

BACKGROUND

The National Wages and Productivity Commission (NWPC) of the Department of Labor and Employment and its Regional Tripartite Wages and Productivity Boards (RTWPBs) developed the Service Quality (SQ) Training Program for the Hotel & Restaurant Industry.

Essentially, the program is a response to the 2007 National Human Resource Conference commitment of mainstreaming a culture of productivity in key employment generators (KEGs). As its initial offering, the program is zeroing on the hotel and restaurant industry.

To gain support for the SQ program, the NWPC entered into a partnership of agreement with the Department of Tourism (DOT), Hotel and Restaurant Association of the Philippines (HRAP) and Technical Education and Skills Development Authority (TESDA). The agencies agreed to provide the following services:

 NWPC/RTWPBs - conducts the SQ training program (soft skills)

 TESDA - free skills training (hard skills) including assessment and certification in Hotel and Restaurant Management tradeable areas

 DOT - provides critical information on emerging trends in the industry; referrals and linkages with local affiliates; program evaluation

 HRAP - referrals and networking assistance; monitoring and evaluation



DESCRIPTION

The Service Quality Training Program is a service quality management improvement tool, aim at enhancing workforce knowledge and skills to create an “error free” service to clients.



EXPECTED OUTPUT

For the company to formulate a service quality improvement program that would create an “error free” service delivery.

TARGET COMPANIES

- Hotel/Restaurant categorized as standard or economy/fast-food group
- With basic systems in place (e.g. selection, hiring/ recruitment)
- A commitment to allow their workforce to participate in the SQ Program
- Willing to undertake the quality improvement in the company

TRAINING PARTICIPANTS

- Supervisors/managers
- Workers

COURSE CONTENT

Explains the basic concepts and principles of service quality, approaches in creating an “error free” service, art of error recovery, communication and teamwork for quality service.

This will likewise define tools and techniques necessary in developing creative solutions to errors in the delivery of service.

HOW TO AVAIL OF THE SERVICE QUALITY TRAINING PROGRAM

Companies interested to become beneficiary-firms may apply at the NWPC or RTWPB offices in their respective localities, or visit the NWPC website: www.nwpc.dole.gov.ph.

EXPECTATIONS FROM BENEFICIARY FIRMS:

- Creation of SQ Improvement Team that will oversee/monitor the program implementation
- Documentation of improvement program results
- Sustenance of program for continuous development of SQ best practices

“Service Quality is the job of the entire organization”



For more information, please contact:



NATIONAL WAGES AND PRODUCTIVITY COMMISSION

2/F and 3/F Dy International Bldg.
1011 Gen. Malvar cor. San Marcelino Sts.
Malate, Manila City 1004
Telephone: (02) 527-8013
Telefax: (02) 527-5519
E-mail: tcd.nwpc@yahoo.com
Website: www.nwpc.dole.gov.ph
dole.nwpc DOLE_NWPC

or the Regional Tripartite Wages & Productivity Board in your area

RTWPB NCR (National Capital Region)

2nd Floor Dy International Building
1011 General Malvar corner San Marcelino Streets
Malate, Manila City
Tel. (02) 400-6765; Fax (02) 527-5155
E-mail: rtwpb.ncr@nwpc.dole.gov.ph

RTWPB CAR (Cordillera Administrative Region)

3rd Floor DOLE Bldg., # 1 Cabinet Hills, Baguio City 2600
Tel. No.: (074) 3003452 Telefax: (074) 4243416
E-mail: rtwpbcar@yahoo.com

RTWPB I (Ilocos Region)

Rm 202-203, Juanita Commercial Building
Quezon Avenue, San Fernando City, 2500 La Union
E-mail: rtwpb1_rb1@yahoo.com

RTWPB II (Cagayan Valley)

3/F Andrew's Bldg. Luna corner Blumentritt Sts.
Tuguegarao City 3500
Tel. No.: (078)844-0956 Telefax: (078) 8441553
E-mail: rtwpb2@yahoo.com

RTWPB III (Central Luzon)

2/F Suburbia Commercial Center I, McArthur Highway
Maimpis, City of San Fernando, 2000 Pampanga
Tel. no.: (045) 963-1162
E-mail: rtwpb3@yahoo.com.ph

RTWPB IV-A (CALABARZON)

3rd Flr. Milan Prestige Bldg. National Highway
Brgy. Halang, Calamba City, 4027 Laguna
Telefax: (049) 5455511; (049) 8344030
E-mail: rtwpb4a@yahoo.com

RTWPB IV-B (MIMAROPA)

2/F Luna Bldg. 3, Gov. Infantado St., Calapan City,
5200 Oriental Mindoro
Tel. No.: (043) 288-1425
Email: rtwpbivb_dole@yahoo.com

RTWPB V (Bicol Region)

ANST Bldg., Washington Drive, Legaspi City 4500
Tel. No.: (052) 4815676 Telefax: (052) 8206692
E-mail: rtwpb5@yahoo.com

RTWPB VI (Western Visayas)

Rm. 30, 3/F Doña Maria Bldg. La Castilla, cor. EL 98 Sts.
Jaro, Iloilo City 5000
Telefax: (033) 320-5864/329-0880
E-mail: rtwpb6@yahoo.com

RTWPB VII (Central Visayas)

6/F DOLE VII Bldg., Gorordo Avenue, Kamputhaw, Cebu City, 6000
Tel./Fax No.: (032) 2668068/4129072
E-mail: rtwpb7@yahoo.com

RTWPB VIII (Eastern Visayas)

DOLE Compound., TreceMártires St., Tacloban City, 6500
Tel. No.: (053)321-0959
E-mail: rtwpb_8@yahoo.com

RTWPB IX (Western Mindanao)

Compartment No. 2-F H.C. Marketing Bldg.
Camins Avenue, Zamboanga City 7000
Tel. No.: (062) 991-2672
E-mail: dole_rtwpb9@yahoo.com

RTWPB X (Northern Mindanao)

Room 301, Ficco-Rector Branch, Tiano Bros-Abellanosa Sts.,
Cagayan De Oro City 9000
Tel./Fax: (088) 880-3920
E-mail: rtwpb10@gmail.com

RTWPB XI (Southern Mindanao)

2nd Floor R & T Yap Building cor. Bangoy and Monteverde Streets,
Davao City 8000
Tel. No.: (082) 2224652/3051877
Telefax: (082) 2242027
E-mail: rtwpbxi@gmail.com / rtwpbxi@gmail.com

RTWPB XII (Central Mindanao)

#102 ACEPAL Bldg., Mabini Ext., Koronadal City 9506
Tel. No.: (083) 520-0129
E-mail: rtwpbxii@yahoo.com

RTWPB XIII (Caraga)

Nimfa Tiu Bldg. J.P. Rosalez Ave. Butuan City 8600
Tel. No.: (085) 3429987, (085) 342-0744
E-mail: rtwpb13@yahoo.com

RTWPB-ARMM (Autonomous Region in Muslim Mindanao)

ARMM Complex, Cotabato City, Maguindanao
Tel. (064) 546-0410; Fax (064) 421-9728
E-mail: rtwpbarmm@ymail.com

Stop ERROR! GO Quality!



Service Quality

*Your Roadguide
to Productivity
and Competitiveness*

**Service Quality Program
for Key Employment Generators -
Hotel and Restaurant Industry
"Creating an Error Free Service"**



Department of Labor and Employment
NATIONAL WAGES & PRODUCTIVITY COMMISSION