



## 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](http://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:



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**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**