGE WEIGHTED MEAN:</b>	<b>3.14</b>	<b>R</b>	
<b>INDICATORS:</b>	<b>Range</b>	<b>Descriptive Interpretation</b>	
	3.26-4.00	<b>HR</b> -Highly Ready	
	2.51-3.25	<b>R</b> -Ready	
	1.76-2.50	<b>LR</b> -Less Ready	
	1.00-1.75	<b>NR</b> -Not Ready	

### **Students' Level of Readiness on During Stay Function**

Table 2.3 displays the students' level of readiness in terms of During Stay Function. The presentation reveals that the highest means in terms of during stay function is item no.6 'Escort guest to rooms and where appropriate courteously shows/explains the establishments/room features' with 3.38 weighted mean interpreted as "Highly Ready". The lowest mean is item no.12 'Liaise with colleagues and other departments to ensure effective responds to guest request' with weighted mean 3.14 interpreted as "Ready". The finding showed that the average mean in terms of during stay function is 3.22 interpreted as "Ready".

In line with this result the students are ready in terms of during stay function. In accordance with the study of Miller (2012), performance assessment with the proper indicator from standard operating procedure will ease the examiner for acquiring more valid and objective data from the test taker. The evaluation instruments are needed in every learning process to acquire the information of achieved purpose target.

The aim is the student work competency achievement could be recognized from the hotel or stakeholders. It will imply on the quality of graduates. The hotel Standard Operating Procedure (SOP) is made in an attempt to create a limitation from the department works. Therefore, every employee of the hotel can be the referral for work. The SOP of Front Office needs to be the reference for the job performance in front office department industrial practice.

**Table 2.3**  
**Students' Level of Readiness in During Stay Function**  
**n= 120**

<b>During Stay Function</b>			
	<b>WM</b>	<b>DI</b>	<b>Rank</b>
1. Address all guest request during in-stay according to property standards.	3.21	R	5.5
2. Respond promptly to inquiries to guest' satisfaction.	3.19	R	7
3. Review expected daily arrivals and departures and requests for major guest movements.	3.16	R	9
4. Direct guest to appropriate area for registration.	3.21	R	5.5
5. Assist guest on luggage	3.34	HR	2
6. Escort guest to rooms and where appropriate courteously shows/explains the establishments/room features.	3.38	HR	1
7. Transport and delivering guest luggage to correct location within appropriate timeframes.	3.29	HR	3
8. Operate luggage storage systems.	3.15	R	10
9. Mark and store luggage to allow for easy retrieval.	3.18	R	8.5
10. Place luggage within the storage system	3.23	R	4
11. Provide concierge services promptly.	3.18	R	8.5
12. Liaise with colleagues and other departments to ensure effective response to guest request.	3.14	R	11
13. Distribute reports and record to appropriate departments.	3.2	R	6
<b>AVERAGE WEIGHTED MEAN:</b>			
	<b>3.22</b>	<b>R</b>	
<b>INDICATORS:</b>	<b>Range</b>	<b>Descriptive Interpretation</b>	
	3.26-4.00	<b>HR</b> -Highly Ready	
	2.51-3.25	<b>R</b> -Ready	
	1.76-2.50	<b>LR</b> -Less Ready	
	1.00-1.75	<b>NR</b> -Not Ready	

### Students' Level of Readiness in Guest Departure

Table 2.4 displays the students' level of readiness in terms of Guest Departure. The presentation reveals the highest mean is item no.1 'Review and check departures list' with a weighted mean of 3.26 interpreted as "Highly Ready". Then the lowest mean is item no.5 'Recover key electronic card from guest' with 3.05 weighted mean and interpreted as "Ready". Hence, the findings showed an average mean of 3.14 interpreted as "Ready".

In line with this results the students are ready in terms of guest departure. According to Bratton and Gold (2003) discuss several sub-components of competences and attribute to them varying importance of expose self-control, self-development, positive attitude towards work, cooperation readiness and creativity. The combination of various components and sub-components impact individual's successfulness at the workplace.

**Table 2.4**  
**Students' Level of Readiness in Guest Departure**  
**n= 120**

Guest Departure	WM	DI	Rank
1. Review and check departures list.	3.26	HR	1
2. Gather information on departing guests from other departments to facilitate the preparation of account.	3.16	R	3
3. Facilitate information of departing guest from other departments.	3.2	R	2
4. Generate and explain guests' accounts.	3.11	R	5
5. Recover key electronic card from guest.	3.05	R	7
6. Act or refer guest request to appropriate department.	3.12	R	4
7. Process express and group express check outs.	3.08	R	6
<b>AVERAGE WEIGHTED MEAN:</b>	<b>3.14</b>	<b>R</b>	

<b>INDICATORS:</b>	<b>Range</b>	<b>Descriptive Interpretation</b>
	3.26-4.00	HR -Highly Ready
	2.51-3.25	R -Ready
	1.76-2.50	LR -Less Ready
	1.00-1.75	NR -Not Ready

### **Students' Level of Readiness in Back Office Operations**

Table 2.5 displays the students' level of readiness in terms of Back Office Operation. The presentation reveals that the highest mean in terms of back office operation is item no.2 'Follow establishment policies with regards to room changes, no show,extensions and early departures' with the weighted mean of 3.24 interpreted as "Ready". In contrary, the lowest mean is item no. 22 ' Determine, tally and balance between computerized system and sum of cash and non-cash

transaction' with the weighted mean of 2.93 interpreted as "Ready". The finding showed that the average mean is 3.06 that reach a certain range that elaborates as "Ready" descriptive interpretation.

In line with this results, the students are ready in terms of back office operation. According to Perrenould understands competences as activation, usage and intertwinement of the entirety of knowledge, capabilities, motivation, self-image and values that enable the individual to be successful in complex, diverse and unpredictable situations. Thus, the competences could be described as a complex mixture of personal characteristics, including values gained in the childhood; knowledge, gained by education and training; and experiences, gained by employment. According to Rychen and Salganik (2003) the competences should be viewed in the context, since the competences are the result of individual's characteristics and the context of the workplace.

Individual's competences are divided according to various levels into core, role specific and organisation specific and according to various dimensions into expected, actual, distinctive and descriptive competences (Kohont, 2005). Gruban (2007) distinguishes among visible or noticeable and invisible or unnoticeable individual's competences. Individual's competences constantly change and adapt to new situations (Perrenould, 1997). Their upgrading signifies the individual's personal development.

Therefore, Bagyono (2012) proposes that the role of Front Office Department is the essential one that causes all departments rely on it. It reflects

the activities in a hotel can be disorganized if there is no Front Office Department, the product of rooms and service wheel rotation will be discontinued eventually.

**Table 2.5**  
**Students' Level of Readiness in Back Office Operation**  
**n= 120**

Back Office Operation	WM	DI	Rank
1. Prepare and updates front office records.	3.13	R	4.1
2. Follow establishment policies with regards to room changes, no show, extensions and early departures.	3.24	R	1
3. Double check transactions to ensure that they have been posted in the property's computerized system.	3.22	R	2
4. Identify and reconcile financial and systems discrepancies according to property standards.	3	R	10.1
5. Verify and reconcile room rates and room status.	3.05	R	8.5
6. Suggest internal financial system and control for improvements in the property's operation.	3	R	10.2
7. Complete routine and report within designated timelines.	3.03	R	9.1
8. Forward reports to appropriate personal and department.	3.12	R	5
9. Check and post late charges and unposted checks with other departments.	3.03	R	9.2
10. Print and ready guest folio to be presented to guest.	3.03	R	9.3
11. Present guest folio for review and approval.	3.06	R	7
12. Accepts and counts cash in front of the customer.	3	R	10.3
13. Process credit cards or debit cards according to property standards.	2.98	R	12
14. Accept payment of foreign currency according to property standards.	2.97	R	13.5
15. Process other billing settlement using property standards.	3.03	R	9.4
16. Process cash, cash equivalents or non-cash transactions recieved from guest is accurately processed according to property standards.	3.03	R	9.5
17. Receipts are correctly issued and presented to guest.	3.13	R	4.2
18. Record transactions to guest account in the computerized system. Process check out guest based on property standards.	3.08	R	6.5
19. Perform transactions to the satisfaction of guest and according to property standards.	3.13	R	4.3
20. Perform balancing of cash float in accordance with property standards.	2.99	R	11
21. Segregate and count cash, cash equivalents and noncash.	3.05	R	8.5
22. Determine, tally and balance between computerized system and sum of cash and non-cash transactions.	2.93	R	14
23. Record and process transactions according to property standards.	3.08	R	6.5
24. Close casheir's account based on property standards.	2.97	R	13.5
25. File and store source documents.	3.15	R	3
<b>AVERAGE WEIGHTED MEAN:</b>	<b>3.06</b>	<b>R</b>	

INDICATORS:	Range	Descriptive Interpretation
	3.26-4.00	HR -Highly Ready
	2.51-3.25	R -Ready
	1.76-2.50	LR -Less Ready
	1.00-1.75	NR -Not Ready

### Students' Level of Readiness in Club Membership

Table 2.6 displays the students' level of readiness in terms of Club Membership. The presentation reveals the highest mean is item no.4 'Record and maintains membership records according to standard procedures' with the weighted mean of 3.06 interpreted as "Ready". The lowest mean is item no.8 'Refer disputes over entry to club to security, supervisor or other relevant person according to enterprise policy' with 2.92 as its weighted mean and interpreted as "Ready". Hence, the finding showed an average mean of 3.02 interpreted as "Ready".

In line with this result, the students are prepared in terms of club membership. In accordance with the study of Palm (2008), performance assessment has the edge of measuring the skill comprehensively by considering the competence and knowledge that is needed today.

**Table 2.6**  
**Students' Level of Readiness in Club Membership**  
**n= 120**

Club Membership	WM	DI	Rank
1. Provide accurate advice and information on club services and facilities to customers and club members are required according to established standards.	3.01	R	4.5
2. Explain club membership and club rules to the public and members following the standards procedures.	3.05	R	2.5
3. Explain membership application forms; completely filling it out in accordance with enterprise standards.	3.03	R	3.5
4. Record and maintains membership records according to standard procedures.	3.06	R	1
5. Check membership badges/cards in accordance with established cards.	3.03	R	3.5
6. Assist guest to "sign in" accordance with government and enterprise requirements.	3.05	R	2.5
7. Check compliance of members in accordance with established policy and procedures.	3.01	R	4.5
8. Refer disputes over entry to club to security, supervisor or other relevant person according to enterprise policy.	2.92	R	5
<b>AVERAGE WEIGHTED MEAN:</b>			<b>3.02</b>
		<b>R</b>	

INDICATORS:	Range	Descriptive Interpretation
	3.26-4.00	HR -Highly Ready
	2.51-3.25	R -Ready
	1.76-2.50	LR -Less Ready
	1.00-1.75	NR -Not Ready

### Summary of Students' Level of Readiness in Front Office Services Competencies

Table 2.7 displays the students level of readiness in terms of reservation, reception, during stay function, guest departure, back office operation and club membership. In all areas of front office services the overall weighted mean are 3.105 interpreted as "Ready".

**Table 2.7**  
**Summary of Students' Level of Readiness in Front Office Services Competencies**  
**N=120**

Students level of readiness in Front Office Services		WM	DI	Rank
1. Reservation		3.05	R	3
2. Reception		3.14	R	2.5
3. During Stay Function		3.22	R	1
4. Guest Departure		3.14	R	2.5
5. Back Office Operation		3.06	R	2
6. Club Membership		3.02	R	4
<b>OVERALL WEIGHTED MEAN</b>		<b>3.105</b>	<b>R</b>	

<b>INDICATORS:</b>	<b>Range</b>	<b>Descriptive Interpretation</b>
	3.26-4.00	HR -Highly Ready
	2.51-3.25	R -Ready
	1.76-2.50	LR -Less Ready
	1.00-1.75	NR -Not Ready

## Chapter 3

### **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

This chapter deals with the summary of the study, discussion of the findings, the conclusions drawn and recommendations made as an outgrowth of this study based on the gathered data, which were analyzed and interpreted in the preceding chapter.

#### **Summary of Findings**

After the study has been conducted, the researchers' found out that the profile of the respondents revealed that out of 120 respondents mostly belonged to 21-30 years old range, 71 of the respondents were females, each year level and section has 40 population and most of the respondents were single. In addition, the students level of readiness in reservation presents an average mean of 3.05 describe as "Ready", as well as in providing reception, it presents an average mean of 3.14 interpreted as "Ready". Furthermore, during stay function has an average weighted mean of 3.22 guest departure with 3.14 average weighted mean, back office operation with 3.06 average weighted mean, and club membership with 3.02 average weighted mean. All interpreted as "Ready". In all areas of front office services the overall weighted mean are 3.105 interpreted as "Ready".

#### **Conclusions**

The researchers' concluded that the students are ready in various areas of front office namely; reservation, reception, during stay function, guest departure,

back office operation and club membership. The students need more actual demonstrations and training in order for them to be highly ready in front office assessment and acquire competence that leads success into their future job.

### **Recommendations**

On the basis of findings, the following recommendations are drawn.

1. The higher educational institution must offer limited face to face classes for those students who are fully vaccinated for front office further discussions and actual demonstrations to supervise the students competence. Since it is found out that respondents were only "Ready" on all Front office areas.
2. The higher educational institution may consider acquiring facilities and equipment for the students actual demonstrations for students accessibility. Mainly in Club Membership, like the ability to deliver quality customer service while assisting customers to comply with club and legislative requirements. Literacy skills to read documents such as club membership cards, membership database records, ID cards, proof of age cards and driver's licences.
3. The Front Office instructors must provide enough time for the students actual demonstrations before the front office assessment in order for the students to perform with quality performance.
4. The students must also participate, focus, give their time and do their part in terms of discussions, actual demonstrations, and trainings in order to be competent in the different areas of front office.

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## APPENDIX A

### Instrument Questionnaire



## FRONT OFFICE SERVICES COMPETENCIES AMONG HOSPITALITY MANAGEMENT STUDENTS

As part of the degree in Hospitality at the Bohol Island State University, Bilar Campus, the researchers are conducting a survey that investigates the level of readiness of BSHM students A.Y. 2021-2022 in front office competency assessment. Any information obtained will remain confidential.

### Section 1: PROFILE OF PARTICIPANTS

Name (optional) : \_\_\_\_\_

Age:

18-20

21-30

Civil Status:

Single

Married

Gender:

M

F

Year Level and Section:

A

B

C

### Section 2: STUDENT'S LEVEL OF READINESS IN FRONT OFFICE

**INSTRUCTION:** Kindly rate the following indicator in the level of preference by putting check (/) mark in the box as indicated below according to the rating scale and categorical responses provided.

Legend :

Rating Scale

- 4. Highly Ready
- 3. Ready
- 2. Less Ready
- 1. Not Ready

Description

- Ready
- Approaching Readiness
- Developing Readiness
- Not Ready

A. RESERVATION	Level of Readiness			
	Highly Ready (4)	Ready (3)	Less Ready (2)	Not Ready (1)
• Acknowledge customer making a reservation using a property standards.				
• Determine request availability of room.				
• Offer alternatives, including waitlist options, if requested booking is not available.				
• Answer inquiry regarding rates and other product features accurately.				
• Record complete customer details in the system accurately.				
• Check and use guest profile/history if available in makin the reservation.				
• Record special request clearly in accordance with establishment requirements.				
• Complete, explain and confirm reservation details of customer bookins.				
• File reservation according to property standards.				
• Prepare and issue documents and other materials to the customer in accordance with the requirements of the specific reservation.				
• Record or update reservation payments and deposits of the reservation accurately in accordance with the property standards.				
• Recieve, process and record amendments and cancellations of reservations in accordance with customer request and property standards.				
• Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues.				

	Level of Readiness			
	Highly Ready (4)	Ready (3)	Less Ready (2)	Not Ready (1)
• Address follow up on customer request and ensures that all specific requirements in his reservation details are prior to guest arrival.				
• Access and accurately interprets reservation system.				
• Use all system features to access a range of information.				
• Check availability of the required booking in accordance with the system functions and requirements.				
• Create new reservation using the format required by the computer system.				
• Retrieve bookings using the format required by the computer system.				
• Record, update and store amendments.				
• Download and prints reservation details.				
• Create internal communication using the required features of the system.				
<b>B. RECEPTION</b>				
• Prepare and checks functionality of reception area and all necessary equipment.				
• Check and review daily arrival details prior to guests arrival.				
• Allocate rooms in accordance with guest requirements.				
• Follow up uncertain arrivals or reservations in accordance with property standards.				
• Compile and distribute arrival list to relevant personnel.				
• Inform colleagues on special situations in a timely manner.				
• Welcome guests.				
• Confirm reservation details with guest.				
• Register guests with or without reservations according to establishment systems and pocedures.				
• Apply correct accounting procedures.				
• Issue room key/electronic cards, guest mail and message to guest.				

	Level of Readiness			
	Highly Ready (4)	Ready (3)	Less Ready (2)	Not Ready (1)
<ul style="list-style-type: none"> <li>Follow procedures where rooms are not immediately available or overbooking has occurred Monitors and reports discrepancies in guest arrivals.</li> </ul>				
<ul style="list-style-type: none"> <li>Monitor and reports guest arrivals and discrepancies between actual and expected arrivals are reported in accordance with property standards.</li> </ul>				
<b>C. DURING STAY FUNCTIONS</b>				
<ul style="list-style-type: none"> <li>Address all guest request during in-stay according to property standards.</li> </ul>				
<ul style="list-style-type: none"> <li>Respond promptly to inquiries to guest' satisfaction.</li> </ul>				
<ul style="list-style-type: none"> <li>Review expected daily arrivals and departures and requests for major guest movements.</li> </ul>				
<ul style="list-style-type: none"> <li>Direct guest to appropriate area for registration.</li> </ul>				
<ul style="list-style-type: none"> <li>Assist guest on luggage</li> </ul>				
<ul style="list-style-type: none"> <li>Escort guest to rooms and where appropriate courteously shows/explains the establishments/room features.</li> </ul>				
<ul style="list-style-type: none"> <li>Transport and delivering guest luggage to correct location within appropriate timeframes.</li> </ul>				
<ul style="list-style-type: none"> <li>Mark and store luggage to allow for easy retrieval.</li> </ul>				
<ul style="list-style-type: none"> <li>Place luggage within the storage system.</li> </ul>				
<ul style="list-style-type: none"> <li>Provide concierge services promptly</li> </ul>				
<ul style="list-style-type: none"> <li>Liaise with colleagues and other departments to ensure effective response to guest request.</li> </ul>				
<ul style="list-style-type: none"> <li>Distribute reports and record to appropriate departments.</li> </ul>				
<b>D. GUEST DEPARTURE</b>				
<ul style="list-style-type: none"> <li>Review and check departures list.</li> </ul>				
<ul style="list-style-type: none"> <li>Gather information on departing guests from other departments to facilitate the preparation of account.</li> </ul>				
<ul style="list-style-type: none"> <li>Facilitate information of departing guest from other departments.</li> </ul>				
<ul style="list-style-type: none"> <li>Generate and explain guests' accounts.</li> </ul>				

	Level of Readiness			
	Highly Ready (4)	Ready (3)	Less Ready (2)	Not Ready (1)
• Recover key electronic card from guest.				
• Act or refer guest request to appropriate department.				
• Process express and group express check outs.				
<b>E. BACK OFFICE OPERATION</b>				
• Prepare and updates front office records.				
• Follow establishment policies with regards to room changes, no show, extensions and early departures.				
• Double check transactions to ensure that they have been posted in the property's computerized system.				
• Identify and reconcile financial and systems discrepancies according to property standards.				
• Verify and reconcile room rates and room status.				
• Suggest internal financial system and control for improvements in the property's operation.				
• Complete routine and report within designated timelines.				
• Forward reports to appropriate personal and department.				
• Check and post late charges and unposted checks with other departments.				
• Print and ready guest folio to be presented to guest.				
• Present guest folio for review and approval.				
• Accepts and counts cash in front of the customer.				
• Process credit cards or debit cards according to property standards.				
• Accept payment of foreign currency according to property standards.				
• Process cash, cash equivalents or non-cash transactions recieved from guest is accurately processed according to property standards.				
• Receipts are correctly issued and presented to guest.				

	Level of Readiness			
	Highly Ready (4)	Ready (3)	Less Ready (2)	Not Ready (1)
<ul style="list-style-type: none"> <li>Record transactions to guest account in the computerized system. Process check out guest based on property standards.</li> </ul>				
<ul style="list-style-type: none"> <li>Perform transactions to the satisfaction of guest and according to property standards.</li> </ul>				
<ul style="list-style-type: none"> <li>Perform balancing of cash float in accordance with property standards.</li> </ul>				
<ul style="list-style-type: none"> <li>Segregate and count cash, cash equivalents and noncash.</li> </ul>				
<ul style="list-style-type: none"> <li>Determine, tally and balance between computerized system and sum of cash and non-cash transactions.</li> </ul>				
<ul style="list-style-type: none"> <li>Record and process transactions according to property standards.</li> </ul>				
<ul style="list-style-type: none"> <li>Close casheir's account based on property standards.</li> </ul>				
<ul style="list-style-type: none"> <li>File and store source documents.</li> </ul>				
<b>F. CLUB MEMBERSHIP</b>				
<ul style="list-style-type: none"> <li>Provide accurate advice and information on club services and facilities to customers and club members are required according to established standards.</li> </ul>				
<ul style="list-style-type: none"> <li>Explain club membership and club rules to the public and members following the standards procedures.</li> </ul>				
<ul style="list-style-type: none"> <li>Explain membership application forms; completely filling it out in accordance with enterprise standards.</li> </ul>				
<ul style="list-style-type: none"> <li>Record and maintains mebership records according to standard procedures.</li> </ul>				
<ul style="list-style-type: none"> <li>Check membership badges/cards in accordance with established cards.</li> </ul>				
<ul style="list-style-type: none"> <li>Assist guest to "sign in" accordance with government and enterprise requirements.</li> </ul>				
<ul style="list-style-type: none"> <li>Check compliance of members in accordance with established policy and procedures.</li> </ul>				
<ul style="list-style-type: none"> <li>Refer disputes over entry to club to security, supervisor or other relevant person according to enterprise policy.</li> </ul>				



## APPENDIX B

Republic of the Philippines

**BOHOL ISLAND STATE UNIVERSITY**

Zamora, Bilar, Bohol



*Vision: A premier S & T university for the formation of a world – class and virtuous human resource for the sustainable development in Bohol and the country.*

*Mission: BISU is committed to provide quality higher education in the arts and sciences, as well as in the professional and technological fields; undertake research and development of Bohol and the country.*

**MARIETTA C. MACALOT, Ph.D**

Campus Director

BISU-Bilar Campus

Ma'am;

Good day!

We, the fourth year students taking up Bachelor of Science in Hospitality Management at Bohol Island State University, Bilar Campus, Zamora, Bilar, Bohol will be conducting, a research entitled, **“FRONT OFFICE SERVICES COMPETENCIES AMONG HOSPITALITY MANAGEMENT STUDENTS”** as requirement for the degree.

In this connection, we would like to ask permission from your office to conduct this study.

Thank you and more power.

Respectfully yours,

**MAE-ANN S. MAGLASANG**

Researcher

**RACHEL B. PUDIS**

Researcher

**MICHELLE R. QUIMPAN**

Researcher

Noted By:

(Sgd.) **HERSHEYLOU M. CABIG**  
Research Adviser

**NELIA Q. CATAYAS, PhD**  
Chairperson

Recommending Approval:

**ARLEN B. GUDMALIN, PhD**  
Dean, CTAS

Approved by:

**MARIETTA C. MACALOT, Ph.D**  
Campus Director



Republic of the Philippines  
BOHOL ISLAND STATE UNIVERSITY  
Zamora, Bilar, Bohol



DEPARTMENT OF HOSPITALITY MANAGEMENT AND INDUSTRIAL  
TECHNOLOGY  
**SURVEY QUESTIONNAIRE ON THE  
"FRONT OFFICE SERVICES COMPETENCIES AMONG HOSPITALITY  
MANAGEMENT STUDENTS"**

**To Our Dear Respondents,**

The researchers are the college students of Bohol Island State University, Bilar Campus taking Bachelor of Science in Hospitality Management. The objective of this study is to gather data from the BSHM students to determine the level of readiness in front office competency assessment. We kindly ask your approval to give your honest assessment using the criteria stated below. The researchers recognize the value of your time and sincerely appreciate your efforts on our behalf. Rest assured that your answer will be treated with at most confidentiality.

Thank you so much for bearing with us!

Respectfully Yours,

**MAE-ANN S. MAGLASANG**  
Researcher

**RACHEL B. PUDIS**  
Researcher

**MICHELLE R. QUIMPAN**  
Researcher

**RAW DATA****PROFILE OF THE RESPONDENTS**

Age	No. Of Response
18-20	3
21-30	117
Gender	
F	49
M	71
Section	
4-A	40
4-B	40
4-C	40
Civil Status	
S	118
M	2

**RAW DATA RESULTS****FRONT OFFICE SERVICES COMPETENCIES AMONG HOSPITALITY  
MANAGEMENT STUDENTS**

A. Reservation	Highly Prepared	Prepared	Less Prepared	Not Prepared	Total	Weighted Mean
Q1	32	68	20	0	120	3.1
Q2	33	67	20	0	120	3.108333333
Q3	21	67	31	1	120	2.9
Q4	28	66	26	0	120	3.016666667
Q5	36	62	22	0	120	3.116666667
Q6	28	75	17	0	120	3.091666667
Q7	34	66	19	1	120	3.108333333
Q8	34	69	17	0	120	3.141666667
Q9	33	70	17	0	120	3.133333333
Q10	24	68	28	0	120	2.966666667
Q11	31	67	22	0	120	3.075
Q12	26	67	27	0	120	2.991666667
Q13	37	64	19	0	120	3.15
Q14	28	71	21	0	120	3.058333333
Q15	28	65	27	0	120	3.008333333
Q16	24	64	32	0	120	2.933333333
Q17	30	73	17	0	120	3.108333333

Q18	25	70	24	1	120	2.991666667
Q19	16	65	37	2	120	2.791666667
Q20	33	63	24	0	120	3.075
Q21	34	72	13	1	120	3.158333333
Q22	27	66	26	1	120	2.991666667
						<b>3.05</b>
<b>B.Reception</b>	<b>Highly Prepared</b>	<b>Prepared</b>	<b>Less Prepared</b>	<b>Not Prepared</b>	<b>Total</b>	<b>Weighted Mean</b>
Q1	32	70	18	0	120	3.116666667
Q2	32	74	14	0	120	3.15
Q3	25	78	17	0	120	3.066666667
Q4	33	69	18	0	120	3.125
Q5	33	66	21	0	120	3.1
Q6	36	64	20	0	120	3.133333333
Q7	58	52	10	0	120	3.4
Q8	45	61	14	0	120	3.258333333
Q9	36	68	16	0	120	3.166666667
Q10	34	51	34	1	120	2.983333333
Q11	32	70	18	0	120	3.116666667
Q12	32	69	19	0	120	3.108333333
Q13	30	67	23	0	120	3.058333333
						<b>3.14</b>
<b>C.During Stay Functions</b>	<b>Highly Prepared</b>	<b>Prepared</b>	<b>Less Prepared</b>	<b>Not Prepared</b>	<b>Total</b>	<b>Weighted Mean</b>
Q1	41	63	16	0	120	3.208333333
Q2	41	61	18	0	120	3.191666667
Q3	36	67	17	0	120	3.158333333
Q4	40	65	15	0	120	3.208333333
Q5	55	51	14	0	120	3.341666667
Q6	55	55	10	0	120	3.375
Q7	49	57	14	0	120	3.291666667
Q8	37	64	19	0	120	3.15
Q9	37	67	16	0	120	3.175
Q10	46	56	18	0	120	3.233333333
Q11	41	59	20	0	120	3.175
Q12	36	65	19	0	120	3.141666667
Q13	41	62	17	0	120	3.2
						<b>3.22</b>
<b>D. Guest Departure</b>	<b>Highly Prepared</b>	<b>Prepared</b>	<b>Less Prepared</b>	<b>Not Prepared</b>	<b>Total</b>	<b>Weighted Mean</b>
Q1	46	60	13	1	120	3.258333333
Q2	40	60	19	1	120	3.158333333
Q3	42	61	16	1	120	3.2
Q4	38	58	23	1	120	3.108333333
Q5	33	61	25	1	120	3.05



# APPENDIX C

## PHOTO DOCUMENTARY

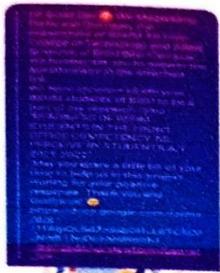


### SURVEY QUESTIONNAIRE ON THE "READINESS IN THE FRONT OFFICE SERVICES COMPETENCY AS PERCEIVE BY HOSPITALITY MANAGEMENT STUDENTS"

The form SURVEY QUESTIONNAIRE ON THE "READINESS IN THE FRONT OFFICE SERVICES COMPETENCY AS PERCEIVE BY HOSPITALITY MANAGEMENT STUDENTS" is no longer accepting responses. Try contacting the owner of the form if you think this is a mistake.

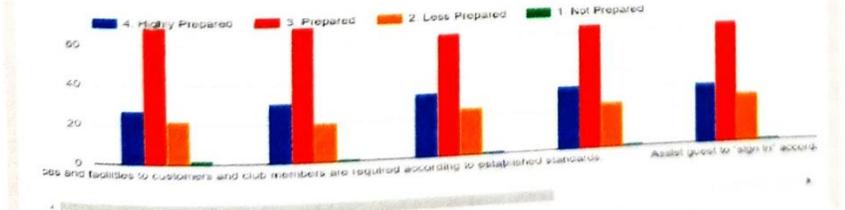
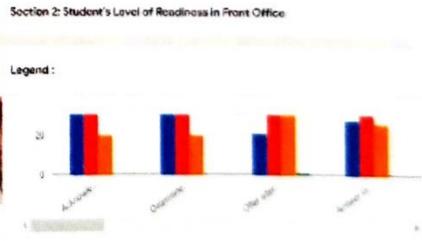
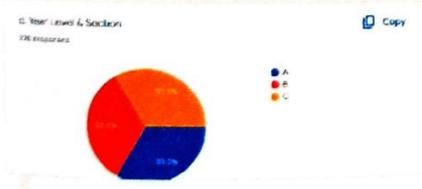
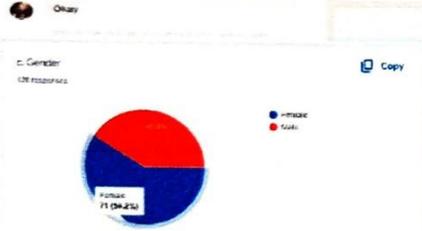
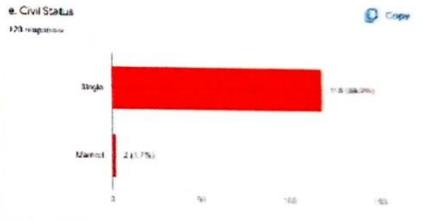
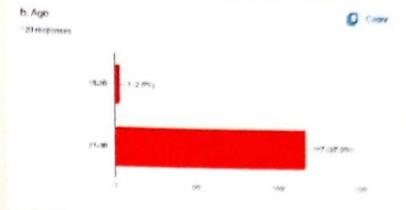
[See previous responses](#)

[Resume collecting responses \(Only form editors can see this link\)](#)



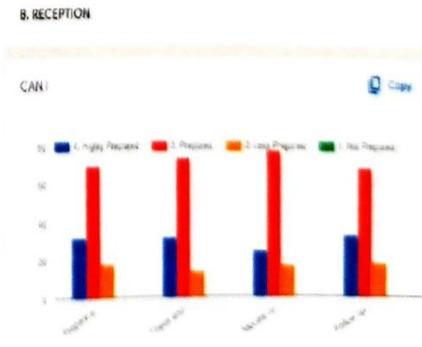
**SURVEY QUESTIONNAIRE ON THE "READINESS IN THE FRONT OFFICE SERVICES COMPETENCY AS PERCEIVE BY STUDENTS A.Y 2021-2022"**

https://www.surveymonkey.com/s/...



Patterned from: Front Office Service Self-assessment Guide

THANK YOU FOR YOUR COOPERATION!



## RESEARCHER'S BIODATA

### PERSONAL DATA

**Name:** Rachel B. Pudis  
**Citizenship:** Filipino  
**Civil Status:** Single  
**Age:** 22  
**Address:** Cansumbol, Bilar, Bohol  
**Date of Birth:** November 24, 1999  
**Father's Name:** Roel R. Pudis Sr.  
**Mother's Name:** Anabelle B. Pudis



### EDUCATIONAL BACKGROUND

**Elementary:** Cabacnitan Elementary School  
 Cabacnitan, Bilar, Bohol  
 S.Y. 2011-2012

**Secondary Junior:** Bilar National High School  
 Yanaya, Bilar, Bohol  
 S.Y. 2015-2016

**Secondary Senior:** Bilar National High School  
 Yanaya, Bilar, Bohol  
 S.Y. 2017-2018

**Tertiary:** Bohol Island State University  
 Zamora, Bilar, Bohol  
 S.Y. 2021-2022

**Achievement:** NCII BREAD AND PASTRY  
 NCII FOOD AND BEVERAGE  
 NCII COOKERY  
 NCII HOUSEKEEPING

## RESEARCHER'S BIODATA

### PERSONAL DATA

Name: Michelle R. Quimpan  
 Citizenship: Filipino  
 Civil Status: Single  
 Age: 22  
 Address: Cansumbol, Bilar, Bohol  
 Date of Birth: May 14, 1999  
 Father's Name: Antonio S. Quimpan  
 Mother's Name: Ma. Alma R. Quimpan



### EDUCATIONAL BACKGROUND

Elementary: Cabacnitan Elementay School  
 Cabacnitan, Bilar, Bohol  
 S.Y. 2011-2012  
 Secondary Junior: Bilar National High School  
 Yanaya, Bilar, Bohol  
 S.Y. 2015-2016  
 Secondary Senior: Bilar National High School  
 Yanaya, Bilar, Bohol  
 S.Y. 2017-2018  
 Tertiary: Bohol Island State University  
 Zamora, Bilar, Bohol  
 Achievement: NCII BREAD AND PASTRY  
 NCII FOOD AND BEVERAGE  
 NCII COOKERY  
 NCII HOUSEKEEPING

## RESEARCHER'S BIODATA

### PERSONAL DATA

Name: Mae Ann S. Maglasang  
 Citizenship: Filipino  
 Civil Status: Single  
 Age: 22  
 Address: Poblacion, Bilar, Bohol  
 Date of Birth: May 18,2000  
 Father's Name: Edwin Maglasang  
 Mother's Name: Zita Maglasang



### EDUCATIONAL BACKGROUND

**Elementary:** Magsaysay Elementary School  
 Magsaysay Sibutad Zamboanga Del Norte  
 S.Y. 2011-2012

**Secondary Junior:** Bilar National High School  
 Yanaya, Bilar, Bohol  
 S.Y. 2015-2016

**Secondary Senior:** Bilar National High School  
 Yanaya, Bilar, Bohol  
 S.Y. 2017-2018

**Tertiary:** Bohol Island State University  
 Zamora, Bilar, Bohol  
 S.Y. 2021-2022

**Achievement:** NCII BREAD AND PASTRY  
 NCII FOOD AND BEVERAGE  
 NCII COOKERY  
 NCII HOUSEKEEPING