



Republic of the Philippines
OFFICE OF THE PRESIDENT
COMMISSION ON HIGHER EDUCATION



CHED MEMORANDUM ORDER

No. 62
Series of 2017

SUBJECT: POLICIES, STANDARDS AND GUIDELINES FOR BACHELOR OF SCIENCE IN TOURISM MANAGEMENT (BSTM) AND BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT (BSHM)

In accordance with the pertinent provisions of Republic Act (RA) No. 7722, otherwise known as the "*Higher Education Act of 1994*," in pursuance of an outcomes-based quality assurance system as advocated under CMO No. 46, series of 2012, and by virtue of Commission en banc Resolution No. 231-2017 dated March 28, 2017 and for the purpose of offering the Bachelor of Science in Tourism Management and Bachelor of Science in Hospitality Management with the end view of keeping pace with the demands of local and global travel, tourism and hospitality environment to become globally competitive, the following policies, standards and guidelines are hereby adopted and promulgated by the Commission.

**ARTICLE I
INTRODUCTION**

Section 1. Rationale and Background of the Tourism and Hospitality Industry

Based on the *Guidelines for the Implementation of CMO No. 46, s. 2012*, this CHED Memorandum Order (CMO) implements the shift to learning outcomes-based education. It specifies the learning outcomes expected from graduates of the Bachelor of Science in Tourism Management (BSTM) and the Bachelor of Science in Hospitality Management (BSHM) for any type of higher education institution (HEI) they graduate from. Moreover, this CMO also provides ample opportunities for HEIs to innovate in the curriculum in line with their design to best achieve learning outcomes in their particular contexts and their respective vision, missions, and objectives, and areas of operation.

The need to revise and update the current BSTM and BSHM curricula is premised on the basic concept that higher education programs must always be abreast with the current times. The Philippine tourism sector has shown strong performance exhibiting double-digit growth in domestic and foreign tourist arrivals for the past several years. As the fifth growth driver of the Philippine economy, tourism accounts for 8% of the country's gross domestic product, generating 4.7 million jobs and contributing more than P1.74 billion in tourist receipts. The

multiplier-effect of tourism has prompted investments, created new business and employment opportunities cutting-across a wide variety of sectors, which demand knowledgeable and highly-skilled workers.

The demand for tourism and hospitality workers extends even beyond Philippine borders with the advent of the ASEAN Community. Within this context, the ASEAN Economic Community has four pillars, with focus on single market and production base that will allow for free flow of goods, services, skilled labor, investment, capital, food and agricultural security and integration of 12 priority sectors. With this, several Mutual Recognition Arrangements were signed by the ASEAN Member States (AMS), including the ASEAN MRA for Tourism Professionals, signed last November 2012. This will allow AMS to mutually recognize or accept some or all aspects of one another's conformity with assessment results for Tourism Professionals thru the use of the Common ASEAN Tourism Curriculum (CATC).

Aside from the ASEAN MRA on Tourism Professional, the CMO incorporated various inputs from the different stakeholders such as industry professionals and organizations, other government and non-government agencies, and members of the academic community, but not limited to:

- Philippine Qualifications Framework (see Appendix A)
- National Tourism Development Plan
- Project Jobs Fit from the Department of Labor and Employment
- The K-12 program of the Department of Education
- The Developing a Curriculum (DACUM) report from USAID as provided by the Philippine Business for Education (PBE) organization
- The Philippine Improving Competitiveness Tourism Project (PICtourism) led by the Department of Tourism, the ADB and Government of Canada

A well designed and flexible curriculum is needed to integrate dynamic changes and strategic developments in the tourism and hospitality industries. The Commission on Higher Education's (CHED) main responsibility is to provide guidelines and oversight functions to ensure relevant, responsive and proactive curricular offerings. The Liberal Arts (General Education) courses provide balanced development for the student as a professional. As tourism and hospitality programs are considered management programs, a minimum set of management courses were prescribed. Common courses for tourism and hospitality programs are designed to facilitate a shared understanding of closely interrelated industry sub sectors. A set of minimum professional and technical core courses are required, along with a list of suggested free electives to allow for specialization. Finally, to further ensure that graduates are adequately prepared for the requirements of the industry, longer practicum training will be a required component for completion of the programs.



ARTICLE II AUTHORITY TO OPERATE

Section 2. Government Recognition

All private higher education institutions (PHEIs) intending to offer the Bachelor of Science in Tourism Management and the Bachelor of Science in Hospitality Management must first secure proper authority from the Commission in accordance with this CHED Memorandum Order. All PHEIs with an existing BS in Tourism Management (BSTM) and / or BS in Hospitality Management program (BSHM) or any related programs must comply with the transitory provisions of this CMO. State universities and colleges (SUCs), and local colleges and universities should strictly adhere to the provisions in these policies and standards in securing Certificate of Program Compliance (COPC).

ARTICLE III GENERAL PROVISIONS

Per Section 13 of RA No. 7722, the higher education institutions shall exercise academic freedom in its curricular offerings but must comply with the minimum requirements for specific academic programs, the general education distribution requirements and the specific professional courses.

Section 3. The subsequent articles give minimum standards and other requirements as a minimum set of desired program outcomes which are defined in Article IV Section 6. In designing the curriculum, the HEIs should employ a curriculum map which illustrates the proper alignment of course outcomes with the program outcomes. The number of units of the curriculum is prescribed as the "minimum unit requirement" in offering the programs. The HEIs can use the **CHED Implementation Handbook for Outcomes-Based Education (OBE) and the Institutional Sustainability Assessment (ISA)** as a guide in undertaking OBE-ready curriculum map.

Using outcomes based teaching and learning activities, appropriate curriculum delivery methods are determined as shown in Article V Section 11. It is recommended that the sample course plan (syllabus) given in Annex A be adopted.

Based on the curriculum and the means of its delivery, the requirements for the physical resources for the library, laboratories and other facilities and the human resources in terms of administration and faculty are also defined in this CMO.

Section 4. The HEIs are allowed to design curricula suited to their own contexts and missions provided that they can demonstrate that the same leads to the attainment of the required minimum set of outcomes, albeit by a different route. In the same vein, they have latitude in terms of curriculum delivery and in terms of specification and deployment of human and physical resources as long as they can show that the



attainment of the program outcomes and satisfaction of program educational objectives can be assured by the alternative means they propose and can show that they have met the minimum requirements of the CMO:

ARTICLE IV PROGRAM SPECIFICATIONS

Section 5. Program Description

5.1 The degree programs described herein shall be called:

- a. Bachelor of Science in Tourism Management (BSTM)
- b. Bachelor of Science in Hospitality Management (BSHM)

5.2 Nature of the Field of Study

The programs related to the fields of hospitality and tourism education will equip students with competencies that are needed to execute operational tasks and management functions in food production (culinary), accommodation, food and beverage service, tourism planning and product development, events planning, transportation services, travel and tour operations and other emerging sectors of hospitality and tourism industry.

5.3 Specific professions/careers/occupations for graduates

After completion of the program, the graduates can pursue any career in the tourism and hospitality industry as categorized in APPENDIX B.

5.4 Allied Fields

This section provides a general perspective on related or allied programs which is useful in determining faculty specialization and course reference. The Hospitality and Tourism programs are related to the fields of business and management education. Additionally, the following disciplines are closely related to the two (2) programs:

- Bachelor or Master's degree in Foreign Services / International Studies / Foreign Language Linguistics.
- Bachelor or Master's degree in Urban and Regional Planning/Environmental Studies
- Bachelor or Master's degree in History / Anthropology / Cultural Heritage / Language Studies / Philippine Studies
- Bachelor or Master's degree in Architectural Conservation Studies
- Bachelor or Master's Degree in Food Technology, Nutrition, Home Economics.
- Bachelor or Master's Degree in Culinary Management/Food Service Management
- Bachelor or Master's Degree in Interior Design/Engineering
- Bachelor or Master's Degree in Technology Livelihood Education

For courses that need technical expertise, it is highly recommended that this be taught by professionals in their respective fields as



identified above. As an example, for Hotel Interior Design courses, it is preferred to have a faculty with a Bachelor or Master's Degree in Interior Design or Architecture.

Section 6. Program Outcomes

Program outcomes describe what learners will know and be able to do when they graduate from a program. These are closely associated with the minimum standards identified in the CMO. The following program outcomes have been identified for BS in Tourism Management and BS in Hospitality Management:

6.1 Common to all programs in all types of HEIs

The graduates have the ability to:

- 6.1.1 Articulate and discuss the latest developments in the specific field of practice
- 6.1.2 Effectively communicate orally and in writing using English, Filipino, mother tongue language, and an appropriate Foreign Language required by the industry
- 6.1.3 Work effectively and independently in multi-disciplinary and multi-cultural teams
- 6.1.4 Act in recognition of professional, social, and ethical responsibility
- 6.1.5 Preserve and promote "*Filipino historical and cultural heritage*" (based on RA No. 7722)

6.2 Common to the Business and Management Discipline

A graduate of a business or management degree should be able to:

- 6.2.1 Perform the basic functions of management such as planning, organizing, leading and controlling.
- 6.2.2 Apply the basic concepts that underlie each of the functional areas of business (marketing, finance, human resources management, production and operations management, information technology, and strategic management) and employ these concepts in various business situations
- 6.2.3 Select the proper decision making tools to critically, analytically and creatively solve problems and drive results
- 6.2.4 Apply information and communication technology (ICT) skills as required by the business environment
- 6.2.5 Work effectively with other stakeholders and manage conflict in the workplace
- 6.2.6 Plan and implement business-related activities
- 6.2.7 Demonstrate corporate citizenship and social responsibility
- 6.2.8 Exercise high personal, moral and ethical standards

6.3 Common to Tourism and Hospitality Disciplines

- 6.3.1 Demonstrate knowledge of tourism industry, local tourism products and services



- 6.3.2 Interpret and apply relevant laws related to tourism industry
 - 6.3.3 Observe and perform risk mitigation activities
 - 6.3.4 Utilize information technology applications for tourism and hospitality
 - 6.3.5 Manage and market a service-oriented business organization
 - 6.3.6 Demonstrate administrative and managerial skills in a service-oriented business organization
 - 6.3.7 Prepare and monitor industry specific financial transactions and reports
 - 6.3.8 Perform human capital development functions of a tourism oriented organization
 - 6.3.9 Utilize various communication channels proficiently in dealing with guests and colleagues
- 6.4 A graduate of **BS Tourism Management** should be able to but not limited to:
- 6.4.1 Plan, implement and monitor tours and sales activities
 - 6.4.2 Research, plan and conduct various tour guiding activities
 - 6.4.3 Develop appropriate marketing programs and arrange the required travel services
 - 6.4.4 Plan / Organize, implement and evaluate MICE activities
 - 6.4.5 Plan, develop and evaluate tourism sites and attractions
- 6.5 A graduate of **BS in Hospitality Management** should be able to but not limited to:
- 6.5.1 Produce food products and services complying with enterprise standards
 - 6.5.2 Apply management skills in F & B service and operations.
 - 6.5.3 Perform and provide full guest cycle services for front office
 - 6.5.4 Perform and maintain various housekeeping services for guest and facility operations
 - 6.5.5 Plan and implement a risk management program to provide a safe and secure workplace
 - 6.5.6 Provide food & beverage service and manage the operation seamlessly based on industry standards

Section 7. Learning Outcomes

Learning outcomes indicate what students will know, be able to do or be able to demonstrate when they have completed the particular subject. These are expressed as knowledge, skills, attitudes or values.

In developing the learning outcomes, consider the Common ASEAN Tourism Curriculum (CATC) and the portability of the earned certifications from recognized government agencies (i.e. TESDA) into the HEI curricula.

- 7.1. **Sample Learning Outcomes for Tourism Management**
- 7.1.1. Access and interpret information
 - 7.1.2. Administer a billing and settlement plan
 - 7.1.3. Apply advance airfare rules and procedures
 - 7.1.4. Book and coordinate supplier services



7.1.5. Construct and ticket a non-air travel plan

7.2. Sample Learning Outcomes for Hospitality Management

- 7.2.1 Apply basic techniques of commercial cookery
- 7.2.2 Apply standard safety procedures for handling foodstuff
- 7.2.3 Clean and maintain kitchen equipment and utensils
- 7.2.4 Organize and prepare food products and meals
- 7.2.5 Prepare and store food in a safe and hygienic manner

Section 8. Performance Indicators

Performance Indicators are specific, measurable statements identifying the performance(s) required to meet the outcome, confirmable through evidence.

8.1 Sample Performance Indicators for Tourism Management

- 1. Operate Global Distribution System.
- 2. Converse in a foreign language aside from English.
- 3. Develop and defend a tourism development plan that incorporates relevant inputs such as laws, market research and feasibility study, product development, among others.
- 4. Prepare and sell tour packages that include itinerary, tour organization and profit-generating costing.
- 5. Stage an actual event using management, marketing and financial principles and theories.

8.2 Sample Performance Indicators for Hospitality Management

- 1. Generate required reports/documents from a Property Management System used in the accommodations industry.
- 2. Converse in a foreign language aside from English.
- 3. Stage an actual event using management, marketing and financial principles and theories.
- 4. Develop and defend a business plan for restaurant, hotel or allied ventures incorporating sales and marketing principles and financial analysis.
- 5. Stage a function utilizing the full range of food and beverage preparation and service techniques, local and international cuisines, using various management and financial principles and theories.

8.3 Sample of Program Outcomes, Student Outcomes and Performance Indicators for Tourism Management and Hospitality Management. See APPENDIX C.

**ARTICLE V
CURRICULUM**

Section 9. Curriculum Description

9.1 The Curriculum Orientation

The curriculum should bring together the major elements of tourism,



travel, hospitality and food service at the very least. Removing one or two components from the curriculum will be detrimental to the interest and prospects of the students.

It should only prescribe Core courses that will allow students to gain an understanding of the different fields related to the tourism industry.

This PSG for HEI develops electives that are needed by industry based on the needs of the community, or feedback from graduates.

It allows a school to define its own curriculum according to its resources and capabilities but subject to the guidelines of this PSG.

The curriculum should encourage opportunities for students to explore competencies that the industry may require.

9.2 Curriculum Framework

- a. **Structure** – The components of the curriculum has been segmented based on clusters that will develop knowledge, skills, values and attitudes from a general perspective to specific area.
 1. **Common core.** All the programs share a set of common core competencies. Under the general umbrella of Tourism and Hospitality, graduates of these programs possess a common set of core and specific competencies developed from the general education, business and tourism/hospitality subjects.
 2. **Professional Courses.** These are required courses and deemed essential of study geared towards a specific discipline – tourism or hospitality whose competence can usually be measured against an established standards.
 3. **Professional Elective.** These are courses that a student can select from several alternatives of studies or enhancement that may lead to a specific focus.
 4. **Specialization.** For eligible HEIs to offer specialization, they may select electives for a particular track/course of study or major that offers advanced, technical and specialized studies. Consequently, the program nomenclature may bear a specialization name, e.g. BS Hospitality Management specializing in Culinary Arts Management; BS Tourism Management specializing in Leisure and Recreation.
- b. **Competency-based.** Competencies are matched with the competency standards required by the industry based on the job positions that the graduates will eventually occupy upon graduation. Inputs from various academic and industry professionals and organizations as well as international agreements such as the ASEAN MRA–TP were incorporated. The K-12 program from the Department of Education was also considered.



- c. **Industry-driven.** Industry practitioners participated in the identification of job positions and the development of competency standards.
- d. **Ladderized Curriculum Design.** The design of the curriculum in this CMO encourages HEIs to follow the concept of Ladderized Education Program (LEP) which espouses seamless integration between technical – vocational qualifications and collegiate curriculum as enshrined in the R.A. 10647 otherwise known as the “Ladderized Education Act of 2014.” Should HEI opt to implement a full blown LEP to establish interface between TESDA TVET qualifications and BSHM/BSTM curriculum, the HEI can refer to IRR for RA 10647 LEP, issued September 21, 2015 for specific guidelines for implementation and align with the level descriptors of PQF. Consider also undertaking assessment and certification given by the Tourism Professional Certification Board that may be part of the portfolio of students.
- e. **Macro and Micro Orientation.** This set of policies and standards organizes all programs in tourism, hospitality management and related fields into a rational structure with the two orientation: the macro and the micro.
 - 1. The macro orientation does not address the operation of any one particular sector nor enterprise; rather the programs provide the students an aggregate perspective of the tourism industry. These are reflected in the subjects that are shared among all tracks, in the Business and Tourism and Hospitality clusters.
 - 2. The micro orientation pertains to the sectoral perspective. Programs with this orientation prepare the students for a career in management and/or entrepreneurship. They develop competency (knowledge, skills and attitude) necessary to perform required tasks, manage and operate effectively, efficiently and profitably, the different enterprises in the various sectors comprising the tourism industry. These are reflected in the unique subjects for each specific track in tourism and hospitality.
- f. **Flexibility.** Mindful of the ever-changing landscape within which the tourism and the hospitality sectors operate, the curricula leave room for innovation and enhancement and address emerging sectors that may not yet addressed by the current PSG. HEIs are encouraged to consider the national, regional and global milieu in responding to the needs of their environment.

9.3 Curriculum Structure

Any curricula in Hospitality and Tourism discipline should follow the curriculum structure hereunder:



COURSES	Minimum Units Prescribed
1. General Education (GE) Courses – The subjects under the General Education (GE) Courses are found in CHED Memorandum No. 20 series of 2013.	36 Units
2. National Service Training Program (NSTP) courses	6
3. Physical Education (PE) courses	8
4. Business and Management Education Courses (CBMEC) <ul style="list-style-type: none"> • Operation Management • Strategic Management & Total Quality Management 	6
5. Tourism and Hospitality Core	30
6. Professional Core Courses	30
Tourism	
Hospitality	
7. Professional Electives	15
8. Practicum-BSTM and BSHM (min. of 600 hours)	6
(9.) Program Major/Specialization (with eligibility requirements)*	(15)
Tourism Program Major/Specialization	
Hospitality Program Major/Specialization	
Total units for ABM Track	137 units
Total units for eligible HEIs to offer Specialization for ABM	152 units

* only for qualified HEIs

9.3.1 GE Electives – must comply with the provision of Section 4 of CMO No. 20, s.2013

9.3.2 For non-ABM academic strand students

HEIs should offer five (5) ABM courses as defined specialization courses in K-12 ABM strand. The prescribed subjects are as follows:

1. Fundamentals of Accounting/Business and Management - 3 units
2. Organization and Management – 3 units
3. Business Marketing – 3 units
4. Business Finance – 3 units
5. Applied Economics – 3 units

9.3.3 Tourism and Hospitality Core (30 units)

COURSES	Units	Lec	Lab	TOTAL
Tourism and Hospitality Core				30
1. Philippine Culture and Tourism Geography	3	3		3
2. Risk Management as Applied to Safety, Security and Sanitation	3	3		3
3. Quality Service Management in Tourism and Hospitality	3	3		3
4. Legal Aspects in Tourism and Hospitality	3	3		3



COURSES	Units	Lec	Lab	TOTAL
5. Macro Perspective of Tourism and Hospitality	3	3		3
6. Professional Development and Applied Ethics	3	3		3
7. Multicultural Diversity in Workplace for the Tourism Professional	3	3		3
8. Tourism and Hospitality Marketing	3	3		3
9. Micro Perspective of Tourism and Hospitality	3	3		3
10. Entrepreneurship in Tourism and Hospitality	3	3		3

9.3.4 Professional Courses (30 units)

9.3.4.1 Tourism Professional Courses (BSTM)

COURSES	Units	Lec	Lab	TOTAL
Tourism Professional Courses-BSTM				30
1. Global Culture and Tourism Geography	3	3		3
2. Sustainable Tourism	3	3		3
3. Tour and Travel Management	3	3		3
4. Transportation Management	3	3		3
5. Tourism Policy Planning and Development	3	3		3
6. Foreign Language 1	3	3		3
7. Foreign Language 2 <i>Note : Foreign Language 1 & 2 should be on the same language</i>	3	3		3
8. Research in Tourism	3	3		3
9. Applied Business Tools and Technologies in Tourism	3	2	1	3
10. Introduction to Meetings Incentives Conferences and Events Management	3	2	1	3

9.3.4.2 Hospitality Professional Courses (BSHM)

COURSES	Units	Lec	Lab	TOTAL
Hospitality Professional Courses-BSHM				30
1. Kitchen Essentials & Basic Food Preparation	3	1	2	3
2. Fundamentals in Food Service Operations	3	2	1	3
3. Fundamentals in Lodging Operations	3	2	1	3
4. Applied Business Tools and Technologies	3	2	1	3
5. Supply Chain Management in Hospitality Industry	3	3		3
6. Introduction to Meetings Incentives, Conferences and Events Management (MICE)	3	2	1	3
7. Ergonomics and Facilities Planning for the Hospitality Industry	3	2	1	3
8. Foreign Language 1	3	3		3
9. Foreign Language 2 <i>Note : Foreign Language 1 & 2 should be on</i>	3	3		3



COURSES	Units	Lec	Lab	TOTAL
<i>the same language</i>				
10. Research in Hospitality	3	2	1	3

9.3.5 Professional Elective Courses (15 units)

These are sample electives where HEIs may select complete 15 units. Selection may be based on the needs of the region, industry, emerging industries or HEI capability. Unit assignment may not necessarily be three (3) units. HEIs may offer electives that are not on the list.

9.3.5.1 Tourism Management Suggested Free Electives-BSTM

COURSES	Units	Lec	Lab	TOTAL
Tourism Management Suggested Free Electives-BSTM				15
1. Medical and Wellness Tourism	3	3		
2. Recreational and Leisure Management	3	3		
3. Agri-Tourism	3	3		
4. Cruise Tourism	3	3		
5. Tour Guiding	3	3		
6. Philippine Gastronomical Tourism	3	3		
7. Accommodation Operations and Management	3	3		
8. Specialized Food and Beverage Service Operations	3	3		
9. Travel Writing and Photography	3	3		
10. Tourism information Management	3	3		
11. Environmental Conservation in Tourism	3	3		
12. Heritage Tourism	3	3		
13. Corporate Travel Management	3	3		
14. Tourism product development	3	3		
15. Marketing Information Management	3	3		
16. Destination Management and Marketing	3	3		
17. Hospitality and Tourism Facilities Management and Design	3	3		
18. Tourism Property Management & Development	3	3		
19. Sustainable Tourism Assessment and Development.	3	3		
20. Sustainable Tourism Destination Marketing	3	3		
21. Ecotourism Management	3	3		
22. Tourism Property Management & Development	3	3		
23. Tourism Estate Development	3	3		
24. Meetings Management	3	3		
25. Incentives Management	3	3		
26. Conventions/Conference Management	3	3		
27. Exhibits Management	3	3		
28. Hospitality and Tourism Business	3	3		



COURSES	Units	Lec	Lab	TOTAL
Communications				
29. Tourism and Environment	3	3		
30. Sustainable Communities	3	3		

9.3.5.2 Suggested Hospitality Management Electives

COURSES	Units	Lec	Lab	TOTAL
Hospitality Management Suggested Free Electives-BSHM				15
1. Fundamentals of Food Science & Technology (interface of food science and food service – preservation of food)	3	2	1	
2. Butchery, Fish Mongerie	3	1	2	
3. Garde Manger	3	1	2	
4. Bread and Pastry	3	1	2	
5. Classical French Cuisine	3	1	2	
6. Asian Cuisine	3	1	2	
7. Philippine Regional Cuisine	3	1	2	
8. Specialty Cuisine	3	1	2	
9. Food Styling and Design	3	1	2	
10. Halal Cookery	3	1	2	
11. Gastronomy (food and culture)	3	3		
12. Oenology (making of wine & spirits)	3	2	1	
13. Introduction to Transport Services (merge all – cruise, airline, land)	3	3		
14. Crowd and Crisis Management	3	3		
15. Recreation and Leisure Management	3	3		
16. Rooms Division Cost Control	3	3		
17. Food and Beverage Cost Control	3	3		
18. Revenue Management	3	3		
19. Data Analytics in the Hospitality Industry	3	3		
20. Quick Food Service Operations	3	3		
21. Franchising (includes case studies)	3	3		
22. Industrial/Institutional /Commissary Food Service	3	3		
23. Menu Design & Revenue Management (product packaging merchandising)	3	3		
24. World Geography and Destinations– lab	3	3		
25. Rooms Division	3	2	1	
26. Culinary Nutrition	3	3		
27. Culinary Mathematics	3	3		
28. Bar & Beverage Management –w/ lab	3	2	1	
29. Catering Management	3	3		
30. Trend and Issues in the Hospitality	3	3		
31. Cost Control	3	3		
32. Front Office Operation	3	2	1	
33. Housekeeping Operations	3	2	1	
34. Food & Beverage Service – w/lab	3	2	1	
35. Culinary Fundamentals– w/lab	3	2	1	
36. Food and Beverage Operations	3	2	1	



COURSES	Units	Lec	Lab	TOTAL
37. Sustainable Hospitality	3	3		

9.4 Practicum-BSTM and BSHM

Practicum serves as a venue to experience industry standards whereby students should be able to bridge the gap between lecture/laboratory activities and industry practice. Thus, students earn academic units in the performance of their training. It is highly encouraged that the practicum venue should be accredited by the Department of Tourism or their equivalent, both for local and international placements.

It is necessary that the current Practicum PSGs governing, both for local and international, should be used as a reference.

The practicum units may be broken into 2 subject offerings, assigned to different semesters, in different areas or in different levels of operation. It is highly encouraged that placements be in relevant areas as reflected in the course plan, and part of the program outcomes.

COURSES	Units	Lec	Lab	TOTAL
Practicum-BSTM and BSHM (min. 600 hours) *	6		6	6

9.5 Unit conversion to hours per term

These are the minimum hours per term for each type of instruction delivery.

- a. 1 Lecture unit is equivalent to at least one (1) hour/week or 17 hours per term
- b. 1 Laboratory unit is equivalent to at least two (2) to three (3) hours/week
- c. 1 Practicum unit is equivalent to at least 100 hours per term

HEIs may convert some lecture units to laboratory to achieve more hands on learning for students and achieve competency standard levels needed by industry.

Section 10. Sample Program of Study

HEIs may embed competencies required in various tourism qualifications in the subjects offered in their programs.

Legend – used only for the sample Program Study below

Code	Cluster
GE	General Education
BME	Business and Management Education
THC	Tourism and Hospitality Core
TPC	Tourism Professional Core
HPC	Hospitality Professional Core



Code	Cluster
TMPE	Tourism Management Professional Elective
HMPE	Hospitality Management Professional Elective

10.1 Hospitality Management

FIRST YEAR - 1st Semester

Courses	Lecture	Laboratory	Units
GE1 - Purposive Communication	3		3
GE2 - Readings in Philippine History	3		3
GE3 - Mathematics in the Modern World	3		3
THC1 - Macro Perspective of Tourism and Hospitality	3		3
THC2 - Risk Management as Applied to Safety, Security and Sanitation	3		3
PE1	2		2
NSTP1	3		3
Sub Total	20		20

FIRST YEAR - 2nd Semester

Courses	Lecture	Laboratory	Units
THC3- Quality Service Management in Tourism and Hospitality	3		3
THC4 - Philippine Tourism , Geography and Culture	3		3
THC5 - Micro Perspective of Tourism and Hospitality	3		3
HPC1 - Kitchen Essentials & Basic Food Preparation	3		3
HPC2 - Fundamentals in Lodging Operations	2	1	3
PE2	2		2
NSTP2	3		3
Sub Total	20		20

SECOND YEAR - 1st Semester

Courses	Lecture	Laboratory	Units
GE4 - Understanding the Self	3		3
GE ELEC 1	3		3
HPC3 - Applied Bus Tools and Technologies (PMS) with Lab	3		3
HPC4 - Supply Chain Management in Hospitality Industry	3		3
HPC5 - Foreign Language 1*	3		3
PE 3	2		2
Sub Total	17		17



SECOND YEAR - 2nd Semester

Courses	Lecture	Laboratory	Units
GE5 - Science, Technology and Society	3		3
GE6 - Ethics	3		3
HPC6 - Fundamentals in FS Operations	3		3
HPC7 - Introduction to MICE	3		3
HM PE 1	3		3
HPC8 - Foreign Language 2 (HPC)	3		3
PE 4	2		2
Sub Total	20		20

* Foreign Language 1 & 2 must be same language

THIRD YEAR - 1st Semester

Courses	Lecture	Laboratory	Units
GE7 - The Contemporary World	3		3
HMPE 2	3		3
HMPE 3	3		3
BME1 - Operations Management in TH I Industry	3		3
THC6 - Professional Development & Applied Ethics	3		3
THC7 - Tourism and Hospitality Marketing	3		3
Sub Total	18		18

THIRD YEAR - 2nd Semester

Courses	Lecture	Laboratory	Units
BME2 - Strategic Management in Tourism and Hospitality	3		3
THC8 - Legal Aspects in Tourism and Hospitality	3		3
THC9 - Multicultural Diversity in Workplace for the Tourism Professional	3		3
THC10 - Entrepreneurship in Tourism and Hospitality	3		3
HPC9 - Ergonomics & Facilities Planning for the Hospitality Industry	3		3
HM PE 4	3		3
Sub Total	18		18

FOURTH YEAR - 1st Semester

Courses	Lecture	Laboratory	Units
HMFE 5	3		3
Life and Works Of Rizal	3		3
HPC10 - Research in Hospitality	3		3
GE ELEC 2	3		3
GE ELEC 3	3		3
GE8 - Art Appreciation	3		3
Sub Total	18		18



FOURTH YEAR - 2nd Semester

Courses	Lecture	Laboratory	Units
Practicum		6	6
Sub Total		6	6

10.2 Tourism Management

FIRST YEAR - 1st Semester

Courses	Lecture	Laboratory	Units
GE1 - Purposive Communication	3		3
GE2 - Readings in Philippine History	3		3
GE3 - Mathematics in the Modern World	3		3
THC1 - Tourism & Hospitality I	3		3
THC2 - Risk Management as Applied to Safety, Security and Sanitation	3		3
PE1	2		2
NSTP1	3		3
Sub Total	20		20

FIRST YEAR - 2nd Semester

Courses	Lecture	Laboratory	Units
TPC1 - Global Tourism, Geography & Culture	3		3
THC3 - Tourism and Hospitality Service Quality Management	3		3
THC4 - Philippine Tourism , Geography and Culture	3		3
THC5 - Tourism & Hospitality 2	3		3
TPC1 - Tour and Travel Management	3		3
PE2	2		2
NSTP2	3		3
Sub Total	20		20

SECOND YEAR - 1st Semester

Courses	Lecture	Laboratory	Units
GE4 - Understanding the Self (GE)	3		3
GE ELEC 1	3		3
TPC2 - Applied Bus Tools and Technologies (GDS) with Lab (TPC)	3		3
TPC3 - Sustainable Tourism	3		3
HMPE 1	3		3
PE 3	2		2
Sub Total	17		17



SECOND YEAR - 2nd Semester

Courses	Lecture	Laboratory	Units
GE5 - Science, Technology and Society	3		3
GE6 - Ethics	3		3
TPC4 - Tourism Policy Planning and Development	3		3
TPC5 - Introduction to MICE	3		3
HM PE 2	3		3
TPC6 - Foreign Language 1*(TPC)	3		3
PE 4	2		2
Sub Total	20		20

* Foreign language 1 & 2 must be same language

THIRD YEAR - 1st Semester

Courses	Lecture	Laboratory	Units
GE7 - The Contemporary World	3		3
TPC7 - Foreign Language 2	3		3
HM PE 3	3		3
BME1 - Operations Management in TH Industry	3		3
THC6 - Professional Development & Applied Ethics	3		3
THC7 - Tourism and Hospitality Marketing	3		3
Sub Total	18		18

THIRD YEAR - 2nd Semester

Courses	Lecture	Laboratory	Units
THC8 - Legal Aspects in Tourism and Hospitality	3		3
BME2 - Strategic Management in TH I	3		3
HM PE 4	3		3
THC9 - Multicultural Diversity in Workplace for the Tourism Professional	3		3
THC10 - Entrepreneurship in TH	3		3
TPC7 - Transportation Management (covers air land sea)	3		3
Sub Total	18		18

FOURTH YEAR- 1st Semester

Courses	Lecture	Laboratory	Units
HMPE 5	3		3
Life and Works Of Rizal	3		3
TPC8 - Research in Tourism	3		3
GE E 2	3		3
GE E 3	3		3
GE8 - Art Appreciation	3		3
Sub Total	18		18

FOURTH YEAR - 2nd Semester

Courses	Lecture	Laboratory	Units
Practicum		6	6
Sub Total		6	6



Section 11. Sample Curriculum Map

A curriculum map lists the program outcomes for BSTM and BSHM programs and identifies the courses in the curricula where each particular program outcome would be learned and developed. A curriculum map would be helpful for the HEI's to ensure their curriculum covers the necessary topics to develop the necessary program outcomes of their graduates. It would also help the HEI formulate its various course syllabi. An HEI may also use the curriculum map to incorporate its institutional learning outcomes in its curriculum. The Sample Curriculum Map can be seen in Appendix D.

Section 12. Course Descriptions

Course descriptions briefly define the topics to be covered under each course. For a more detailed description on what are the expected output competencies per course, refer to the details of the sample curriculum map. The Course Descriptions can be seen in Appendix E.

Section 13. Instructional Delivery Methods

Training outcomes can be attained by utilizing one or more delivery methods:

- 13.1 Lecture/Tutorial - This is a common method of training involving transfer of information from the teacher to the participants. It is an effective approach to introduce new concepts or information to the learners and also to build upon the existing knowledge. The listener is expected to reflect on the subject and seek clarifications on the doubts.
- 13.2 Demonstration - Demonstration is a very effective training method that involves a teacher showing a participant how to perform a task or activity. Through a visual demonstration, teachers may also explain reasoning behind certain actions or provide supplementary information to help facilitate understanding.
- 13.3 Group Discussions -Brainstorming in which all the members in a group express their ideas, views and opinions on a given topic. It is a free flow and exchange of knowledge among the participants and the teacher. The discussion is carried out by the group on the basis of their own experience, perceptions and values. This will facilitate acquiring new knowledge. When everybody is expected to participate in the group discussion, even the introverted persons will also get stimulated and try to articulate their feelings. The ideas that emerge in the discussions should be noted down and presentations are to be made by the groups. Sometimes consensus needs to be arrived at on a given topic. Group discussions are to be held under the moderation of a leader guided by the teacher. Group discussion technique triggers thinking process, encourages interactions and enhances communication skills.
- 13.4 Role Play - This is a common and very effective method of bringing into the classroom real life situations, which may not otherwise be possible. Participants are made to enact a particular role so as to give



a real feel of the roles they may be called upon to play. This enables participants to understand the behaviour of others as well as their own emotions and feelings. The instructor must brief the role players on what is expected of them. The role player may either be given a ready-made script, which they can memorise and enact, or they may be required to develop their own scripts around a given situation. This technique is extremely useful in understanding creative selling techniques and human relations. It can be entertaining and energising and it helps the reserved and less literate to express their feelings.

- 13.5 Simulation Games - When learners need to become aware of something that they have not been conscious of, simulations can be a useful mechanism. Simulation games are a method based on "here and now" experience shared by all the participants. The games focus on the participation of the learners and their willingness to share their ideas with others. A "near real life" situation is created providing an opportunity to which they apply themselves by adopting certain behaviour. They then experience the impact of their behavior on the situation. It is carried out to generate responses and reactions based on the real feelings of the participants, which are subsequently analyzed by the teacher. While use of simulation games can result in very effective learning, it needs considerable teacher competence to analyze situations.
- 13.6 Individual /Group Exercises -Exercises are often introduced to find out how much the participant has assimilated. This method involves imparting instructions to participants on a particular subject through use of written exercises. In the group exercises, the entire class is divided into small groups, and members are asked to collaborate to arrive at a consensus or solution to a problem.
- 13.7 Case Study - This is a training method that enables the teacher and the participant to experience a real life situation. It may be on account of events in the past or situations in the present, in which there may be one or more problems to be solved and decisions to be taken. The basic objective of a case study is to help participants diagnose, analyze and/or solve a particular problem and to make them internalize the critical inputs delivered in the training. Questions are generally given at the end of the case study to direct the participants and stimulate their thinking towards possible solutions. Studies may be presented in written or verbal form.
- 13.8 Field Visit - This involves a carefully planned visit or tour to a place of learning or interest. The idea is to give first-hand knowledge by personal observation of field situations and relate theory with practice. The emphasis is on observing, exploring, asking questions and understanding. The teacher should remember to brief the participants about what they should observe and about the customs and norms that need to be respected.
- 13.9 Group Presentation - The participants are asked to work in groups and produce the results and findings of their group work to the members of another sub-group. By this method, participants get a good picture of each other's views and perceptions on the topic and they are able to



compare them with their own point of view. The pooling and sharing of findings enriches the discussion and learning process.

- 13.10 Practice Sessions - This method is of paramount importance for skills training. Participants are provided with an opportunity to practice in a controlled situation what they have learnt. It could be real life or through a make-believe situation.
- 13.11 Games- This is a group process and includes those methods that involve usually fun-based activity, aimed at conveying feelings and experiences, which are everyday in nature, and applying them within the game being played. A game has set of rules and regulations, and may or may not include a competitive element. After the game is played, it is essential that the participants be debriefed and their lessons and experiences consolidated by the teacher.
- 13.12 Research -Teachers may require learners to undertake research activities, including online research, to gather information or further understanding about a specific subject area.

Section 14. Assessment Methods

14.1 Principles for Assessment

- 14.1.1 Fairness - Must be equitable to all groups of learners; Procedure and criteria must be made clear to all learners before; Must be mutually developed; and Must be able to be challenged.
- 14.1.2 Reasonable Adjustment – This requires Measures or actions taken to provide a student with a disability the same educational opportunities as everyone else; Reasonable adjustments must be appropriate for the person and must not create undue hardship.
- 14.1.3 Reliability – This means assessment must be consistent; Techniques must be consistent in the results they give;and must be regularly reviewed to ensure all assessors are making decisions in a consistent manner.
- 14.1.4 Flexibility - assessment: Must provide for the recognition of knowledge and skills regardless of how they have been acquired; and must be made accessible to learners through a variety of delivery modes.
- 14.1.5 Validity - assessment: must assess the range of skills and knowledge needed to demonstrate competency; and be based on evidence drawn from a number of occasions.

14.2 Five Types of Assessment

- 14.2.1 Diagnostic – Undertaken before learning takes place to evaluate/determine ('diagnose') level of learner and to help identify their training needs. Includes actions such as TNAs and trade tests.
- 14.2.2 Formative – Ongoing assessment throughout the period of practice/learning.



- 14.2.3 Summative – Assessment of performance which occurs at the end of the period of practice/learning.
 - 14.2.4 Holistic – An assessment approach that covers, in an integrated way, multiple elements and/or units from the Competency Standards.
 - 14.2.5 Recognition of prior/current learning - /competency
- 14.3 Evidence Rules for Assessment
- 14.3.1 Valid – The evidence must assess only the Elements and Performance Criteria of the competency; Reflect only the skills knowledge and context of the competency; Reflect demonstration and application of the standard ; and reflect the Qualification level being assessed.
 - 14.3.2 Sufficient – The evidence must Be enough to enable a decision to be made; be demonstrated over a period of time ; and cover all aspects of the competency.
 - 14.3.3 Authentic –The evidence must Be the trainee’s own work ;and be able to be verified as genuine.
 - 14.3.4 Current –The evidence must: Reflect candidate ability at this point in time ; Demonstrate current skills and knowledge used in the workplace; and reflect skills and knowledge which comply with current standards.
- 14.4 Different Types of Assessment
- 14.4.1 Work projects
 - 14.4.2 Written questions - This is a set of questions designed to be distributed to students for them to answer in writing and submit for marking
 - 14.4.3 Oral questions - These are questions which Assessors may use as part of their evidence gathering to determine if learner is competent already.
 - 14.4.4 Third Party Report - This form is provided for distribution to a designated and appropriate person in a workplace who will use the document to provide evidence which can be used by an Assessor as part of the evidence they use to make the Pass Competent/Not Yet Competent decision. An ‘appropriate person’ could be a supervisor, manager, business owner or other suitable senior/experienced person in the workplace.
 - 14.4.5 Observation Checklist - The Observation Checklist is provided for Assessors (only) to record observations of actual candidate performance of the required competencies for the Unit as described by the Competency Standard.
 - 14.4.6 Practical demonstrations
 - 14.4.7 Practical demonstrations in simulated work conditions
 - 14.4.8 Problem solving
 - 14.4.9 Portfolios of evidence
 - 14.4.10 Critical incident reports
 - 14.4.11 Journals
 - 14.4.12 Oral presentations
 - 14.4.13 Interviews
 - 14.4.14 Videos



- 14.4.15 Visuals e.g. slides
- 14.4.16 Case studies
- 14.4.17 Log books
- 14.4.18 Projects
- 14.4.19 Role plays
- 14.4.20 Group projects
- 14.4.21 Group discussions
- 14.4.22 Examinations

Section 15. OBE Syllabi

The teaching and learning activities and assessment tasks should be constructively aligned towards the attainment of the course outcomes. Course outcome refers to what learners are expected to know and be able to do at end of the course. Teaching and learning activity refers to an activity or set of activities that will engage the student in achieving the course outcome. Assessment task refers to a tool that determines how well the student has met the course outcome.

The OBE-compliant course syllabus should contain at least the following components:

- a) General course information (title, description, credit units, prerequisite requirements)
- b) Course outcomes and their relationship to the program outcomes
- c) Course coverage that relates the course outcomes to topics covered, teaching and learning activities and assessment methods
- d) Other information such as learning resources, classroom policies, grading system, etc.

Section 16. Provision for New Major / Specialization Tracks related to the Tourism and Hospitality Industry

The Commission realizes that HEIs may desire to offer major/ specialization tracks in specific areas of the tourism or hospitality industries to address current and future requirements of the industry.

HEIs which can offer new specializations should have any of the minimum requirements:

- Program
 - o At least a Level 3 program accreditation in tourism or hospitality by any CHED recognized accreditation body.
- Institutional
 - o Autonomous/deregulated status for private HEIs
 - o At least SUC Level III status for state universities and colleges

As such, HEIs may propose new major/ specialization tracks under this CMO but should provide CHED with the following requirements:

1. A clear curriculum description that outlines the objectives and potential market of the new major / specialization track.



2. A list of competencies that students will learn from the new major/ specialization track.
3. Clearly defined Specific Professions/ Careers/ Occupations and Trades for graduates of the new major / specialization track program.
4. The new major / specialization track's proposed curriculum should include :
 - a. All General Education Subjects as defined in Section 8.3.1.
 - b. All Business Core Subjects as defined in Section 8.3.2.
 - c. All Tourism and Hospitality Core Subjects as defined in Section 8.3.3.
 - d. At least **30** units of Professional Major Courses that will be subject to the approval of the Commission
 - e. At least **15** units of Professional Elective Courses that will be subject to the approval of the Commission
 - f. At least **15** units of Specialization / Major courses that will be subject to the approval of the Commission
5. Satisfies all the requirements as outlined in the succeeding sections of this CMO.
6. Submit proof of capacity/capability
 - a. Profile of faculty members who have the capacity to handle the new specialization
 - b. Library resources for the new specialization
 - c. Laboratory facilities required for the new specialization (if any)

ARTICLE VI REQUIRED RESOURCES

Section 17. Administration

The programs shall be administered either by a full time dean/director/chairperson/coordinator as the case may be with the following appropriate qualifications:

17.1 Dean / Director

The Dean / Director of the program should possess the following minimum qualifications:

1. At least a Master's Degree in Hospitality Management, Tourism, Business, Management and the other allied programs, and an undergraduate degree in Tourism/Hotel and Restaurant/ Hospitality Management/Travel Management/ or the other allied programs.
2. If from allied programs, should have a minimum of 5 years tourism-industry experience in a supervisory or managerial position.
3. Teaching experience of at least five (5) years at the tertiary level



4. At least three (3) years experience in administrative or supervisory capacity in an educational institution or a business enterprise.
5. Must be a full-time faculty member of the HEI
6. An active member of a hospitality-related professional/educational association

17.2 Chairperson / Coordinator

The Chairperson / Coordinator of the program should possess the following minimum qualifications:

1. A Master's degree in an business, management or any of the allied programs* as specified in section 5.4, and a bachelor's degree in Tourism, Hotel and Restaurant Management, Travel Management, Hospitality Management program or any of the allied programs,or;

A Master's degree in Tourism, Hotel and Restaurant Management, Travel Management, Hospitality Management, and a Bachelor's degree in a business administration or allied programs as specified in section 5.4.

** If from allied programs, should have a minimum of 3 years industry experience in a supervisory or managerial position.*

2. At least three (3) years' satisfactory teaching experience at the tertiary level related to the field of tourism, hospitality and allied programs.
3. Inclusive of at least one (1) year of experience in the tourism and hospitality industry, he/she must have at least three (3) years' work experience in an administrative or supervisory capacity in an educational institution or a business enterprise related to the field of tourism and hospitality.
4. Must have a full time appointment with the HEI.
5. Completed any skill based, competency training platform related to the tourism and hospitality whereby certificate of competencies/completion is issued by government or industry based organization.
6. An active member of a hospitality-related professional/ educational association.

Section 18. Faculty

18.1 Minimum Qualifications of Faculty

The minimum qualification of the faculty members should be any of the following:

- a. At least a Master's Degree holder either in Tourism, HRM / HM or any of the indicated **Allied Programs**, and must have a Bachelor's degree in Hospitality Management or related fields either in the undergraduate or graduate studies; with at least one (1) year of experience in the tourism and hospitality industry.
- b. Industry practitioners who do not possess the above-mentioned



qualifications may still teach part-time in the programs provided if:

- i. they possess at least a Bachelor's Degree in Tourism, HRM or allied programs, and has three (3) years of relevant industry experience, or
- ii. they are qualified using **APPENDIX F: Professional Faculty Equivalency Table**

18.2 Faculty Loading

- a. Faculty members should be assigned to teach courses only in their field of specialization.
- b. Faculty members teaching in more than one school must give formal notice of their teaching assignment in all schools concerned.
- c. Faculty members should not be assigned to teach more than four (4) different preparations in any one term.
- d. Policy for loading teaching assignments should be included in the published faculty manual for the purpose of formalizing faculty policies and standards.

18.3 Other Faculty Requirements

- a. All full time faculty members teaching the professional subjects must be a Master's Degree holder.
- b. At least 60% of the total number of units of professional subjects must be taught by full time faculty members.
- c. For research subjects – Faculty members must either be a PhD holder, or an MA/MS graduate (thesis track) or have a research output in the last five (5) years that was presented or published in a journal.

18.4 Faculty/Staff Development

The HEI must adopt a system for faculty and staff development which would encourage the faculty members to:

- a. Pursue graduate studies
- b. Attend seminars, workshops, symposia and conferences for continuing education
- c. Undertake research activities and present and / or publish their research output
- d. Must undertake community outreach activities
- e. Appropriate budget should be made available to undertake all of these activities

18.5 A matrix for qualifications for administration and faculty members can be seen on **APPENDIX G: Faculty and Administration Qualifications Matrix.**



Section 19. Library

- 19.1 Library personnel, facilities and holdings should conform to existing CHED requirements for libraries which are embodied in a separate CHED issuance.
- 19.2 Scholarly Journals. The HEI shall have a regular and updated subscription to at least two (2) professional foreign journals and at least two (2) local journals in the areas of tourism, hospitality and specialized areas of interest
- 19.3 In addition to the core book collection, a core periodical collection of current and relevant titles (local and foreign) shall also be provided. Periodicals shall include serials, magazines and newspapers of hard and/or soft copies.

Section 20. Laboratory and Physical Facilities

20.1 Laboratory Requirements

Colleges and universities offering BSTM or BSHM should provide adequate physical facilities for said courses. All institutions should maintain a campus conducive to learning to promote the quality of their graduates.

Support services such as health and placement services may be shared with other units of the school and should be operational during school hours. However, health examinations and certifications as required by industry should be administered to faculty, staff and students of the programs.

- a. Laboratories should conform to existing requirements as specified by law (RA No. 6541, "The National Building Code of the Philippines" and Presidential Decree 856, "Code of Sanitation of the Philippines.)
- b. In addition, HEIs offering BSHM should comply with the Minimum Requirements for Kitchen Laboratories as specified in **APPENDIX H: Minimum Facilities, Equipment and Appliances for the BSTM and BSHM programs**

20.2 Physical Facilities

- a. HEIs offering BSTM or BSHM should provide adequate physical facilities for their courses in accordance with the following elements found in the "CMO No. 40, s. 2008" Manual of Regulation for Private Higher Education (MORPHE); Batas Pambansa Blg. 232, The Education Act of 1982; Republic Act (RA) 8981, The PRC Modernization Act of 2000 "RA 6541, "The National Building Code of the Philippines", Presidential Decree 856, "The Code of Sanitation of the Philippines", the laws governing various profession and CHED Issuances.
- b. Facilities for support services such as health, guidance and employment /placement services may be shared with other units of



the school.

- i. Licensed doctors, nurses, dentists, guidance counselors, to cover all class hours (lecture and lab)
- ii. Emergency Service personnel for quick assistance in case of accidents

c. All institutions should maintain a campus conducive to promote the quality of its graduates.

20.3 **Class sizes** – to ensure that teachers are able to manage class sizes, recommended class sizes are as follows:

20.3.1 Lecture – 40 students per class

20.3.2 Laboratory – 25 students per class, in instances when there are more, a laboratory attendant should be able to assist the teacher

20.3.3 Research class – 25 students per class

20.3.4 Practicum class – 25 students per class

ARTICLE VII COMPLIANCE OF HEIs

Using the *CHED Implementation Handbook for OBE and ISA* as reference, a HEI shall develop the following items which will be submitted to CHED when they apply for a permit for a new program:

Section 21. The complete set of program outcomes, including its proposed additional program outcomes.

Section 22. Its proposed **curriculum**, and its justification including a curriculum map.

Section 23. Proposed **performance indicators** for each outcome. Proposed measurement system for the level of attainment of each indicator.

Section 24. Proposed **outcomes-based syllabus/course plan** for each course.

Section 25. Proposed system of program assessment and evaluation

Section 26. Proposed system of program **Continuous Quality Improvement (CQI)**.

For existing programs, CHED shall conduct regular monitoring and evaluation on the compliance of HEIs to this Policies, Standards and Guidelines using an outcomes-based assessment instrument.

ARTICLE VIII TRANSITORY, REPEALING AND EFFECTIVITY PROVISIONS

Section 27. Transitory Provision

All private HEIs, State Universities and Colleges (SUCs) and local Universities and Colleges (LUCs) with existing authorization to operate the Bachelor of Science in Tourism Management (BSTM) and Bachelor of Science in Hospitality Management (BSHM) are hereby



given a period of three (3) years from the effectivity thereof to fully comply with all the requirements in this CMO. However, the prescribed minimum curricular requirements in this CMO shall be implemented starting Academic Year 2018-2019.

Section 28. Repealing Clause

Any provision of this Order, which may thereafter be held invalid, shall not affect the remaining provisions.

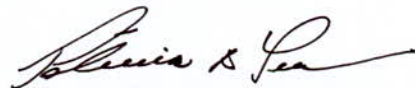
All CHED issuances or part thereof inconsistent with the provision in this CMO shall be deemed modified or repealed.

Section 29. Effectivity Clause

This set of Policies, Standards and Guidelines shall take effect starting Academic Year 2018-2019, fifteen (15) days after its publication in the Official Gazette or in a newspaper of national circulation.

Quezon City, Philippines. July 19, 2017.

For the Commission:



PATRICIA LICUANAN, Ph.D.
Chairperson

List of Appendices:

- Appendix A: Philippine Qualifications Framework
- Appendix B: Job Titles for Graduates in Tourism and Hospitality
- Appendix C: Sample of Program Outcome, Student Outcomes and Performance Indicators for Tourism Management and Hospitality Management.
- Appendix D: Sample Curriculum Map
- Appendix E: Course Descriptions
- Appendix F: Professional Faculty Equivalency Table
- Appendix G: Faculty and Administration Qualifications Matrix
- Appendix H: Minimum Facilities, Equipment and Appliances for the BSTM and BSHM programs



APPENDIX A: The Philippine Qualifications Framework (Portion only)

LEVEL	6	7	8
KNOWLEDGE, SKILLS AND VALUES	Graduates at this level will have a broad and coherent knowledge and skills in their field of study for professional work and lifelong learning	Graduates at this level will have advanced knowledge and skills in a specialized or multi-disciplinary field of study for professional practice, self-directed research and/or lifelong learning	Graduates at this level have highly advanced systematic knowledge and skills in highly specialized and/or complex multidisciplinary field of learning for complex research and/or professional practice or for the advancement of learning
APPLICATION	Application in professional work in a broad range of discipline and/or for further study	Applied in professional work that requires leadership and management in a specialized or multi-disciplinary professional work and/or research and/or for further study	Applied in highly specialized or complex multi-disciplinary field of professional work that requires innovation, and/or leadership and management and/or research in a specialized or multi-disciplinary field
DEGREE OF INDEPENDENCE	Independent and /or in teams of related field	Independent and or in teams of multidisciplinary	Independent and/or in teams of multi-disciplinary and more complex setting
QUALIFICATION TYPE	Baccalaureate Degree	Post-Baccalaureate Program	Doctoral Degree and Post-Doctoral Programs



APPENDIX B: Job Titles for Graduates in Tourism and Hospitality

This is a sample listing of job titles only and may not include new emerging career opportunities.

I. Bachelor of Science in Tourism Management

Sectors	Areas	Career Opportunities
Travel	Air, Cruise Ships, Rail, Coach, Automobile Marketing Communications / Documentation Information Bureau / Center Tour and Travel operations	<ul style="list-style-type: none"> - Reservation Agents - Sales Representative - Research Analyst - Ground Handling Personnel - Flight Attendant - Training Staff - Customer Service Representative - Marketing Analyst - Customer Analyst - Financial Analyst - Merchandising Analyst - Commercial account specialist - Domestic travel counsellor - International travel counsellor - File clerks - Tour Planner - Tour Guide - Reservationist - Group coordinator - Operations employee - Administrative Assistant - Advertising specialist - Travel Representative - Economic Development Specialist - Travel Promotions Staff - Public Information Officer - Public Relations Personnel - Marketing Coordinator - Communications Specialist - Travel Editor - Media Liaison - Media Specialist - Travel Photographer - Administrative Assistant - Information Specialist - Media Coordinator - Travel Writer - Marketing Coordinator - Package tour Coordinator - Manager of Travel Literature - Chief of News and Information - Research Director - Advertising Manager - Trainee Group Consultant - Ticketing Manager
Travel	Air, Cruise Ships, Rail, Coach, Automobile Marketing Communications / Documentation Information Bureau /	<ul style="list-style-type: none"> - Area Supervisor - Airline Purser - Airline Manager - Country Manager - Reservations Manager - Sales and Marketing Manager



Sectors	Areas	Career Opportunities
	Center Tour and Travel operations	<ul style="list-style-type: none"> - Area Manager - Ticketing Manager - Product Development Manager - Management Personnel (4 functional areas-HR, Marketing, Operations, Finance plus IT) - Senior Manager of Strategy and Marketing - Director for Customer Care - Customer Service Quality Director - Manager of Travel Literature - Chief of News and Information - Tourism Center Director
Lodging	Front Office, HR, Sales and Marketing	<ul style="list-style-type: none"> - Sales Representative - Management Trainees - HR Staff - Reservations Clerk - Front office staff - Director of Personnel Manager
Assembly and Event Management	Meetings, Conventions, Expositions	<ul style="list-style-type: none"> - Information Specialist - Public Relations Staff - Sales Representative - Meeting / Event Personnel
Recreation	Attractions, Gaming, Parks, Recreation	<ul style="list-style-type: none"> - Park Guide - Museum Guide - Handicapped Program Planner - Concert Promoter - Recreation Specialists - Camp Counsellors - Activity Director - Camping Director - Recreation Director - Events Coordinator - Amusement/ theme Park Guide Planner - Promotions Staff - Reception Staff - Activity Director - Camping Director - Recreation Director - Events Coordinator - Manager - Administrator

II. Bachelor of Science in Hospitality Management

Sector	Areas	Career Opportunities
Restaurants and Food Service	Fine Dining, Quick Service, Casual Restaurants, Managed Services, Catering, Beverages	Dining Room positions: <ul style="list-style-type: none"> - Cashier - Bartender - Mixologist - Oenologist - Restaurant Steward - Bar Supervisor - Waiter/Food Attendant - Room Service Waiter - Sommelier - Barista



		<ul style="list-style-type: none"> - Head waiter - Captain waiter - Bar accountant - Restaurant Supervisor - Assistant Restaurant Manager - Shift Leader - Team Leader - Room Service Manager - Maitred Hotel - F&B Director - F&B Outlet Manager - Restaurant Manager - Outlet Manager
		<p>Managed Services</p> <p>Kitchen positions:</p> <ul style="list-style-type: none"> - Receiving Clerk - Stock Clerk - Commis Pastry - Baker - Butcher - Commis 1, 2,3 - Line Cooks - Demi Chef - Commis Chef - Chef De Partie - Pantry Chef - Pastry Chef - Head Cook - Saute Chef - Grill Cook - Fry Cook - Sous Chef - Head Chef - Executive Chef - Sanitation Officer
Sector	Areas	Career Opportunities
Lodging and Accommodation Services	Hotel, Integrated Resort, Inn, Serviced Residences, Condotel/Apartelle, Bed and Breakfast, Lodging House	<p>Housekeeping positions;</p> <ul style="list-style-type: none"> - Shift Leader - Checker - Room Attendant - Room Assistant - Cabin Steward - Housekeeping Attendant - Room Steward - Floor Supervisor - Chief Housekeeper - Bell captain - Room Inspector - Laundry Supervisor - Executive Housekeeper - Housekeeping Manager - Laundry Manager <p>Front office positions:</p> <ul style="list-style-type: none"> - Receptionist - Lobby Greeter - Front Office Attendant - Switchboard Operator



		<ul style="list-style-type: none"> - Airport Representative - Reservation Clerk - Bell Service Porter/Attendant - Concierge / CRM - Front Office Supervisor - Front Office Cashier - Night Auditor - Duty Supervisor - Front Office Manager - Rooms Division Manager - Reservations Manager - Unit Manager <p>Convention, Entertainment Positions:</p> <ul style="list-style-type: none"> - Sales Representative - Convention Sales Personnel - Event and Entertainment staff - Organizers/Planners - Information Specialist - Public Relations Staff - Sales Representative - Assistant Manager - Research Directors - Marketing Manager - Events Planner - Exhibit Planner - Convention and Event Manager
Sector	Areas	Career Opportunities
Lodging and Accommodation Services	Hotel, Integrated Resort, Inn, Serviced Residences, Condotel/Apartelle, Bed and Breakfast, Lodging House	<p>Public Relations positions:</p> <ul style="list-style-type: none"> - Public Relations Personnel - Photographer - Writer - Telemarketing Staff - PR Director - PR Manager
		<p>Sales and Marketing positions:</p> <ul style="list-style-type: none"> - Sales and marketing personnel - Sales and marketing account executives - Sales and marketing supervisor - Director - Manager
	Recreation and Special Events	<p>Sports, Leisure and Recreation center personnel</p> <ul style="list-style-type: none"> - Spa Manager - Activity Director - Recreation Director - Events Coordinator - Leisure Manager



APPENDIX C: Sample of Program Outcome, Student Outcomes and Performance Indicators for Tourism Management and Hospitality Management.

I. Sample of Program Outcome, Student Outcomes and Performance Indicators for Tourism Management Graduate (BSTM):

Program Outcomes	Student Outcomes	Performance Indicators
6.4.1. Plan, develop and evaluate tourism sites and attractions	7.1.11 Develop and update local knowledge	<ol style="list-style-type: none"> 1 Develop local knowledge <ol style="list-style-type: none"> 1.1 Identify and access sources for <i>information</i> on the local area, correctly 1.2 Identify and obtain <i>information</i> to assist queries on local/national tourism industry, correctly 1.3 Store and update <i>information</i> according to enterprise procedures 1.4 Share <i>information</i> with colleagues 2 Update local knowledge <ol style="list-style-type: none"> 2.1 Use informal and/or formal research to update local knowledge 2.2 Share updated knowledge with customers and colleagues, as appropriate. 2.3 Incorporate the sharing of local knowledge into day to day working activities 3 Maintain contact with local communities <ol style="list-style-type: none"> 3.1 Provide accurate local tourism information in response to queries 3.2 Use local knowledge to promote <i>tourism products and services</i> to encourage usage and purchase 3.3 Make customers aware of possible extras, add-ons and further benefits 3.4 Report queries and results to designated person within enterprise for follow-up purposes
	7.1.12 Develop and update tourism industry knowledge	<ol style="list-style-type: none"> 1. Source current information on the tourism industry <ol style="list-style-type: none"> 1.1. Identify <i>sources of information on issues of economic, political and social significance</i>, and obtain such information 1.2. Identify sources of information on <i>tourism industry statistics and trends</i>, and obtain such information 1.3. Identify sources of information on the relationship between the tourism industry and the <i>role of the local community/ies</i>, and obtain such information 1.4. Identify sources of information on <i>tourism markets</i> and their relevance to <i>market segments</i>, and obtain such information 1.5. Identify sources of information on the nature of the <i>relationship between tourism and other industries</i>, and obtain such information
6.4.1. Plan, develop and evaluate tourism sites and attractions	7.1.12 Develop and update tourism industry knowledge	



Program Outcomes	Student Outcomes	Performance Indicators
6.4.1. Plan, develop and evaluate tourism sites and attractions	7.1.12 Develop and update tourism industry knowledge	<ul style="list-style-type: none"> 1.6. Identify sources of information on different <i>tourism industry sectors</i>, their inter-relationships, the services available, and obtain such information 1.7. Identify sources of information on major <i>tourism industry bodies</i>, and obtain such information 1.8. Identify sources of information on <i>specific features of the local/regional tourism industry</i>, and obtain such information 1.9. Identify sources of information on <i>environmental issues</i>, and obtain such information 1.10. Identify sources of information on <i>career opportunities</i> within the tourism industry and the allied roles and responsibilities of staff, and obtain such information 1.11. Identify sources of information on <i>work organisation and time management</i> in the tourism industry, and obtain such information 1.12. Identify sources of information on <i>quality assurance</i> in the tourism industry, and obtain such information 1.13. Identify sources of information on <i>current and emerging tourism industry technology</i>, and obtain such information
		<ul style="list-style-type: none"> 2 Source information on compliance and related issues which impact on the tourism industry 2.1 Identify sources of information on <i>legal issues</i>, and obtain such information 2.2 Identify sources of information on <i>ethical issues</i>, and obtain such information 2.3 Identify sources of information on <i>industrial and workplace relations issues</i>, and obtain such information 2.4 Identify sources of information on <i>current issues of concern for the industry</i>, and obtain such information
		<ul style="list-style-type: none"> 3 Use sourced tourism industry information 3.1 Share information with colleagues and customers 3.2 Conduct work activities in accordance with legal requirements and ethical standards 3.3 Apply industry knowledge and information to the day-to-day operation of the tourism business
	Maintain hospitality industry knowledge	<ul style="list-style-type: none"> 1. Seek <i>information</i> on the hospitality industry 1.1. Identify and access <i>sources of information</i> on the hotel and travel industries, appropriately and correctly



Program Outcomes	Student Outcomes	Performance Indicators
6.4.1. Plan, develop and evaluate tourism sites and attractions	Maintain hospitality industry knowledge	1.2. Obtain information on the hotel and travel industries to assist effective work performance within the industries 1.3. Access and update specific information on relevant sector(s) of work 1.4. Use knowledge of the hotel and travel industries in the correct context to enhance quality of work performance 1.5. Obtain information on <i>other industries</i> to enhance quality of work performance
		2. Source and apply information on legal and ethical issues for the hospitality industry 2.1. Obtain information on <i>legal issues</i> and <i>ethical issues</i> to assist effective work performance 2.2. Conduct day-to-day hospitality industry activities in accordance with legal obligations and ethical industry practices
		3. Update hospitality industry knowledge 3.1. Identify and use a range of opportunities to update general knowledge of the hotel and travel industries 3.2. Monitor current <i>issues of concern</i> to the industries 3.3. Share updated knowledge with customers and colleagues as appropriate and incorporate

II. Sample of Program Outcome, Student Outcomes and Performance Indicators for Hospitality Management Graduate (BSHM):

Program Outcomes	Student Outcomes	Performance Indicators
6.5.1 Produce and manage food products and services complying with enterprise standards	7.2.1 Apply basic techniques of commercial cookery	1. Select and use equipment 1.1. Select appropriate <i>cooking equipment</i> to prepare standard recipes 1.2. Use equipment in a <i>safe</i> manner according to manufacturer's and enterprise procedures 1.3. <i>Clean and store</i> equipment as appropriate to enterprise procedures
6.5.1 Produce and manage food products and services complying with enterprise standards	7.2.1 Apply basic techniques of commercial cookery	2. Apply wet methods of cookery 2.1. Select appropriate <i>wet cooking method</i> for preparation of the dish/s 2.2. Apply <i>appropriate wet cooking method</i> for preparation of the dish/s 2.3. <i>Identify and solve</i> problems in the application of the cooking method 2.4. Coordinate the <i>production of menu items</i> 2.5. Communicate with <i>front of house staff</i> on the production/service of menu items
		3. Apply dry methods of cookery 3.1. Select appropriate <i>dry cooking method</i> for preparation of the dish/s



Program Outcomes	Student Outcomes	Performance Indicators
		3.2. Apply <i>appropriate dry cooking</i> method for preparation of the dish/s 3.3. Identify and solve problems in the application of the cooking method 3.4. Coordinate the production of menu items 3.5. Communicate with front of house staff on the production/service of menu items
	Apply standard safety procedures for handling foodstuffs	1. Identify hazards and risks 1.1 Identify key <i>hazards and risks</i> associated with the individual work role 1.2 Check own work area to identify hazards and risks 2. Follow enterprise hygiene standards, procedures and practices 2.1 Implement required personal hygiene practices 2.2 Maintain clothing to meet work area standards 2.3 Follow <i>hygiene procedures</i> in accordance with enterprise requirements 3. Handle and store foodstuffs 3.1 Handle and store <i>foodstuffs</i> according to enterprise guidelines 3.2 Handle and store foodstuffs in a manner that avoids damage and <i>contamination</i> , meets hygiene standards, and maintains quality 3.3 Store foodstuffs at the correct temperature 4. Follow food safety program 4.1 Ensure work activities conform with the enterprise food safety program 4.2 Identify and monitor areas of risk in individual work area 4.3 Take corrective actions within individual scope of responsibilities to minimize risk in accordance with the enterprise food safety program 4.4 Report risks beyond the control of the individual to the <i>appropriate person(s)</i> . 4.5 Complete <i>records</i> according to enterprise requirements and work responsibility



Appendix D: Sample Curriculum Map

		GENERAL EDUCATION COURSES												ABM STRAND *					BUSINESS CORE	
<p style="text-align: center;">PROPOSED CURRICULUM MAP FOR BACHELOR OF SCIENCE IN TOURISM MANAGEMENT AND BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT</p> <p>PROGRAM OUTCOMES:</p> <p>Common to All Types of Schools</p> <p>1 Articulate and discuss the latest developments in the specific field of practice.</p> <p>2 Effectively communicate orally and in writing using both English and Filipino</p> <p>3 Work effectively and independently in multi-disciplinary and multi-cultural teams.</p> <p>4 Act in recognition of professional, social, and ethical responsibility</p> <p>5 Preserve and promote "Filipino historical and cultural heritage"</p> <p>Common to Business and Management Discipline</p>		Understanding the self/Pagunawasa Sarili												Principles of Marketing					Operations Management	
		Readings in Philippine History/Mga Babasahin hinggil sa Kasaysayan ng Pilipinas												Basic Finance					Strategic Management	
		The contemporary World/Ang Kasalukuyang Daigdig												Organization and Management						
		Mathematics in the Modern World/Matematika sa Makabagong Daigdi												Fundamentals of Accounting						
		Purposive communication/Malavunina Komunikasyon												Applied Economics						
		Art Appreciation/Pagpapahalaga sa Sining																		
Science, Technology & Society/Agham, Teknolohiya at Lipunan																				
Ethics/Etika																				
Elective 1																				
Elective 2																				
Elective 3																				
Life and Works of Rizal																				



		GENERAL EDUCATION COURSES											ABM STRAND *					BUSINESS CORE		
		Understanding the self/Pagunawasa Sarili	Readings in Philippine History/Mga Babasahin hinggil sa Kasaysayan sa Pilipinas	The contemporary World/Ang Kasalukuyang Daigdig	Mathematics in the Modern World/Matematika sa Makabagong Daigdig	Purposive communication/Malavunind Komunikasyon	Art Appreciation/Pagpapahalaga sa Sining	Science, Technology & Society/Agham, Teknolohiya at Lipunan	Ethics/Etika	Elective 1	Elective 2	Elective 3	Life and Works of Rizal	Principles of Marketing	Basic Finance	Organization and Management	Fundamentals of Accounting	Applied Economics	Operations Management	Strategic Management
12	Demonstrate corporate citizenship and social responsibility			x									x						x	x
Common to Tourism and Hospitality Discipline																				
14	Demonstrate knowledge on the tourism industry, local tourism products and services		x																	x
15	Manage and market a service oriented business organization																		x	x
16	Demonstrate administrative and managerial skills in a service oriented business organization																		x	x
17	Perform and monitor financial transactions and reports																		x	x
18	Perform human capital development functions of a tourism oriented organization																		x	x
19	Utilize information technology applications for tourism and hospitality																		x	
20	Utilize various communication channels proficiently in dealing with guests and colleagues																		x	



		GENERAL EDUCATION COURSES										ABM STRAND *					BUSINESS CORE			
		Understanding the self/Pagunawasa Sarili	Readings in Philippine History/Mga Babasahin hinggil sa Kasaysayan sa Pilipinas	The contemporary World/Ang Kasalukuyang Daigdig	Mathematics in the Modern World/Matematika sa Makabagong Daigdig	Purposive communication/Malavunind Komunikasyon	Art Appreciation/Pagpapahalaga sa Sining	Science, Technology & Society/Agham, Teknolohiya at Lipunan	Ethics/Etika	Elective 1	Elective 2	Elective 3	Life and Works of Rizal	Principles of Marketing	Basic Finance	Organization and Management	Fundamentals of Accounting	Applied Economics	Operations Management	Strategic Management
	PROPOSED CURRICULUM MAP FOR BACHELOR OF SCIENCE IN TOURISM MANAGEMENT AND BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT																			
21	Observe and perform risk mitigation activities																		X	X
22	Interpret and apply relevant laws related to tourism industry																		X	X
	Specific to Hospitality Management Program																			
23	Produce food products and services complying with enterprise standards													X	X				X	
24	Provide food & beverage service and manage the operation seamlessly based on industry standards															X			X	
25	Apply management skills in F & B service and operations					X								X	X	X	X			X
26	Perform and maintain various housekeeping services for guest and facility operations																		X	
27	Perform and provide full guest cycle services for front office					X		X											X	
28	Plan and implement a risk management program to provide a safe and secure workplace																			X



		GENERAL EDUCATION COURSES										ABM STRAND *					BUSINESS CORE		
		Understanding the self/Pagunawasa Sarili	Readings in Philippine History/Mga Babasahin hinggil sa Kasaysayan ng Pilipinas	The contemporary World/Ang Kasalukuyang Daigdig	Mathematics in the Modern World/Matematika sa Makabagong Daigdi	Purposive communication/Malayunin ng Komunikasyon	Art Appreciation/Pagpapahalaga sa Sining	Science, Technology & Society/Agham, Teknolohiya at Lipunan	Ethics/Etika	Elective 1	Elective 2	Elective 3	Life and Works of Rizal	Principles of Marketing	Basic Finance	Organization and Management	Fundamentals of Accounting	Applied Economics	Operations Management
	PROPOSED CURRICULUM MAP FOR BACHELOR OF SCIENCE IN TOURISM MANAGEMENT AND BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT																		
	Specific to Tourism Management Program																		
29	Research, plan and conduct various tour guiding activities		x		x			x											
30	Plan, implement and monitor tours and sales activities				x														
31	Develop appropriate marketing programs and arrange the required travel services.											x							
32	Plan, organize, implement and evaluate MICE activities																		
33	Plan develop and evaluate tourism sites and attractions																		



Appendix D: Sample Curriculum Map

		TOURISM AND HOSPITALITY CORE COURSES										TOURISM MANAGEMENT PROFESSIONAL COURSES										HOSPITALITY MANAGEMENT PROFESSIONAL COURSES									
		Philippine Culture and Tourism	Risk Management as Applied to Safety, Security and Quality	Quality Management in Tourism and Hospitality	Legal Aspects in Tourism and Hospitality	Macro Perspective of Tourism and Hospitality	Professional Development and Applied	Multicultural Diversity in Workplace for the Tourism Professional	Tourism and Hospitality Marketing	Micro Perspective of Tourism and Hospitality	Entrepreneurship in Tourism and Hospitality	Global Culture and Tourism Governance	Sustainable Tourism	Tour and Travel Management	Transportation Management	Tourism Policy Planning and Management	Foreign Language 1	Foreign Language 2	Research in Tourism	Applied Business Tools and Technologies	Introduction to Meetings Incentives Conferences and Events Management	Kitchen Essentials & Basic Food Service	Fundamentals in Food Service	Fundamentals in Lodging Operations	Applied Business Tools and Technologies	Supply Chain Management in the Hospitality Industry	Introduction to Meetings Incentives, Conferences and Events Management	Ergonomics and Facilities Planning for the Hospitality Industry	Foreign Language 1	Foreign Language 2	Research in Hospitality
PROGRAM OUTCOMES:																															
Common to All Types of Schools																															
1	Articulate and discuss the latest developments in the specific field of practice.		x	x	x	x		x	x	x	x	x	x	x	x	x			x	x		x	x	x	x	x					x
2	Effectively communicate orally and in writing using both English and Filipino								x	x									x												x
3	Work effectively and independently in multi-disciplinary and multi-cultural teams.	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x										
4	Act in recognition of professional, social, and ethical responsibility	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x			x	x		x	x	x	x	x					x
5	Preserve and promote "Filipino historical and cultural heritage"	x			x				x				x	x					x								x	x			x



		TOURISM AND HOSPITALITY CORE COURSES								TOURISM MANAGEMENT PROFESSIONAL COURSES								HOSPITALITY MANAGEMENT PROFESSIONAL COURSES															
		Philippine Culture and Tourism	Risk Management as Applied to Safety, Security and Operations	Quality Management in Tourism and Hospitality	Legal Aspects in Tourism and Hospitality	Macro Perspective of Tourism and Hospitality	Professional Development and Applied Multicultural Diversity in Workplace for the Tourism Professional	Tourism and Hospitality Marketing	Micro Perspective of Tourism and Hospitality	Entrepreneurship in Tourism and Hospitality	Global Culture and Tourism Geography	Sustainable Tourism	Tour and Travel Management	Transportation Management	Tourism Policy Planning and Management	Foreign Language 1	Foreign Language 2	Research in Tourism	Applied Business Tools and Technologies in Tourism	Introduction to Meetings Incentives Conferences and Events Management	Kitchen Essentials & Basic Food Service	Fundamentals in Food Service	Fundamentals in Lodging Operations	Applied Business Tools and Technologies in Hospitality	Supply Chain Management in the Hospitality Industry	Introduction to Meetings Incentives, Conferences and Events Management	Ergonomics and Facilities Planning for the Hospitality Industry	Foreign Language 1	Foreign Language 2	Research in Hospitality			
15	Manage and market a service oriented business organization			x		x		x	x	x	x	x	x	x					x	x	x	x	x	x	x								
16	Demonstrate administrative and managerial skills in a service oriented business organization	x	x	x			x	x			x	x	x	x				x	x	x	x	x	x	x									
17	Perform and monitor financial transactions and reports								x		x	x	x	x				x	x		x	x	x	x									
18	Perform human capital development functions of a tourism oriented organization	x	x	x			x				x	x	x	x					x		x	x											
19	Utilize information technology applications for tourism and hospitality			x								x	x	x			x	x	x													x	
20	Utilize various communication channels proficiently in dealing with guests and colleagues	x	x				x	x	x		x	x	x	x	x	x		x	x		x	x	x	x			x	x					



APPENDIX E: COURSE DESCRIPTIONS

Non-ABM Track, Business Management Subjects	Course Description (FROM DEPED K-12 Program)
1. Fundamentals of Accounting/ Business and Management (3 units)	This is an introductory course in accounting, business, and management data analysis that will develop students' appreciation of accounting as a language of business and an understanding of basic accounting concepts and principles that will help them analyze business transactions.
2. Organization and Management (3 units)	This course is designed to familiarize the students with the basic concepts, principles, and processes related to business organization, and the functional areas of management. Particular emphasis will be given to the study of management functions like planning, organizing, leading, and controlling, and orient the students on the importance of these functions and the role of each area in entrepreneurship.
3. Principles of Marketing (3 units)	The course deals with the principles and practices in marketing goods and services. It also focuses on the development of integrated marketing programs that will help grow businesses.
4. Business Finance (3 units)	This course deals with the fundamental principles, tools, and techniques of the financial operation involved in the management of business enterprises. It covers the basic framework and tools for financial analysis and financial planning and control, and introduces basic concepts and principles needed in making investment and financing decisions. Introduction to investments and personal finance are also covered in the course. Using the dual-learning approach of theory and application, each chapter and module engages the learners to explore all stages of the learning process from knowledge, analysis, evaluation, and application to preparation and development of financial plans and programs suited for a small business.
5. Applied Economics (3 units)	This course deals with the basic principles of applied economics, and its application to contemporary economic issues facing the Filipino entrepreneur such as prices of commodities, minimum wage, rent, and taxes. It covers an analysis of industries for identification of potential business opportunities. The main output of the course is the preparation of a socioeconomic impact study of a business venture.

Tourism and Hospitality Core	Course Description
1. Philippine Tourism, Culture and Geography	This course presents comprehensive coverage of the major tourist destinations in the Philippines. Major discussions will be on political structures and subdivisions, geographical characteristics, major attractions, gastronomy, culture and traditions of the various regions of the country leading to the realization of the potentials of the Tourism industry of the Philippines. Students will also have a comprehensive knowledge about the mechanism, logistics, operations and management of the tourism network system in the Philippines with its inherent physical and cultural resources as seen in the various provinces of the country.
2. Risk Management as Applied to Safety, Security and Sanitation	The student will develop knowledge, skills and values on the basic principles of personal hygiene, food safety and sanitation as applied in tourism and hospitality industry. Topics include the following: compliance with workplace hygiene procedures, Establishment and maintenance of a



Tourism and Hospitality Core	Course Description
	safe and secure workplace, Implementation of occupational health and safety procedures and Performing basic First Aid procedures.
3. Quality Service Management in Tourism and Hospitality Industry	<p>This course aims to enable the students to recognize and assess quality management processes in a hospitality and tourism related organization and to evaluate departmental processes and planning strategies.</p> <p>Topics include concepts and terminologies of TQM: definition, common element and terminology; vision and reality - bridging the gap; constructive and critical personal reflection: proposed quality, self-assessment and peers assessment; seeking practical feedback for supervisors and continuing improvement, developing a personal management philosophy and personal development plan.</p>
4. Legal Aspects in Tourism and Hospitality	<p>The tourism and hospitality industry operates within a comprehensive domestic, and international, legal and regulatory framework. This course examines this framework and covers the key principles of law applicable to hospitality, tourism and related industries. Various legislation on business organization and several international law issues such as consumer protection, product and service liability, employment and law access to the natural environment will be covered.</p> <p>Topics include: national and international regulation of the travel and hospitality industry; consumer contracts law; the law of carriers and inns; the duties of travel operators and agents; travel insurance law; the law of bailment; the responsibilities of travel agents and tour operators; hotel management law; liquor licensing law; catering law; gaming law; marketing law; consumer rights and complaints; the law regulating payments(including international credit card payments); the finance of carriers and inns; criminal and civil liability of people working in the travel and tourism industry.</p>
4. Legal Aspects in Tourism and Hospitality	This course also examines the law regulating the issuance of visa and travel documentation, and considers the liability of the operators, agents, carriers and government instrumentalities in relation to health and safety issues (including acts of terrorism).
5. Macro Perspective of Tourism and Hospitality	This course is designed to give a clear and whole overview of Tourism and Hospitality as an ecosystem and goes beyond the usual closed-concept of tourism. It introduces the concepts and terms that are common throughout the different sectors. It also intends to develop, update and maintain local knowledge as well as tourism industry knowledge. It shows the structure and scope of tourism as well as the impact of Tourism as an industry in relation to the world economy and society. It also illustrates the effects of the convergence of tourism with the other local industries and let the students appreciate its multiplier effect in various fronts. It discusses the major factors that influence the history and future of tourism in the world and in the Philippines. It also introduces the sustainable goals of tourism and discusses, among others, how to develop protective environments for children in tourism destinations; to observe and perform risk mitigation activities; etc. The students will also learn to appreciate the key global organizations and the roles they play in influencing and monitoring tourism trends.



Tourism and Hospitality Core	Course Description
6. Professional Development and Applied Ethics;	This course describes the skills, knowledge and performance outcomes required to develop the ability of students to become professionals in their field by understanding the ideas of improving one's personality and ways on how they are going to be valued in the business industry by means of presenting their ideas like company meetings, professional networking, interviews and through proposals of services considering the proper collaboration to their associates and portraying professional business ethics. It also teaches writing skills and emphasize in verbal communication and preparation of plans that requires them to research career options and company potentiality and stability to develop a strong and effective career pathway.
7. Multicultural Diversity in Workplace	This course describes the skills, knowledge and performance outcomes required to manage multicultural diversity in workplace that covers organization's diversity policy, encouraging diversity within work teams and upholding the benefits of a diverse workplace. It should also develop the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross – cultural misunderstanding if it arises. The end goal is for the student to be equipped with social awareness and diverse understanding when serving customers and working with colleagues.
8. Tourism and Hospitality Marketing	This course will equip students with the necessary skills to develop actual marketing campaigns for a business within the tourism and hospitality industry. Emphasis is on the analysis of the market, its competition and its product; preparation of a financial budget and the development of short-term and long-range strategies to achieve desired profit through effective advertising, sales and an effective public relations plan.
9. Micro Perspective of Tourism and Hospitality	This course will cover the workings, operations and the integrative activities of major stakeholders in the Tourism and Hospitality Industry. The student will also gain knowledge on managing and marketing a service-oriented business organization. Apart from the scope and structure of travel organizations, it provides an in-depth study of the nature and distinctive characteristics of each sector of the entire tourism industry, focusing on the management, organization and planning of specific business strategies for the various entities in the local setting. This will also involve the analysis of the possible impacts of external factors and trends on the different tourism industry sectors and specific types of businesses. It will also look into client profiling such as travel motivations and influences as it relates to aligning strategic and tactical solutions to the business. The course also identifies the employment opportunities available in each sector and the corresponding qualifications for the jobs.
10. Entrepreneurship in Tourism and Hospitality	This course describes the skills, knowledge and performance outcomes required to plan and develop a feasible Business Plan by understanding the nature and scope of entrepreneurship, scanning the market of potential entrepreneurial venture opportunities, and identifying and evaluating the methods of venturing into business including but not limited to starting one's own business, buying existing businesses and the process of franchising. It also emphasizes on assessing the possible characteristics and mindset of entrepreneurs, analyzing typical entrepreneurial venture challenges, errors and rewards, identifying effective strategic management, developing product and service innovations and introducing the concepts of environmentally sustainable practices, social entrepreneurship and intellectual property management.



Tourism Professional Courses-BSTM	Course Description
1. Global Culture and Tourism Geography	This course shall have students analyze and familiarize themselves with specific world travel destinations, with emphasis on the exploration of geographic features, customs and traditions, population centers, visitor attractions, political, religious, language and other cultural differences as these relate to the hospitality and travel industry. Students will develop understanding as well as sense of responsiveness for cultural values and traditions that exist beyond their own culture. Students will be able to identify international travel patterns by locating various major cities, natural wonders, historic sites, and other tourism attractions, both man-made and natural focusing as well with the major travel-generating and travel-receiving areas.
2. Sustainable Tourism	Students will have a broad understanding of environmental issues and their impact upon the tourism industry, therefore subject areas such as pollution, waste management and biodiversity will be a primary focus. Awareness and the understanding of the implications of tourism impacts, especially on socio-cultural and environmental aspects, are critical to properly guided sustainable tourism planning and development. The natural and cultural environments of communities and global destinations will be explored to enable students to critically interpret tourism interdependency, and the changes and development of domestic and international tourism policy. The course critically examines tourism planning as a process and as a set of techniques for sustainable tourism development. It focuses on the physical environment of tourism planning, and the social, cultural and political realities of planning and policy making.
3. Tour and Travel Management	The course studies the role of the Travel Agency and Tour Operator in the Tourism Industry, leading to a better understanding of the trade and its internal workings, the role of each component in offering cost effective and good "value for money" products for its clients. It also includes topics such as tour products and its efficient development and marketing as well as a travel agency and tour operator's organization and functions. In addition to lecture classes, the students are exposed to the skills required in the travel trade, such as interpersonal and communication skills, terminologies, documentation, procedures and systems used.
4. Transportation Management	This course discusses the general knowledge of the transportation, its role to the tourism, planning and policies. The content includes transportation systems, various aspects of tourism-related forms of transportation, modes of transportation, transportation operation including concepts and methods of analysis, infrastructure, and geographical and legal factors relating to local and international transportation. Topics include discussions of surface, air, and water transportation; organization, operations, and regulatory and marketing aspects; examination of the inter-model concept; and the social, economic, and political factors that have influenced government transportation priorities.
5. Tourism Policy Planning and Development	Students will be able to understand tourism planning as a process and as a set of techniques for sustainable tourism development giving importance on the physical environment and the social, cultural and political realities of planning and policy making. Students will engage with practical planning tools and strategies, industry, government, field work, and individual and group projects to develop an understanding of tourism policy-making processes, and to gain skills in both evaluation and development of tourism plans and policies. Students will also discover



Tourism Professional Courses-BSTM	Course Description
	<p>tourism as a strategy for urban revitalization, conservation, agriculture, and historic preservation while promoting the value of tourism in enhancing community character, culture, quality of life and sense of place. Case studies in Philippine-setting are emphasized. Discussions will also be made on the Philippine Tourism Master Plan to allow the students an overview of what real plans are like and experience evaluation by measuring the actual achievements of the government against their plans. The course may include a field trip component.</p>
6. Foreign Language 1	<p>This course aims to train students to develop basic conversational skills using a foreign language.</p>
7. Foreign Language 2 Note: Foreign Language 1 & 2 should be on the same language	<p>This course aims to train students to develop intermediate conversational skills using a foreign language. Student should be able to understand technical jargon used in the tourism industry</p>
8. Research in Tourism	<p>The course aims to educate the student in the essential research tools and skills that will be needed as to perform as managers in the tourism and hospitality industry. This course will introduce the research process: from design, data collection, hypothesis testing, to reporting; featuring econometrics and other quantitative applications in business research; and research on a topic related to the tourism and/or hospitality industry. The student shall undertake a study on a topic of his/ her own choice through which he/she can develop the necessary skills of planning, researching, reporting as well as the ability for writing a thesis. After successful completion of this course, students will be able to:</p> <ol style="list-style-type: none"> (1) Develop an understanding and appreciation of research and the need for research, not only in tourism and hospitality, but also applicable to numerous other fields. (2) Develop knowledge and skills in designing and carrying out research projects. (3) Experience valuable "real-life" lessons.
9. Applied Business Tools and Technologies	<p>This course identifies common tools, technology and techniques used in the Tourism and Hospitality industry. It includes an overview of the applications or systems composed of technical processes, methods, software and hardware that have evolved and streamlined certain functions in the workplace. These applications and systems include those used in (1) an organization's internal functions, (2) business-to-business operations (including operations with suppliers) and (3) business-to-consumer transactions. The goal is to expose students to different applications so he / she can identify, learn, analyze and understand available devices and solutions, from which they can select the one/s that is most appropriate for the business function. Topics covered: how to utilize information technology applications; how to use various communication channels in dealing with guests and colleagues; how to access and retrieve electronic-based data; how to perform administrative and clerical procedures; how to receive and process reservations; how to source and to provide destination information and advice; how to produce applicable travel documentation, etc. The student will also learn to appreciate the impact of technological innovations to the economy, the industry, the organization's business model and to specific functions/operations of the organization. This will also ensure that the students will also know the value of including tools and technology in its business strategy.</p>



Tourism Professional Courses-BSTM	Course Description
10. Introduction to Meetings Incentives Conferences and Events Management (MICE) as applied to Tourism	This course examines the principles of conceptualizing, planning, managing and evaluating events, conferences, meetings, festivals and other such special activities. Topics include the significance of conventions and events in tourism. Lessons include discussions on event conceptualization, event design, project/event management, methods of monitoring and evaluation, physical requirements, organizing, promotions, sponsorships and handling the financial aspects of such tasks. The will give the students the skills and knowledge to develop business strategies to get MICE business and retain the clients, as well as to identify, understand and overcome the intricate challenges of collective supplier management and engagement. This is an integration course that applies all the principles of management and foundation tourism courses.

Hospitality Professional Courses-BSHM	Course Description
1. Kitchen Essentials & Basic Food Preparation	The student will learn theoretical knowledge and demonstrate practical skills in basic culinary tasks, basic food preparation and food presentation in a commercial establishment. Topics will include the following : Application of basic techniques of commercial cookery; Application of standard safety procedures for handling foodstuffs; Clean and maintain kitchen equipment and utensils; Organize and prepare food products and meals; Prepare and store food in a safe and hygienic manner; Receive and securely store in-coming goods; Establish and maintain quality control in food production; Identify, prepare and portion various meats; Prepare and store food in a safe and hygienic manner; Prepare appetizers and salads; Prepare soups, stock and sauces; Prepare vegetables, eggs and farinaceous dishes; Present and display food products
2. Fundamentals in Food Service Operations	The student will learn the necessary knowledge, develop the various skills and cultivate the proper attitudes needed for the delivery of quality service of food and beverage operations in hotels and restaurants. Topics include the following : Clean and tidy bar and food service areas; Develop and maintain food & beverage product knowledge; Manage the responsible service of alcohol; Prepare and serve cocktails; Prepare and serve non-alcoholic beverages; Provide a link between kitchen and service area; Provide advice to patrons on food and beverage services; Provide food and beverage services; Provide room service; Provide silver service; Take food orders and provide courteous table service; Manage intoxicated persons
3. Fundamentals in Lodging Operations	This course describes the skills, knowledge and performance outcomes required to explore and analyze the management and practices of lodging operations and related sales activities in the major operating and support departments. It will also expose the students on the unique aspect of managing a service – based lodging establishment delivered by diverse employees and understanding of the business and financial operations of the lodging firm. The course introduces the housekeeping department of a hotel and lodging organization: its organizational structure; roles and responsibilities; functions of the department; equipment and tools for housekeeping operations; methods and procedures of cleaning operations including linen, uniform and laundry service; general maintenance and decoration of a hotel; safety and sanitation in housekeeping operations; management of operations and record-keeping; precautionary procedures; guest safety and hotel assets. Laboratory includes actual exposure in the housekeeping operations.



Hospitality Professional Courses-BSHM	Course Description
4. Applied Business Tools and Technologies w/Lab – PMS (Property Management System)	This course describes the skills, knowledge and performance outcomes required to understand and operate relevant IT systems that are used in the Hotel and Restaurant Industry. Topics covered include folio systems for the front office; POS systems for F&B operations as well as other computer and online systems for various departments such as reservations, finance, housekeeping, marketing, and the public relations unit.
5. Supply Chain Management in the Hospitality Industry	This course describes the skills, knowledge and performance outcomes required to understanding the basic concepts on managing the complete movement of products or services in a supply chain from the suppliers to the customers. It also emphasizes on identifying the effects of current and future trends in supply chain management, and on assessing the processes and performances in a supply chain to optimize processes into a seamless, innovative and most cost – effective way to help companies build a competitive edge.
6. Introduction to Meetings Incentives, Conferences and Events Management (MICE) as applied to Hospitality	This course examines the principles of conceptualizing, planning, managing and evaluating meetings, and events and festivals management. Topics include the significance of conventions and events in tourism, event design, project management, methods and evaluation, physical requirements, organizing, promotion and sponsorship. This is an integration course that applies all the principles of conceptualization or management and foundation tourism and hospitality courses.
7. Ergonomics and Facilities Planning for the Hospitality Industry	This course will develop knowledge, skills and attitudes in ensuring the work environment of the organization fits the industry professional. Topics include: <ul style="list-style-type: none"> • Planning and designing workstations to create efficient and effective workplaces • Selecting workstation furnishings to provide flexibility and adaptability for workers. • Designing lighting for proper illumination on work areas • Creating work areas where noise is controlled for normal operation to be done in the work station
8. Foreign Language 1	This course aims to train students to develop basic conversational skills using a foreign language.
9. Foreign Language 2 Note: Foreign Language 1 & 2 should be on the same language	This course aims to train students to develop intermediate conversational skills using a foreign language. Student should be able to understand technical jargon used in the hospitality industry
10. Research in Hospitality	This course describes the skills, knowledge and performance outcomes required to develop a research orientation among students and to acquaint them with fundamentals of research methods like quantitative, qualitative or mixed methods research approaches that will lead in the production of a good, timely and relevant research study. It also encompasses the critical understanding on identifying and assessing ethical issues related to research, the awareness and benefits of research in the field of interest and its help in their future career, in the society or community, and in the local and global environment.



Subject	Course Description
Practicum	<p>The practicum workload is intended to help undergraduates apply their formal education in a real work environment. By following the instruction given in the training logbook (with an emphasis on working skills), students are required to undertake a 600-hour practicum in various areas of the tourism and hospitality industry.</p> <p>These areas may be in</p> <ul style="list-style-type: none"> ● Food production ● Front Office ● Food and beverage service ● Housekeeping ● Travel Services ● Tour Operations ● Government agencies in Tourism and Hospitality ● MICE ● Other relevant areas of exposure based on specialization/training received in school <p>Close contact with a workplace supervisor/mentor is needed as students are required to produce both a training report, with an emphasis on problem-solving and supervisors' evaluations. Attendance and participation is also required at the practicum seminars held at the start and finish of the successful practicum.</p>



APPENDIX F: Professional Faculty Equivalency Table

For industry practitioners who do not possess the specified academic qualifications outlined, the following equivalencies may be applied. All claims for equivalency should be supported with authenticated/validated documents. Work or awards submitted must be hospitality industry related. Industry practitioner should at least be in a supervisory position in his / her organization to qualify for equivalencies.

No. of pts	Equivalent
At least 30	Bachelor's degree
At least 60	Master's degree

- Industry experience (Company must be DTI or SEC registered and DOT accredited)

INDUSTRY EXPERIENCE	Points earned
a. managerial	10 pts/year
b. supervisory work	6 pts/year
c. staff position	3 pts/year

- Teaching experience (in a recognized HEIs/Tech Voc)

TEACHING EXPERIENCE	Points earned
a. full time work	3 pts/year
b. part-time work	1 pt/year

- Awards and Recognition/Competitions (from a DTI or SEC registered organization)

- First place/champion award is given a bonus of 1 pt
- Team awards earns the same points

AWARD GIVING BODY	Points earned
a. Organizational	1 pt
b. Regional	3 pt
c. National	5 pt
d. International	10 pts

- Additional training (from a DTI or SEC registered organization)

ADDITIONAL TRAINING	Points earned	
	Local	Inter-national
1 day to 1 week	.5	1
More than 1 week to 1 month	1	2
More than 1 month	2	4
Certificate/diploma program (3 months)	3	5
Certificate/diploma program (more than 3 months)	6	10

- Relevant Industry certifications/assessment - (from a DTI or SEC registered organization or international organization) ex. SERVSafe; TESDA NC II, Red Seal

RELEVANT INDUSTRY CERTIFICATIONS/ASSESSMENT	Points earned
Per Certificate (Maximum 5 Certificates only)	3 pts

- HEIs who intend to qualify faculty members to be considered as industry professionals or experts must prepare a self-evaluation of the faculty member based on the abovementioned equivalency table. Said self-evaluation should be submitted to CHED with the supporting documentation for validation.



Appendix G: Faculty and Administration Qualifications Matrix

Faculty Qualifications	Dean	Chair TM	Chair HM	Faculty TM	Faculty HM	Ind Faculty
Number of Years Relevant Industry Experience	5	1	1	1	1	3
Number of Admin Years in Academe	3	3	3			
Number of Years Teaching Experience	5	3	3			
Full time member	Yes	Yes	Yes			
Active Member of Academic or Industry Organizations	Yes	Yes	Yes	No	No	Yes
Has obtained skills based certifications related to TM/HM	Preferred	Yes	Yes	Yes	Yes	Preferred

Academic Requirements for Dean	Option 1	Option 2	Option 3	Option 4	Option 5
BS HRM Degree	X		X	X	
BSBA Degree		X			
Masters in HRM Degree		Y	Y		Y
MBA Degree	Y				
BS Tourism Degree	X		X	X	
Masters in Tourism Degree Holder		X	Y		Y
BS Degree of Allied Programs *					X
Masters Degree of Allied Programs *				Y	

* - Deans with Allied Programs background should have at least 5 years admin experience in the industry

Academic Requirements for Chairperson	Option 1	Option 2	Option 3	Option 4	Option 5
BS HRM Degree	X		X	X	
BSBA Degree		X			
Masters in HRM Degree		Y	Y		Y
MBA Degree	Y				
BS Tourism Degree	X		X	X	
Masters in Tourism Degree Holder		X	Y		Y
BS Degree of Allied Programs **					X
Masters Degree of Allied Programs **				Y	

** - Chairperson with Allied Programs background should have at least 3 years admin experience in the industry



APPENDIX H: Minimum Facilities, Equipment and Appliances for the BSTM and BSHM programs

I. Bachelor of Science in Hospitality Management

A. Front Office Equipment and Materials

TOOLS	
QTY	
2 units	Bell boys cart
1 pc.	Credit Card Voucher holder
EQUIPMENT	
QTY	
5 pcs.	Calculator
1 pc.	Cash box drawer
1 pc.	Cash register
4 pcs	Clocks, at least 4 to reflect various time zones
2 units	Computer (with reservation system) and printer/Property management system (e.g. Opera)
1 pc.	Credit card imprinter
1 pc	Eftpos - Electronic funds transfer at point of sale
1 pc.	Fake Bills detector
1 pc.	Fax machine
1 lot	Front office desk
1 pc.	Guest folio rack
1 pc.	Hypercom
1 pc.	Key card marker
1 pc.	Key Card verifier
1 pc.	Key rack/Keycard holders
4 pcs.	Lapel microphone
1 pc	Manual credit card machine (and vouchers)
1 pc.	Safety deposit box/ drop vault
2 pcs.	Telephone/Telephone system – one per student
1 pc.	Typewriter
MATERIALS	
QTY	
1	Log book
2 pcs.	Room key/Room keys (e.g. ving card keys)
2 pcs.	Ving card
1 pc.	White board/cork board
5 pcs.	Empty envelopes
5 pcs.	Luggage tag



Training Resources/ Materials:	
25 pcs.	Registration form
5 pcs.	Cancellation booking form
5 pcs.	No-show forms
25 pcs.	General folio
25 pcs.	Credit card voucher
25 pcs.	Different forms: Message, booking internal services, reservation form
FACILITY	
1	Mock Up Front Desk Counter

B. Housekeeping Equipment and Materials

Recommended list of tools, equipment and materials for the training of a maximum of 25 trainees/students are as follows:

QTY	ITEM
TOOLS/supplies	
5 pcs.	Anti-Static Dusters
5 pcs.	Brooms
5 pcs.	Brushes
5 pcs.	Buckets
5 pcs.	Caution Signs
10 pcs.	Dish Sponges
5 pcs.	Dust Pans
2 pcs.	Garbage Receptacles
25 pcs.	Gloves
10 pcs.	Lint Free Cleaning Cloths
2 pcs.	Mop Squeezer
5 pcs.	Mops
10 pcs.	Scrubbing Foam
5 pcs.	Sorting Baskets/ Laundry Baskets
5 pcs.	Spray Bottles
2 pcs.	Squeegee
1 pc.	Step Ladder
2 pcs.	Water Hoses
MATERIALS	
2 reams	Bond paper
25 pcs.	Folders
1 pc.	Logbook
EQUIPMENT	
2 units.	Air condition
1 pc.	Alarm clock
25 pcs.	Armed Chairs
1 pc.	Cart
1 unit.	Coffee Maker



QTY	ITEM
5 units	Computer with internet connection
1 unit	Digital camera
2 pcs.	Directional Signage
2 unit	Electric Fan
1 unit.	Electric jug
1 unit.	Electric kettle
2 pcs.	Emergency Light
1 unit.	Fax machine
3 pcs.	Fire Extinguisher
1 pc.	First Aid Cabinet
1 unit.	Hairdryer
	Housekeeping trolley
1 pc.	<i>Instructor's desk chairs</i>
1 unit	Megaphone
1 unit	Microphone
2 units	Mobile phone
1 unit	Overhead Projector
1 unit	Photocopier
1 unit	Projector Screen (LCD)
1 unit.	Refrigerator
1 pc.	Shelving
1 unit	Sound system
1 unit	Telephone
1 pc.	Trolley
1 unit.	TV
2 units'	Two-way radio
1 unit	Video camera
1 unit.	Video player
TOOLS	
1 pack	Powdered Milk
2 pcs.	Ashtrays
1 pack	assorted beverages
10 pcs.	baskets
1 unit	Bed (Queen)
1 unit	Bed (Single)
2 sets	Bed linen – including pillows, pillow cases, sheets, blankets and duvet, single, twin, queen, king
1 pack	Biscuits
1 pack	bottled water
1 pack	Coffee
1 set	Cutlery
5 pcs.	Flashlight
assorted	fruits



QTY	ITEM
1 set	Glassware
10 sets	Guest room supplies – various including shampoo, conditioner, moisturisers, hand lotions, tissues, sewing kit, shoe mit, laundry bags
10 pcs.	Hangers
1 pc	Holy Bible
1 set	Light fittings
5 pcs.	Marking Pen
1 pc.	Mirrors
2 lots	Mixture of soiled garments in all categories: light, dark, special clothing, etc
2 pairs	Slippers
2 pcs.	Stationery
1 pack	Sugar
1 pack	Tea
5 sets	towels -different sizes, types
1 box	Transparency acetate
5 for each items	Variety of linen and clothing items and fabrics
5 pcs.	Wardrobes
2 pcs.	White Board
2 pcs.	Whiteboard Eraser
5 pcs.	Whiteboard Markers
EQUIPMENT	
1 unit	Carpet sweeper
1 unit	Dryer
1 unit	Drying cleaning machine
1 unit	Flat iron
1 pc.	Ironing Board
1 unit	Polisher (electric with complete accessories)
1 lot	Safety Signs
1 pc.	Sorting shelves
1 pc.	Steam pressers
1 unit	Toilet Caddy
1 unit	Vacuum cleaner (dry and wet)
1 unit	Washers
Cleaning agents	
5 cans	Air Freshener
5 liters	All-Purpose Detergent
5 liters	Chlorine Bleach
5 liters	Cleaning Detergent
5 liters	Cleaning Solution
5 pcs.	Deodorizers



QTY	ITEM
1 lot	dispensing units
5 liters	Fabric Softener
2 units	Furniture and floor polishers
5 liters	Liquid Detergent
5 cans	Pesticides
5 liters	Sanitizing Agents
5 liters	Stain Removing Agents
5 liters	Toilet Disinfectant
Protective clothing	
25 pcs.	Aprons
15 pcs.	Goggles
25 pcs.	Headwear
5 pcs.	Jackets
25 pcs.	Masks
5 pcs	Overalls
10 pcs.	Waterproof clothing and footwear
Training resources/ materials	
5 pcs.	Chemical MSDS
5 pcs.	Emergency procedures
25 pcs.	Enterprise promotional materials
5 pcs.	Equipment manuals and manufacturer's instructions for cleaning
5 pcs.	Examples of flooring materials
5 pcs.	Examples of leather and fabric furniture coverings
5 pcs.	Examples of wall surfaces
	Housekeeping textbooks/ references
5 pcs.	Job descriptions for all positions.
5 pcs.	laundry bags
25 pcs.	Local tourist information
2 pcs.	Lodging agreement
5 pcs.	Magazines
5 pcs.	Newspapers
FACILITY	
1 unit	Complete Guestroom; Single, Twin, Queen
TOOLS	
2 sets	Repair kit (toolbox)

C. Food and Beverage Service / Culinary Arts Equipment and Materials

QTY	ITEMS
Tools, Materials and Equipment	
	DINNERWARES



8	Bouillon cups and saucers, 8-12 oz.
5	Cappuccino cups with underliner
8	Cereal plates, 5"
24	Cups and saucers 5-6 oz
5	Demitasse cups with underliner
8	Demi-tasse, 3 1/3 oz.
24	Dessert plates, 7-8"
24	Dinner plates, 10"
24	Fish plates, 8-9"
5	Latte cups with underliner
24	Salad plates 7-8"
8	Show/service plates, 11-14"
24	Side plates or bread plates, 6"
24	Soup plate/bowl
8	Teacups and saucers, 6 2/3 oz.
CUTLERIES/ SILVERWARES	
24	Butter knives
24	Cocktail forks
4	Demi-tasse spoons
8	Dessert forks
24	Dessert spoons
50	Dinner forks
50	Dinner knives
50	Fish forks
50	Fish knives
8	Long spoons
50	Oyster forks
50	Salad forks
50	Salad knives
8	Service forks
8	Service spoons
50	Soup spoons (cream and consume)
50	Steak knives
50	Teaspoons
GLASSWARES	
24	Champagne flute
24	Collins glasses
24	Juice glasses/Hi ball
24	Pilsner glasses/Ice tea glasses



24	Red wine glasses
24	Water goblets
24	White wine glasses
OTHER SERVICEWARES	
8	(Room Service) Plate covers
6	All-purpose knives
1	Bar Caddy
2	Bar Spoon
6	Bill folder/change trays
2	Boning knives
2	Cake servers
4	Chopping boards
2	Coffee pot
3	Creamer containers
2	Flower vases
2	Food tongs
1	Grinder brush
2	Hand Tampers
2	Ice buckets with tongs
8	Menu Folders
2	Milk pitchers (stainless steel)
6	Napkin holders
2	Non-stick round (crepe) pan
2	Oil and vinegar containers and holders
2	Order pads
2	Oval Tray
2	Pens
2	Peppermill
4	Plastic bin boxes to be used when moving banquet operating equipment
2	Reservation books
8	Round (bar) trays
4	Salt and Pepper shakers
4	Sauce ladles
4	Sauce/gravy boats
6	service trays
8	Silver platters
OTHER SERVICEWARES	
4	Soup ladles
4	Soup tureen
3	Sugar containers
5	Tablespoons



2	Tea pot
5	Teaspoons
4	Tooth pick holders
2	Trash bins
2	Tray stand (optional)
2	Turners (for non-stick pans)
10	Utility bowls/plates
2	Waiter station/cabinet
6	Water pitchers
2	Wooden bowls (Caesar salad preparation)
2	Wooden fork and spoons
LINENS	
30	16" x16" Cloth Table napkin
25	50 cm X 50 cm Table napkin
6	54"X54 table cloth
2	64"X64" table cloth
2	72"X72" table cloth
2	90"X90" table cloth
3	Hand Towel
2	Rectangular table cloths
6	Side towels
6	Table skirting cloths
TABLES AND CHAIRS	
50	Dining/Banquet chairs
3	round tables (8's)
4	Square/rectangular tables (4's/6's)
INGREDIENTS	
	12 oz paper cups
	8 oz paper cups
	Baileys Irish Cream
1 kilo	Brown sugar
	Caesar Salad
	Cinnamon powder
	Cocoa powder
3 kilos	Coffee beans (Fresh roasted whole)
	Crepes
	Flavored syrups
INGREDIENTS	
4 liters	Fresh milk
2 bags	Ice (tubes or cubes)
	Irish Whiskey
	Kahlua



	Liqueurs
	Liquid cream
1 pack	Marshmallows
1 bottle	Stemmed cherries
1 kilo	Sugar white
EQUIPMENT	
1	(push) cart to transport/move banquet operating equipment
1	2 Group Espresso Machine
1	Doser grinder
1	Double spout porta filter w/ basket
2	French Press
1	Rechaud (Gueridon)
1	Refrigerator or cooler for milk/cream
1	Single spout porta filter w/ basket
1	Tableside service cart
2	Vacuum Pot Siphon
FACILITY	
1 unit	Complete Kitchen Lab for 25 students (Number of Labs Dependent on number of enrollees)
1 unit	Beverage Bar Counter
1 unit	Multi-Purpose Hall (for Events Setup)

D. Food Production

Notes: (4 stations, 20 students, 5 students/station)

QTY	ITEMS
Tools, Materials and Equipment	
KITCHEN TOOLS AND SUPPLIES	
8 pcs	Apple corer
8 pcs	Baking tray, small
8 pcs	Boning knife
8 pcs	Bread knife
8 pcs	Butcher knife
4 pcs/size/type	Cake forms (different sizes/types)
4 pcs/ 1 pc	Can opener/institutional can opener
4 pcs	Carving fork
4 pcs	Carving knife
10 pcs	Cheese cloth
10 pcs	Chef's knife 6", 8"
4 pcs	Cleaver knife
4 pcs	Colander, medium
4 pcs	Colander, small



QTY	ITEMS
4 pcs	cooling wires
20 pcs/color	Cutting board (different colors - red, green, yellow, white)
8 pcs	Filleting knife
4 pcs	Fish poacher, medium
4 pcs	Food mill
4 pcs	Funnel - medium
4 pcs	Funnel - small
4 pcs	Honing steel
4 pcs per size	Ice cream scoop, different sizes
8 pcs	Kitchen fork
8 pcs	Kitchen scissors
8 pcs	Kitchen spoon
8 pcs	Kitchen spoon slotted
8 sets	Measuring cup
8 sets	Measuring spoon
5 sets	Measuring urn
20 pcs/ type	Moulds (tarlets, brioche, etc)
4 pcs	Oysters knife
4 pcs	Paellara
8 pcs	Paring knife
8 pcs	Parisienne spoon
8 sets	Pastry tubes
4 pcs	Pastry brush
8 pcs	Peelers
4 sets	Pepper and salt mill
4 sets/ size/type	Pie forms (different sizes/type)
8 pcs	Piping bag
12 pcs	Plate rack
4 pcs	Pocket/pin thermometer
1 rack	proofers
4 pcs	Roasting pan
4 pcs/size	Rolling pin (different sizes)
4 pcs/size	Quiche forms (different sizes)
24 pcs	Serving spoon
4 pcs	Sharpening stone
8 pcs	Siever
8 pcs	Skimmer, fine
8 pcs	Skimmers spider
12 pcs	Soup cup rack
4 pcs/size	Soup Ladle (different sizes, 1 oz, 2, 3, 6, 8 oz)



QTY	ITEMS
8 pcs	Spatula
4 pcs	Strainer Chinois - medium
4 pcs	Strainer Chinois - small
4 pcs	Strainer, medium, fine
4 pcs	Strainer, small, fine
4 pcs/kind	Thermometer, digital (meat, sugar, oven)
4 pcs	Tenderizer, medium
8 pcs	Tong, 12 inches
10 pcs	Tong, 8 inches
8 pcs	Turner, 3" x 6"
12 pcs	Utility tray, stainless
4 pcs	Weighing scale – 1000 grams
4 pcs	Weighing scale – 5 kgs.
4 pcs	Wire Skimmer, small
4 pcs	Wire whisk – heavy duty
4 pcs	Wire whisk - medium
4 pcs	Wire whisk - small
4 pcs	Wok, medium
4 pcs	Wok, small
8 pcs	Wooden spoon
8 pcs	Zester
	Optional
	Sugar work kit
	Chocolate tempering kit
KITCHEN EQUIPMENT	
5 units	4 burner gas range w/ oven, commercial type
1 unit	Air conditioner
1 unit	Bain Marie - table
1 unit	Bain Marie – table w/4 compartments
10 pcs	Baking tray - small
4 units	Blender machine (institutional)
4 pcs	Braising pan - large
8 pcs	Braising pan - medium
4 pcs	Braising pan - small
4 pcs	Casserole - medium
12 pcs	Casserole - small
4 units	Combination of broiler and griddle - small
5 units	Condiment cabinet
1 unit	Deep fat fryer (small/single)



QTY	ITEMS
1 unit	Dish washing machine (optional)
4 pcs	Double boiler - medium
4 pcs	Dust pan
1 unit	Emergency light
5 units	Exhaust hood
2 units	Fire extinguisher
4 pcs	Fish poacher- medium
4 pcs	Floor mops
4 pcs	food processors
12 pcs	Frying pan - large
8 pcs	Frying pan - medium
5 pcs	Frying pan - small
12 pcs	Glass rack
based on no. of sinks	Grease trap
4 pcs/size	lids for pots, different sizes
1 unit	Meat chopper machine
1 unit	Meat grinder
1 unit	Meat slicer - small
1 unit	Microwave oven
as many workstations	Non-skid mat
4 pcs	Paellara
2 pcs	Plate rack
8 units	Preparation table with sink (approx. 45" x 28")
4 pcs	Pressure cooker
20 pcs	ramekins
2 units	Reach-in freezer (40 cubic feet)
2 units	Reach-in refrigerator (40 cubic feet)
4 pcs	Roasting tray
4 units	Salamander, griller
5 pcs	Sauce pan w/ handle, 16 cm. diameter x 8 cm. height
5 pcs	Sauce pan w/ handle, 20 cm. diameter x 8 cm. height
5 pcs	Sauteing pan - heavy duty
5 pcs	Sauteing pan - large
5 pcs	Sauteing pan - medium
5 pcs	Sauteing pan - small
2 units	Soak sink
1 pc	Soup cup rack
5 units	Stainless steel rack (5 shelves)
1 unit	Steel rack
1 unit	Stock pan burner



QTY	ITEMS
4 pcs	Stock pot - large
4 pcs	Stock pots - medium
4 pcs	Stock pots - small
1 unit	Utility cart
4 units	Utility shelving
10 pcs	Utility tray - stainless
1 unit	Handwashing sink
1 unit	Washing sink tables w/3 compartments
2 pcs	Wok - medium
2 pcs	Wok - small
2 units	Working table (fabricated)
CLASSROOM/OFFICE EQUIPMENT	
1 unit	Air conditioning
2 rms	Bond paper
3 units	computers with internet connection
1 pc	directional signage/s for each rooms
1 unit	Electric Fan
1 unit	Emergency light
1 unit	Fax machine
1 unit	Filing cabinet 3 Layers compartmen
1 unit	Fire extinguisher
3 units	First aid cabinet
1 unit	Flip chart
2 units	LCD
25 pcs	Marker
1 unit	Over head projector
25 pcs	Pencil
1 unit	telephones
1 unit	TV
2 units	Video player
1 unit	White board
As needed	INGREDIENTS
CLEANING MATERIALS	
4 pcs	Broom (tambo)
2 pcs	Dust pan
4 pcs	Floor mops
5 pcs	Garbage bin (4 gals.); 3 bin container (food waste, recyclable, garbage)
8 pcs	Liquid soap dispenser
2 pcs	Mop Squeezer



QTY	ITEMS
4 pcs	Paper towel dispenser
as needed	paper hand paper
1 lot	institutional cleaning agents: grime, cleaning, etc
	scrubbing brush
MISCELLANEOUS	
	Aluminum foil
	butcher paper
	Charcoal
	Cling wrap
1 pc	Fire Extinguisher (multi-purpose)
1 set	First Aid Kit
	greaseproof paper
	Toothpicks
	Wax paper
Recommended Working Area	Workshop Facilities Area
36 sq. meters	Circulation Area
15 sq. meters	Learning Resource Center
120 sq. meters	Lecture/ Laboratory Area
25 sq. meters	Student/Trainee Working Space
	Tool Room/ Supply Room
	Wash Room/dressing room
196 sq. meters	Total Workshop Area

II. Bachelor of Science in Tourism Management

- a. **Computer Laboratories – for various uses such as but not limited to:**
 - i. Research of tourism related topics
 - ii. Training for airline reservation systems
 - iii. Preparation of various documentation and presentation documents.
- b. **Mock Up Rooms**
 - i. Travel and Tours Mock up Counter

