

I. ACCOMPLISHMENT BY STRATEGY

A. SOCIAL PREPARATION

a. Project Orientation for Project Staff

GOH-ILO Project Profiling Team consists of the Project Focal Person, Admin and Finance, Profiling & Field Staff and Project Documentor which have been oriented and given the project overview and its general objective on providing skills based capacity building program through class learning and immersion with the guests, peers and to our organic employees and so as to improve the social skills and discipline to be integrated within the norms of the Hospitality Industry.

b. Establish Project Admin and Finance

GOH-ILO Admin and Finance Team, apart from the accounting and finance duty, will be responsible for the coordination with the key stakeholders, filing of Trainee/Beneficiary Profiles, and facilitate social protection measure for target beneficiaries.

c. Baseline Data Gathering

The purpose of the baseline study is to provide an information base against which to monitor and assess an activity's progress and effectiveness during implementation and after the activity is completed. It serves as basis of to be used both for monitoring and evaluation use and future reference.

Table 1. Trainee/Beneficiary Profile (see figures on next page)

d. Community Organizing

- i. Letter of Request to conduct Profiling and Screening Process at Sta. Catalina Brgy. Hall have been signed and approved by the Acting Brgy. Captain Mr. Embran Boy Arabi for proper coordination and cooperation within the area.

ii. Validation and Assessment

Post training activity such as NC II Assessment will be subject for further evaluation and validation.

iii. Screening according to Set Criteria of ILO

Primary/Prioritized beneficiaries are IDP's, women and youth mainly affected by the September 2013 Zamboanga Siege.

a. Coordination with concerned agencies for Social Protection

Table 1.1 Social Security System Insurance Membership (see figures on next page)

Table 1.2 Philhealth Insurance Membership (see figures on next page)

Table 1.3 Philippine Red Cross Insurance Membership (see figures on next page)

B. INSTITUTIONAL, CAPACITY BUILDING AND SKILLS TRAINING

a. Project Orientation and Values Formation

Trainees were given an overview to understand the purpose, expectation and objective of the GOH-ILO F&B Service Skills Training and Development Program in Hospitality Industry and facilitate Values Formation on Leadership Perspective Training.

b. Actual Conduction of the Training Program

Conduct Skills Training in Food and Beverage directly conducted at Garden Orchid Hotel for 45 target beneficiaries, especially participants from IDP Communities and Host Marginalized Communities, prioritizing the vulnerable and marginalized youth (60% of total beneficiaries out of which are at least youth women), including IP People with disabilities, if any in identified area and based on their interest.

1. Participation Impact amongst Trainees/Beneficiaries.

Project Wise	Geographic Wise	Course Wise	Ethnic Wise
F&B Service Skills Training Program caters and opportunity for both men and women based on the skills and knowledge that they absorbed from the lessons.	44% of the Trainees reside from Sta. Catalina while the rest came from different barangays: 18% Sta. Barbara 16% Talon Talon 7% Kasanyangan 5% each for San Jose, Sinunuc and Rio Hondo.	Most of the young women enrolled in the program excel in the Classroom Training Proper thru Oral Recitation and Written Exams. While most of the young men excel in the Practical Course of the Training.	20% of the Trainees were Christians who fluently speak in Chavacano while the rest were Muslims who speak in Tausug based on their ethnic race.

C. PROJECT COMPLETION AND FINAL REPORT

a. Submission of Project Report

Submission of report on project activities and documentations on a weekly and monthly basis, including financial reports. Final report will be submitted 10 days after the completion of performance of services.

b. Lessons Learned, Best Practices

It was too early to quit and never too late to dream. The journey of the trainees has never been easy, with all the challenges that they've faced all throughout the years after the 2013 Zamboanga Siege. They bravely faced those trials which led them to the doors of opportunity opened by the International Labor Organization in partnership with Garden Orchid Hotel.

We have let them swim into the river of chances, and prepared them to wander into the ocean of opportunities. We taught them how to catch a fish and no longer be dependent on others to receive one. We are glad that after all the trainings that they've gone through, the dedication and hard work that they've shown, they are now harvesting on their own and earning a better living for their family and loved ones. With such pride and honor, from initial of 45 trainees, all 44 have graduated and are now capable of doing the tasks as F&B Service Provider as they are now ready to conquer the challenges of the real workplace environment in the Hospitality Industry.

After completing the 300 hours of the F&B Service Skills Training Program, we embraced them and some are now rendering duty in our organization and hopefully in the near future, they will be able to conquer the opportunities locally and internationally.

"There is no better way to understand the knowledge learned than putting it into practice in the real world of Hospitality Industry."

OVERVIEW

GARDEN ORCHID HOTEL will open its doors to Internally Displaced Person (IDP) and Marginalized Community participants for the skills training in Food and Beverage Services offering them the opportunity to learn and immerse in learning in a Three-Star hotel environment and use of its facilities which will accelerate their learning and understanding with the experiential learning and training through practical experience of the training participants. The hotel holds a high prestige of service and quality fine dining and one of the hotel industry leaders in the Zamboanga Peninsula.

The skills training program to be conducted by Garden Orchid Hotel and in partnership with the International Labor Organization (ILO) is intended to enhance the capacity and capability of the IDP communities to access income generating opportunities and employment which are decent, competitive and sustainable in the field of Hospitality Industry focusing in F&B Service.

OBJECTIVE

General Objective:

To provide skill based capacity building program through class learning and immersion with the customers, peers, and to our organic employees. Thereby, to improve social skills and discipline to be integrated within the norms of the Hospitality Industry.

To close the gap of mismatch, and to produce world-class employees who are well-equipped with the knowledge and skills necessary in the field of specialization while providing them local employment opportunity in the hospitality industry.

Specific Objective:

- To provide trainings to Internally Displaced Persons (IDP's) for them to acquire the knowledge and skills in the field of Hospitality Industry, particularly in Food and Beverage Services;
- To provide the actual exposures, social skills and the discipline needed for them to be an effective and efficient Professional Service Provider, thereby acquiring a suitable job after the training program.

July 28-29, 2016

Waling-Waling 1

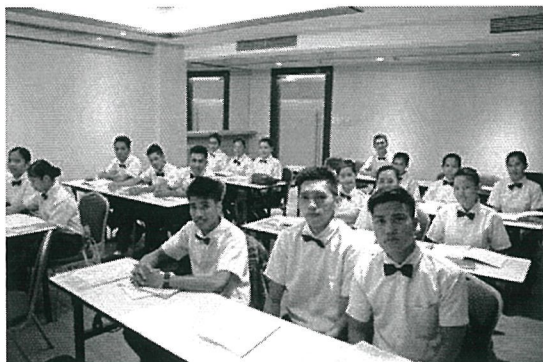
Day 1- Class Masigasig



Day 1-Class Masinop



First day of training for Class Masigasig and Class Masinop was started with the opening prayer for both Christians and Muslims by the chosen representatives with all due respect to each and everyone's' religion.



Everybody seems to be very excited for the first day of training wearing their professional looking training uniforms. Look at those happy faces.

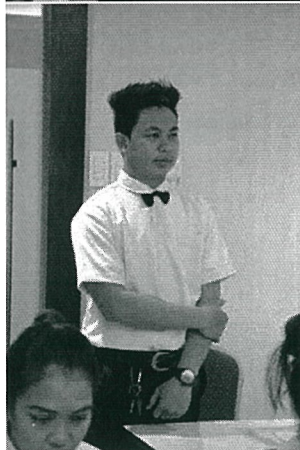


For the training proper, Mr. Cris Soriano will be their mentor/facilitator in the aspects of Food and Beverage industry. Mr. Soriano has been in the Hospitality Industry for quite a long time and he is also the Executive Assistant Manager of Garden Orchid Hotel and will be the trainer of both classes for the next 50 days.

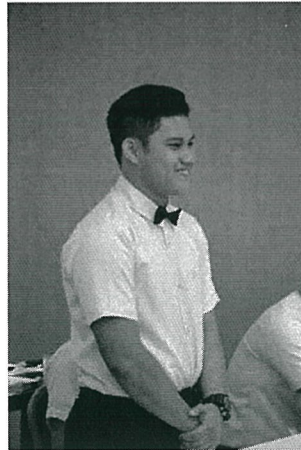


Ms. Jeansy Linda introduced herself on the first day of the class as one of the facilitators of the class. She will be the one in-charge of the class immersion to furtherly teach the basics, including the standard opening, operating and closing procedures of F&B Service. During the immersion, the trainees will be able to apply their knowledge on such terms and terminologies that they've learned in the classroom.

Class Masigasig



Class Masinop

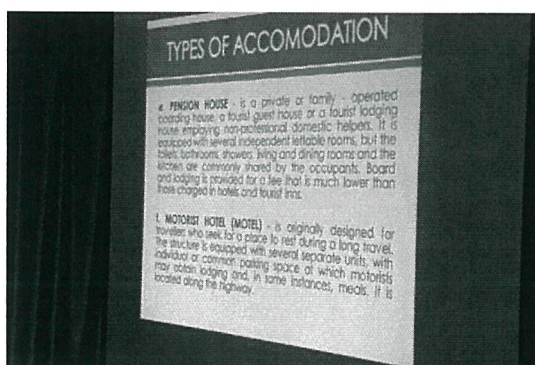
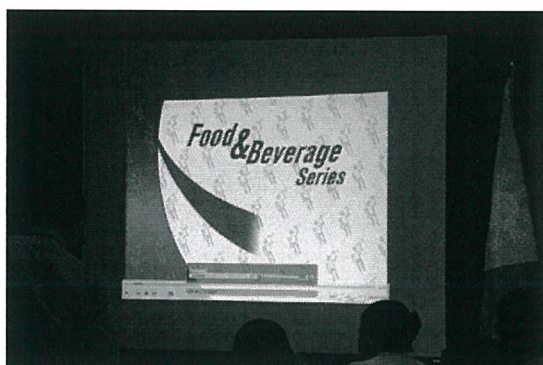


The Trainees also got the chance to introduce themselves, their status in lives and their dreams and passion in life. Most of them expressed their willingness to join the Garden Orchid Hotel Family in the field of hospitality industry after their training.

Their transformation from orientation day is inevitable. Seeing the smiles on their faces is one reason that they are really enjoying the first day of training and the rest of the days to come.

Class Masigasig

Class Masinop

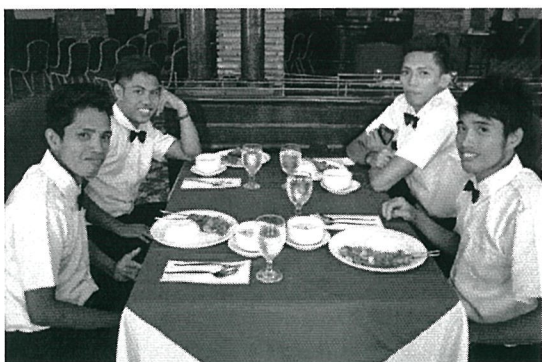


Lesson for the day: Introduction to Hospitality Industry and an overview of Food and Beverage Service Industry. (Film Viewing, Lecture and Discussion)

The trainees lend their ears as Sir Cris discussed all the aspects of hospitality industry, its components and importance.

Class Masigasig

Class Masinop





LUNCH BREAK. Time to fill their tummies up to fully charge their mind and body for the continuation of the training proper afterwards.



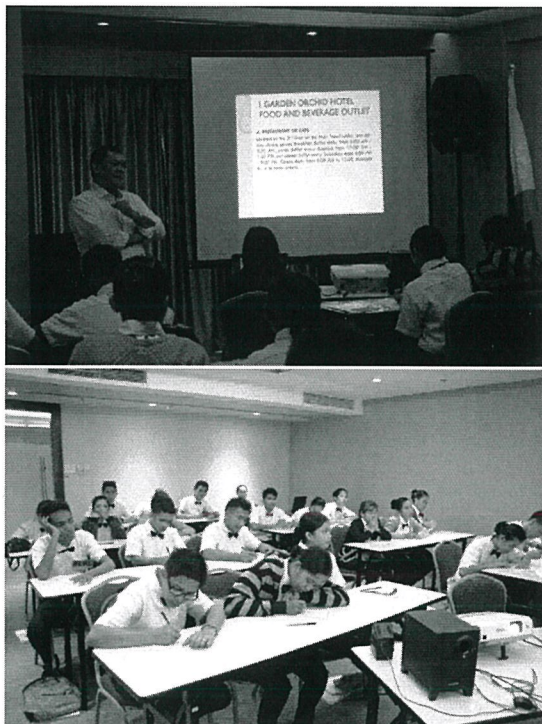


Ms. Rizalyn Vale, ILO Zamboanga Project Coordinator, welcomed the trainees on their first day of training and gave a few words of wisdom to encourage them to give their 100% commitment on the program. She also gave them a constant reminder of how lucky they are to be chosen as participant in a very rare project concept whereas the employers will also be the trainers/facilitators of the program.

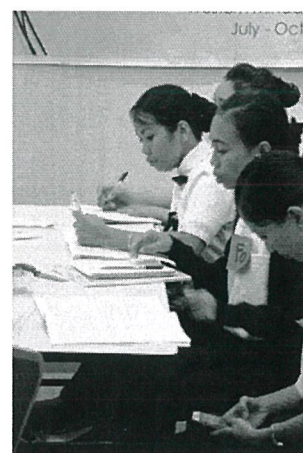
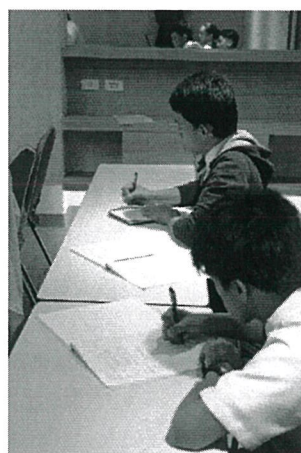
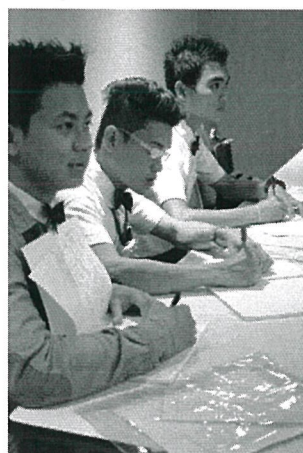
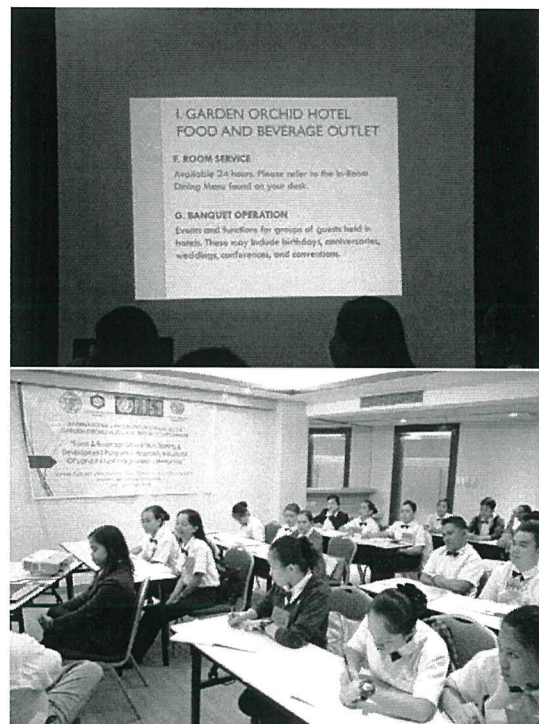
July 30-August 1, 2016

Waling Waling 1

Day 2-Class Masigasig

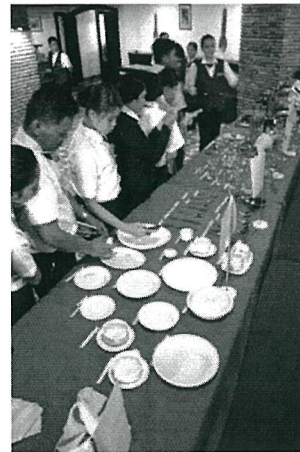
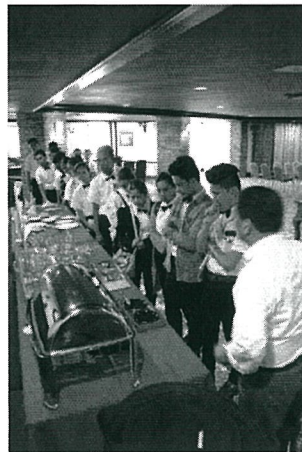
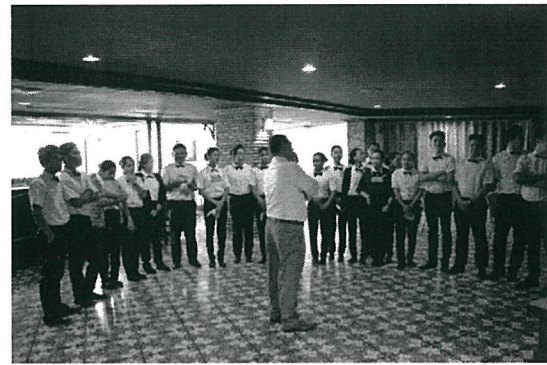
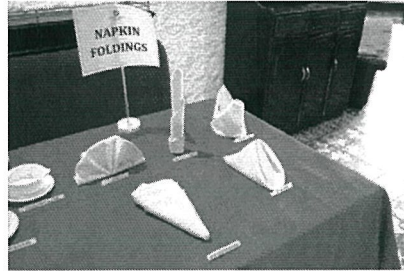


Day 2-Class Masinop



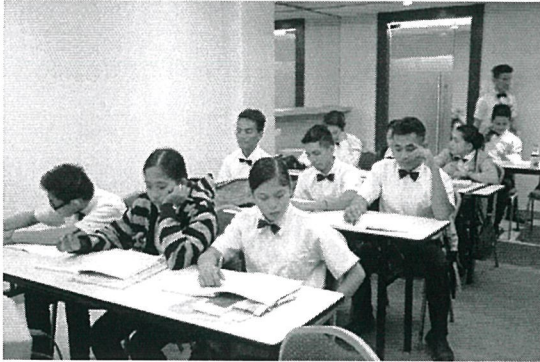
Today's lesson is all about the Garden Orchid Hotel Food and Beverage Outlets and The Equipments, Tools and Utensils used in the F&B Outlets. Everybody seems to be very busy taking down notes and preparing themselves for their first quiz in the afternoon.

Day 2-Class Masigasig



Trainees were able to familiarize themselves on some of the F&B Equipments, Tools and Utensils which were available for display at Baron. These tools and utensils were the very weapons of each F&B Outlets which they will encounter in the actual workplace during their immersion/practical.

Day 2-Class Masigasig



Day 2-Class Masinop



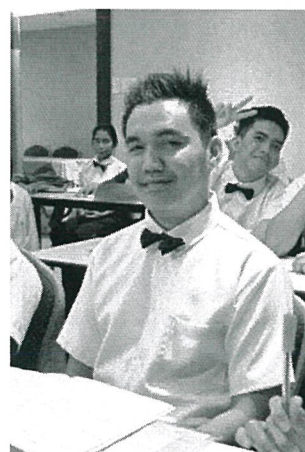
Everybody in the class were preparing for their first quiz consisting of 25 items in an enumeration and fill in the blank type of test covering the lessons from their first day of training.



Look at those clueless faces as they take their first quiz seriously. They seem to be very concentrated and focused on thinking about the answers on the questions which were projected on the widescreen viewer.



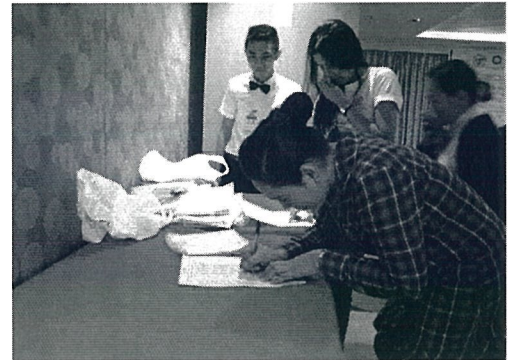
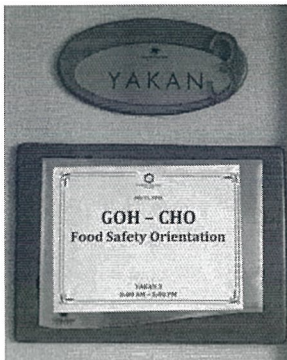
Jewelyn Baguio scored 21 points out of 25 items making her the highest scorer for Class Masigasig.



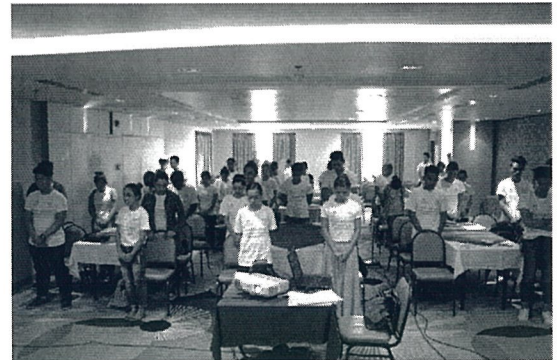
For Class Masinop, it was Pahad Jaradi who scored the highest amongst his co-trainees with a score of 23 over 25.

**July 31, 2016
Yakan 3**

**Garden Orchid Hotel and City Health Office Food Safety and Sanitation Orientation
Day 3 of Class Masigasig and Class Masinop**



THIRD DAY of the training was held at Yakan 3 for their Orientation to Food Safety and Sanitation which was conducted by the City Health Office. Before the orientation starts, we've distributed their visibility shirts as one of their training uniforms during immersion.



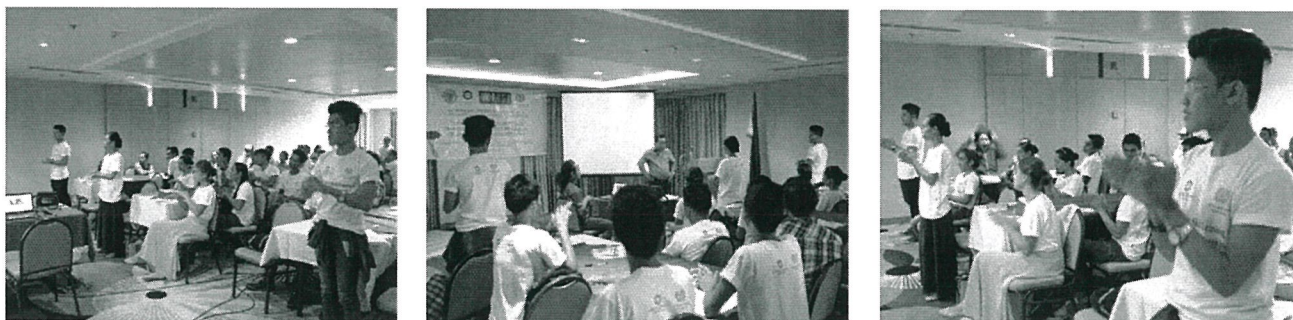
Opening Christian prayer was led by Mr. Sharibar Pajiran while Aljibal Jamdani led the Islamic Prayer to ask for forgiveness and claiming all the blessings and to further seek guidance and protection from above.



Orientation guest speaker was Mr. Domingo Pallar, Sanitation Inspector 3 of Zamboanga City Health office. He has been a part of CHO for quite a long time and has been invited to other Health related events as guest speaker also. He discussed all the aspects of Food Safety and Sanitation and its relevance to the Food Establishments and its employees.



Everybody in the room became very lively when Mr. Pallar started to talk in front of the trainees. He was very consistent on delivering his discussions in an entertaining manner wherein the trainees can really catch up. Topics were about the Different Types of Bacteria and Viruses, Definition of Cross Contamination, Types of Hazards, Hazard Analysis Critical Control Point (HACCP) and last but the important lesson is the most effective way of avoiding and eliminating possible cause of contamination, Proper Hand Washing.



For the Proper Hand Washing segment, 3 volunteers from the trainees demonstrate the sequence for proper handwashing. Starting of from the palm to the fingers and in between rubbing for at least 20 seconds.

F&B Service Skills Training and Development Program in Hospitality Industry for IDP's And its Host Marginalized Communities



LUNCH BREAK. On the menu were Chicken Teriyaki and Beef Culma with Plain Rice, Cream of Corn Soup and Fruit Jell-O for dessert.



After the sumptuous lunch meal, it was time to give thanks to the guest speaker, Mr. Domingo Pallar for his outstanding delivery of the Food Safety and Sanitation Orientation to all the trainees of F&B Service Skills Training Program. The event experience a short period of power interruption due to rotational brownout in the area but the issuance of certificate must go on. The Certificate of Recognition and Token of Appreciation were given to Mr. Domingo Pallar by Ms. Ferlyn Mae Esperat, GOH-ILO Project Facilitator.



After the orientation, Ms. Rizalyn Vale, ILO Zamboanga Project Coordinator addressed her amazement with the physical and behavioral transformation of the trainees since day 1 and on how they interact with their colleagues and facilitators with such respect. She also emphasizes the importance of the project not only for documentation purposes but for self-actualization also. The training program will help them to boost their confidence and self-esteem and to close the gap of any mismatch amongst them.

**F&B Service Skills Training and Development
Program in Hospitality Industry for IDP's
And its Host Marginalized Communities**



Class Masinop



Class Masigasig

**F&B Service Skills Training and Development
Program in Hospitality Industry for IDP's
And its Host Marginalized Communities**



**Class Masigasig and Class Masinop with Ms. Rizalyn Vale,
Mr Sharibar Pajiran and Ms. Ferlyn Mae Esperat**

**August 2-3, 2016
Waling Waling 1, Hotel Tour**

Today's' topic is all about Garden Orchid Hotel F&B Outlet Familiarization to all trainees, including operating hours.

- Café Restaurant
- Lobby Bar
- Ground Zero
- Poolside Snack Bar
- Vamos Snack Bar
- Banquet Halls/Function Rooms

The trainees get to learn about the following through familiarization tour.

Day 4-Class Masigasig



Day 4-Class Masinop



La Azotea Function Room by the Poolside. Good for a maximum of 80-100pax according to preferred set-up.



Garden Wing Café – future restaurant and bar for the expansion of Garden Orchid Hotel with a maximum of 150 pax seating capacity.

Class Masigasig



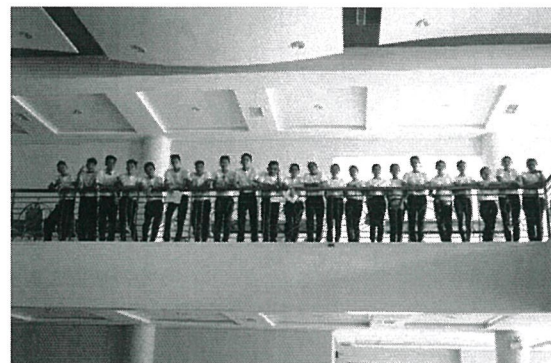
Class Masinop



Subanen Function Room located at 3rd floor Garden Wing. Good for a 200-250pax according to organized set-up.



Back Area of Subanen and Yakan 1, 2 and 3 as service area for the Banquet Waiters assigned at the group function.



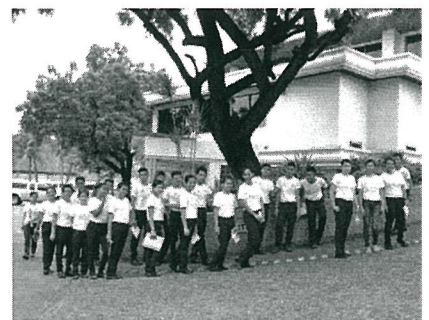
Convention Center, one of the largest function rooms in the hotel which can accommodate up to a maximum of 1,200 guests (800 at 1st floor and 400 at mezzanine) according to preferred set-up.

Masinop



Picture taking on the way to the function rooms and other F&B Outlets.

Yakan 1-3 and Badjao 1-3 function rooms were not available for viewing since there were scheduled events/functions on that day.



Ground Zero Sports and Music Bar & The Ballroom at the 9th Floor, a newly opened function room with a maximum seating capacity of 400 guests according to set-up.



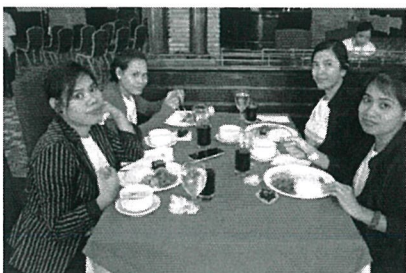
After the tour, the trainees gathered at Waling Waling 1 for their AM Snack. Ms. Rizalyn took the time to talk with the trainees about the ILO's Role in Conflict and Disaster Settings. By the time of 2013 Zamboanga Siege, ILO, with the help of the Local City Government, has been very cooperative and supportive in helping the victims of the crisis, up until now with all the ILO Skills Based Trainings and Projects. With this matter, Ms. Rizalyn highlighted the goal of International Labor Organization (ILO) to enhance the capacity and capability of the IDP communities to access income generating opportunities and employment which are decent, competitive and sustainable in the field of Hospitality Industry focusing in F&B Service.

Class Masigasig



MENU FOR THE DAY: Cream of Pumpkin Soup, Beef Bulgogi and Cantonese Fried Chicken.

Class Masinop



MENU FOR THE DAY: Chicken Binakol, Beef Steak Tagalog and Roasted Chicken Inasal.

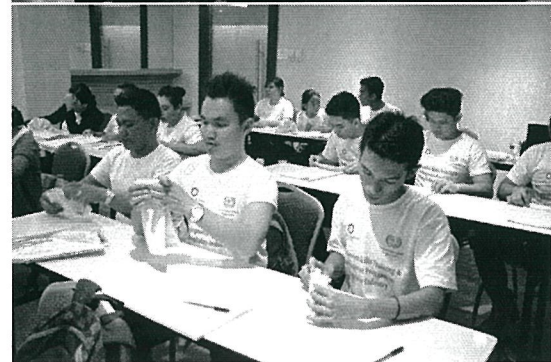
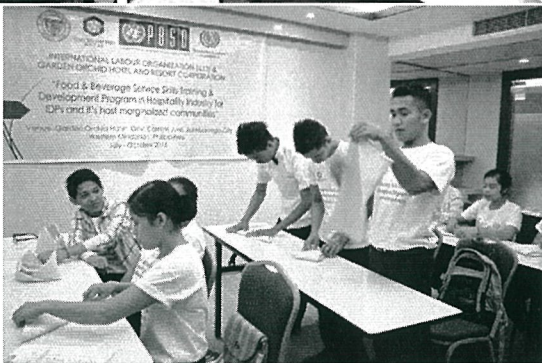
Class Masigasig

Class Masinop

F&B Service Skills Training and Development Program in Hospitality Industry for IDP's



and its Host Ma



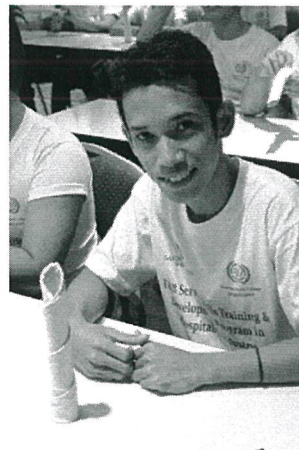
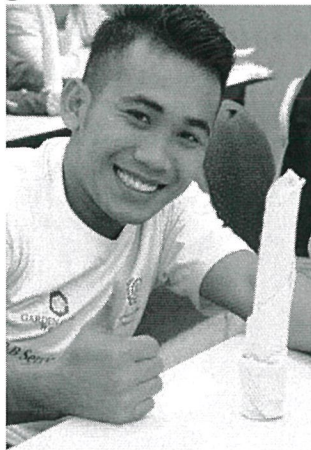


Afternoon lesson for the day is the Art of Napkin Folding which is an essential part on the dining table set-up as discussed and demonstrated by Ms. Jeansy. As the objective of creating a beautiful napkin fold is to enhance your table presentation and create a harmonious atmosphere. A dining room is better served by the use of the correct style and size of napkin fold, and the right color in respect of the room décor.

Class Masigasig

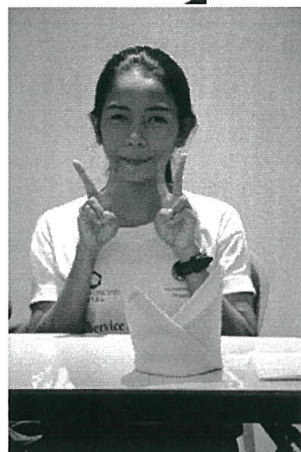
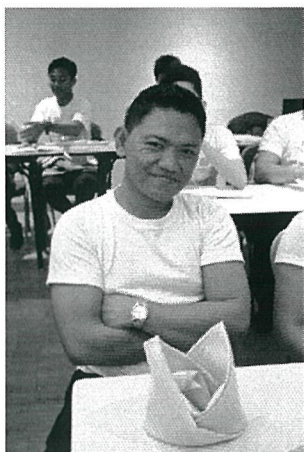
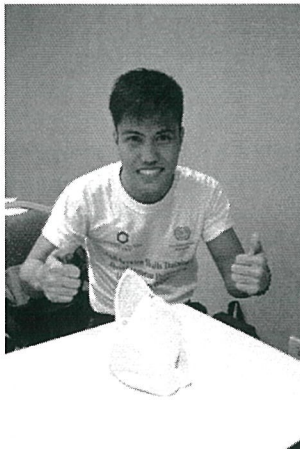
Class Masinop

Basic Napkin Folding #1- Candle

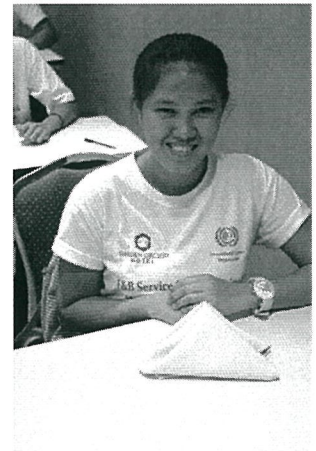
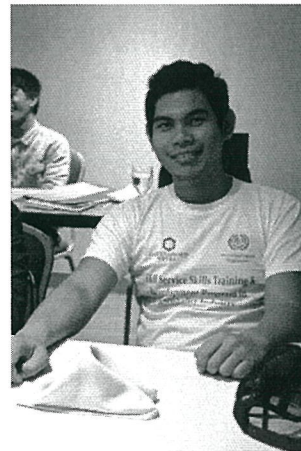
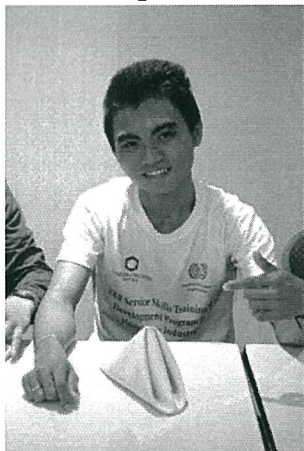


Basic Napkin Folding #2- Bishop's Hat

Most Marginalized



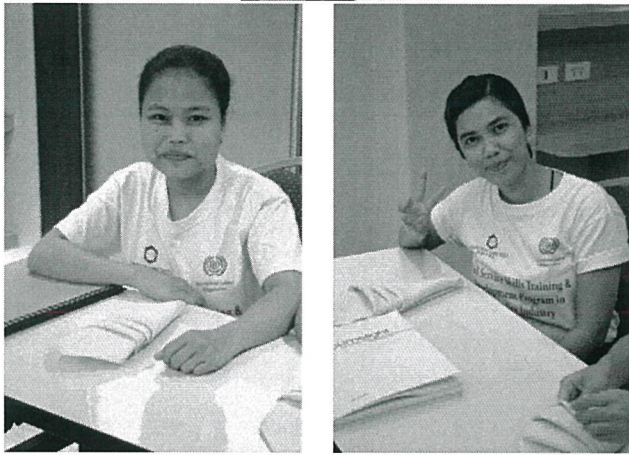
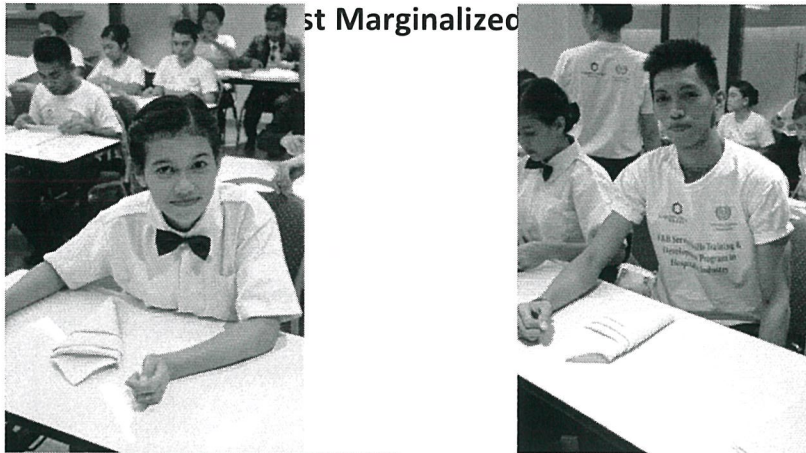
Basic Napkin Folding #3- Pyramid



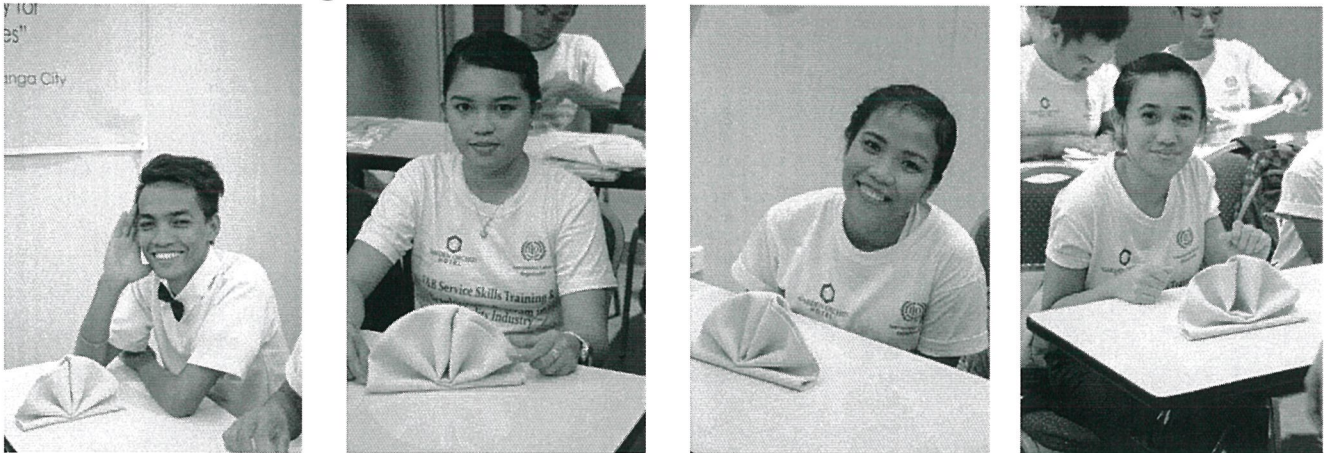
Class Masigasig

Class Masinop

Basic Napkin Folding #4- Ice Cream Cone



Basic Napkin Folding #5 - Fan

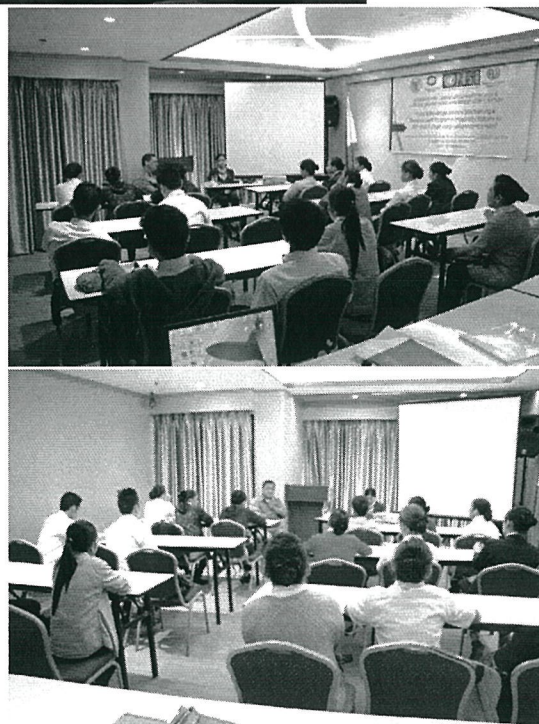
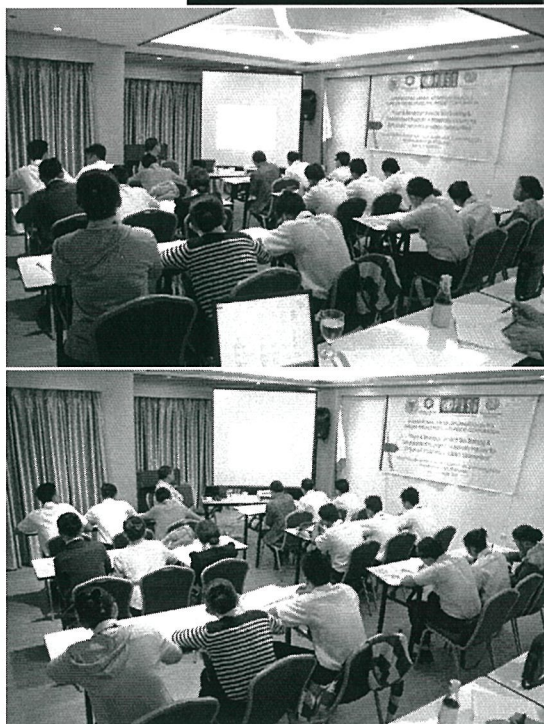
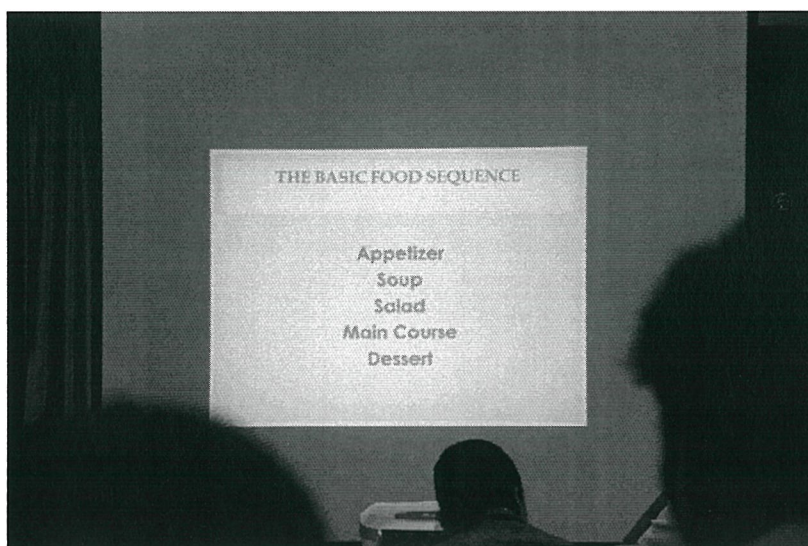


All the trainees were able to learn and demonstrate the 5 Basic Napkin Folding as taught by Ms. Jeansy. They all had gained knowledge and had fun at the same time by getting to try doing it on their own. Before, they only see it on display and now, they already know how to do it which is an addition to the learnings that they can surely use in the future in the field of Food and Beverage.

**August 4-5, 2016
Waling Waling 1**

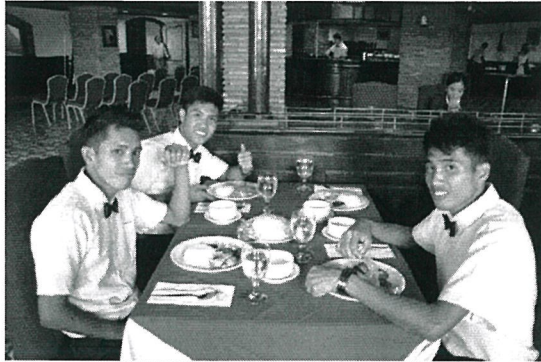
Day 5- Class Masigasig

Day 5-Class Masinop



LESSON FOR TODAY: Lecture and discussion on Different Types of Physical Arrangement, Basic Food Sequence and Service Concept. In this course of the training, trainees will be able to identify the different types of service concept and the general rules of table setting.

Day 5- Class Masigasig

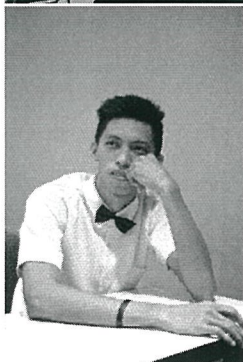
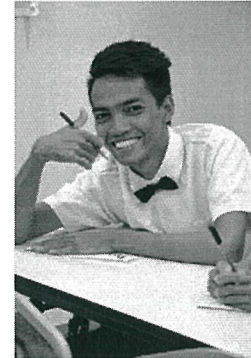
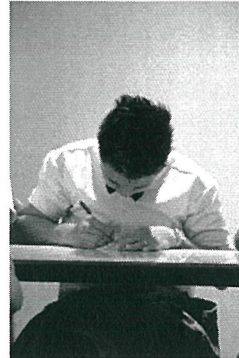


Day 5-Class Masinop



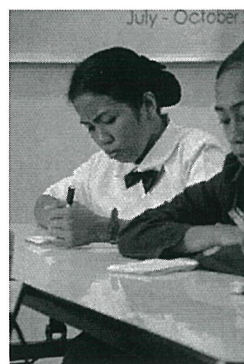
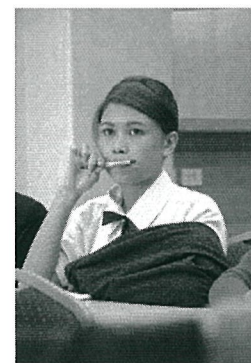
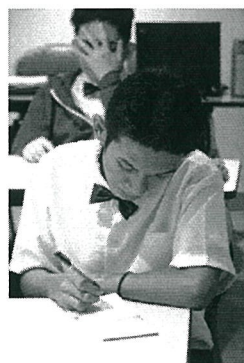
A heavy lunch meal prepared by the chefs to fully charge their tummies for the afternoon quiz from the last meetings' topic.

Day 5- Class Masigasig



Confident faces of Class Masigasig trainees as they answer each question for their second quiz. Everybody seems to be confident with their answers.

Day 5-Class Masinop



Everybody seems very clueless as Class Masinop took their second quiz. They took the exam very seriously to get a passing grade or even perfect the exam.

**August 6 and 8, 2016
Waling Waling 1**

Day 6- Class Masigasig

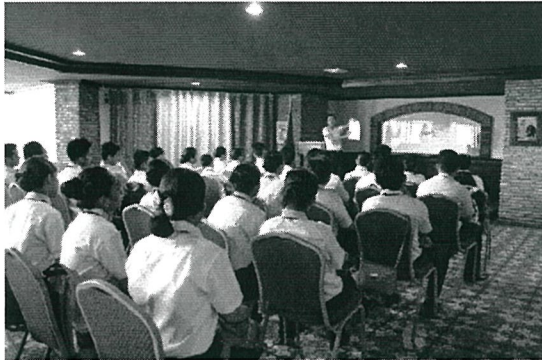
Day 6-Class Masinop



Sir Cris demonstrates the manner of seating the guest and providing them with a table napkin and how to properly place it on the guests' lap with prior asking of permission. Johnrenz and Alnalyn demonstrated it in front of the Class Masigasig while Pahad and Carmina showed it to Class Masinop.

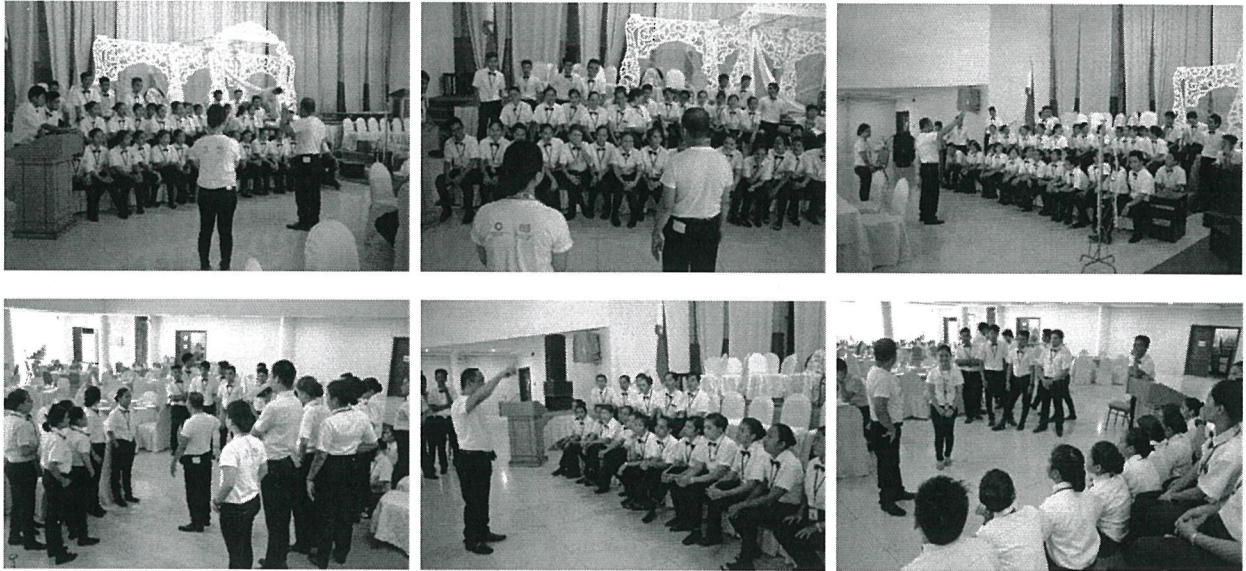
Today's lesson is all about the Basic Food and Beverage Service Sequence. They had their whole day lecture and discussion in preparation for the next days' actual exposure on the Dining Room.

**August 7, 2016
Baron and Convention Center
First Immersion of Class Masigasig and Class Masinop**



Today is the first immersion of both classes. They will be exposed to actual event pre set-up procedures to be led by Mr. Henson Pobletin, GOH Banquet Supervisor.

Before the deployment, both classes gathered at the Baron for an assembly and briefing. They were also introduced to the definition and importance of a BEO or Banquet Event Order by Ms. Jean Iree Gerola, Project Facilitator/Documentor, wherein all the pre-arranged requirements for a certain event were indicated. All the details arranged by the Event Organizer and the GOH Sales Office were printed and distributed to all concerned hotel departments for a proper and organized execution of a particular event.



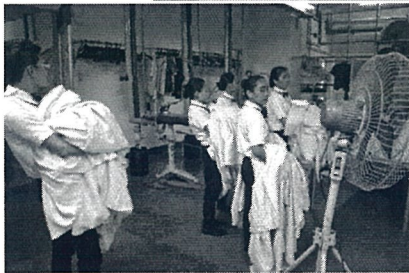
Mr. Henson Pobletin conducted a briefing before giving specific tasks to all trainees. He gave them an overview of what would be the physical arrangement for the Wedding Event in the afternoon for them to be able to achieve the set-up that is required and requested by the Event Organizer.



Division of Labor

The Class was divided into 3 groups: The Linen Men, The Polishers and The Carriers.

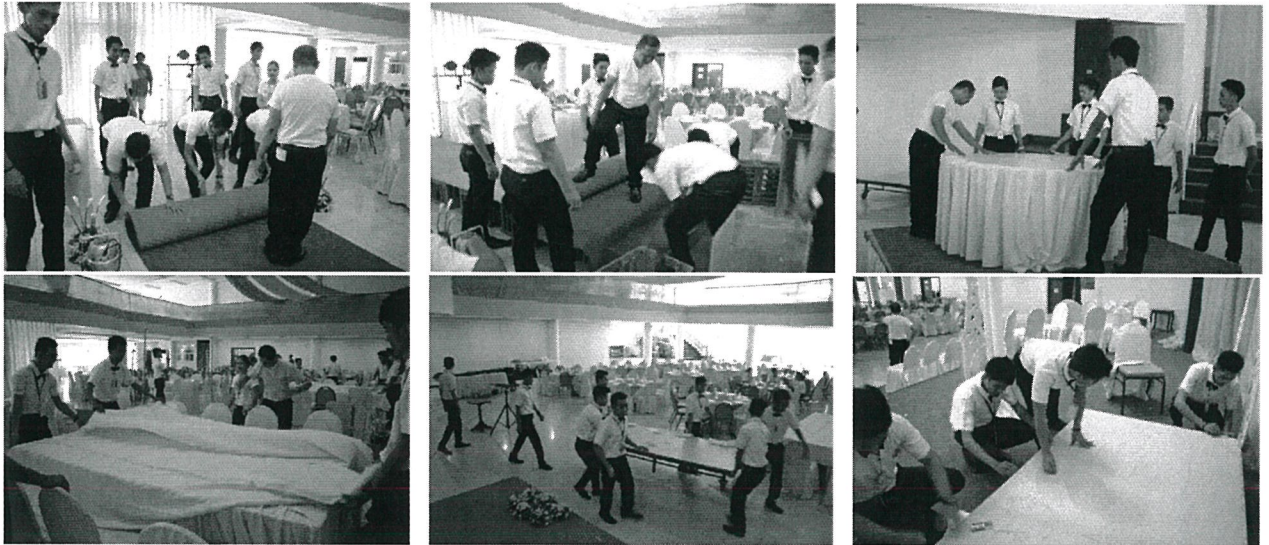
Each group plays a vital role with the success of the event, helping each other hand in hand.



First group was assigned to check the number of chair covers, table cloths and table toppings needed for the event and to coordinate it with the Laundry Department to make sure that all linens are free of dirt and stains.



The second group was assigned as Polishers, or those who makes sure that all Chinawares, Glasswares, Flatwares and Cutleries to be used for the event were free of smudges and possible food debris.



The last group was assigned to help Mr. Henson to set-up the tables and chairs and other important decors to be used for the event.

Over-all, the groups must impose teamwork in order to achieve their goal: to ensure that every details written on the BEO-Physical Arrangement must be followed and in accordance to the guests' preference.

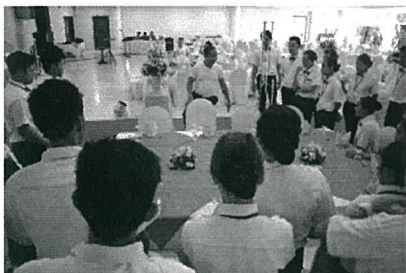


And its Host Marginalized Communities

Mr. Smart Salomes also guided and taught the trainees on how to properly put the table cloth against the table. He shared some techniques on how to do it easily and the trainees excitedly tried it on their own.



Mr. Henson showed the trainees on how to do skirting and decorating the cake table for a wedding event.



After all the mise-en-place and pre set-up was done, Mr. Henson took the rest of the remaining time to teach the trainees all about the Basic Service Sequence in a Banquet Set-up and all the pointers and important details that needs to be checked prior guest arrival.

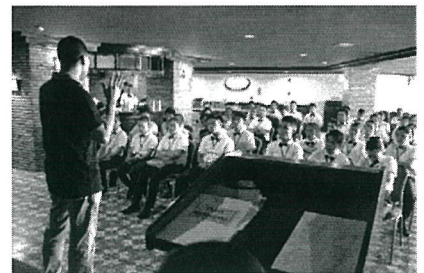
- Making sure that all chairs were aligned perpendicular to the chair in front.
- Cutlery set-up must be aligned also with the span of the chair and in accordance to the standard set-up of an inch from the edge of the table.
- Water Goblets must be placed on the right hand side of the guest, on top of the spoon or knife, depending on what kind of menu and service.
- Table napkins must be neatly pressed and folded.

- And its Host Marginalized Communities

goblet.



Lunch Break. After a tiring but knowledge-filled activity at the Convention Center, everybody deserves a sumptuous meal to fill their tummies. Of the menu was Chicken and Corn soup, Beef Lumpia and Grilled Chicken.



Focus Group Discussion with Mr. Bryan T. Go

Refresher for today's activity was done by Sir Bryan. He asked the trainees about their experiences for the day and their feeling and insights with regards to the tasks assigned to them. He also emphasized the importance of the Banquet Event Order as it was the most important document in a particular event. The event details, meal and physical arrangement as required by the event organizer were indicated in the BEO for the rest of the Hotel Departments to follow and organize their contribution to the success of the event. He ended up giving inspirational message for the trainees to get motivated on whatever they do, and to keep dreaming of something that eventually, someday will happen through hard work and perseverance.

**August 9 and 10, 2016
Waling Waling 1, Baron**

Day 8-Class Masigasig



Day 8-Class Masinop



Sir Cris taught the trainees about the standard set-up for Lunch and Dinner through actual demonstration conducted at Baron. He shared the tips and techniques for proper alignment between the chair and the cutleries placed on the table.

Class Masigasig



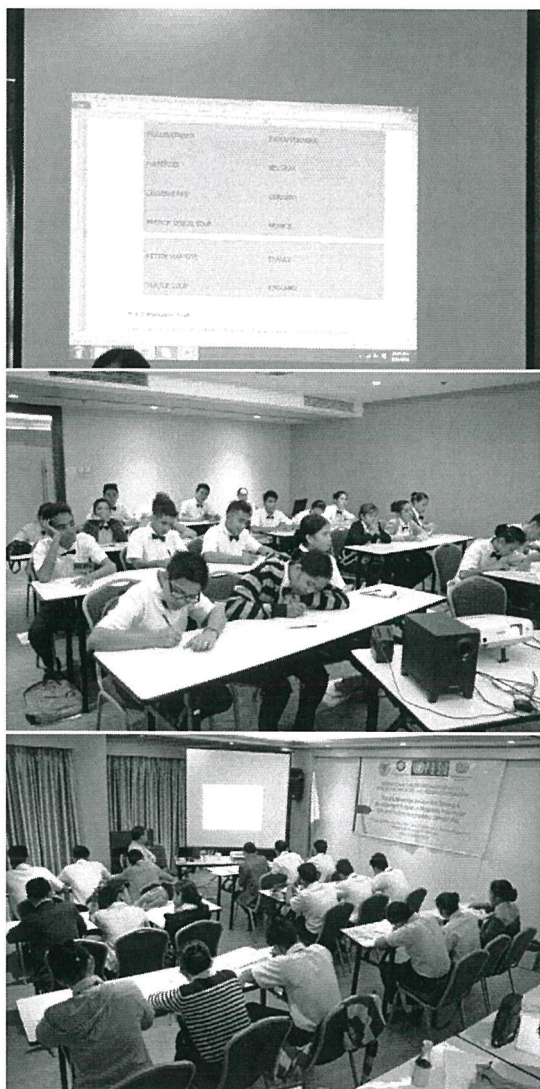
Class Masinop



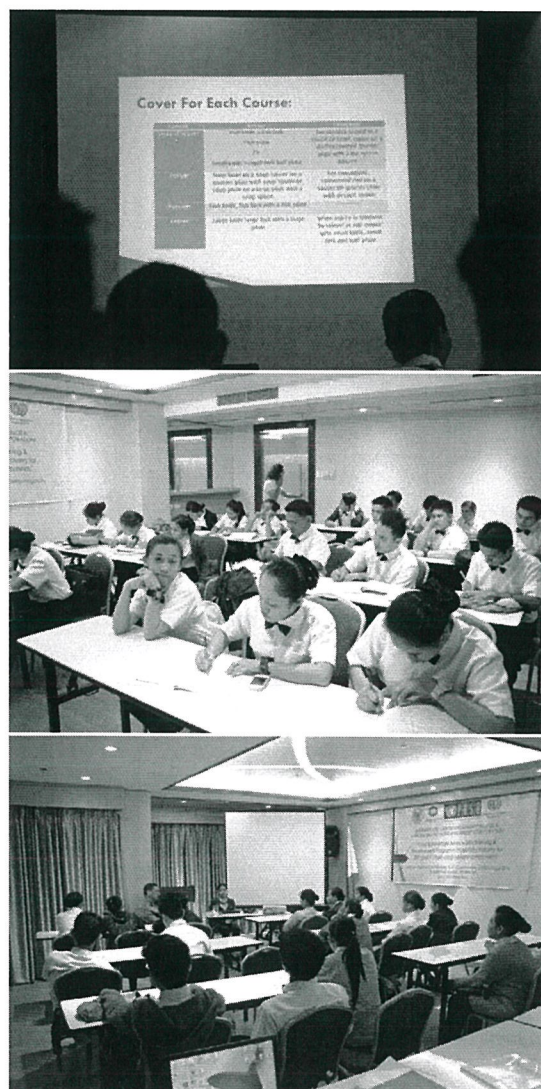
Each and every one of the trainees gets to demonstrate the basic table set-up and be checked by their colleagues to further enhance their knowledge and skills by giving constructive feedback to each other.

**August 11 and 12, 2016
Waling Waling 1, Baron**

Day 9-Class Masigasig



Day 9-Class Masinop



LESSON FOR THE DAY: Different kinds/types of Menu

- The Classical Menu and the Sequence of courses

Trainees had a lecture regarding the topic and were able to gather information about the different kinds/types of menus through lecture and discussion.

Class Masigasig



Class Masinop



After the lecture and discussion, trainees get to have their lunch at exactly 12:00noon to prepare their minds and body for their third quiz so that all of them can get a perfect grade since Sir Cris told them that the trainees who will get a perfect score will have a surprise incentive from him.

Masinop



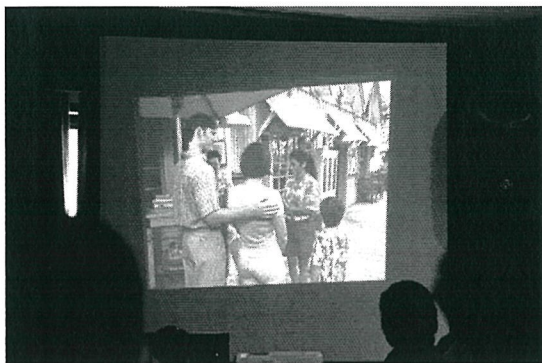
During the exam, everybody seems to be very focused on answering each question since they were very excited on what the surprise incentive for the highest pointer could be.



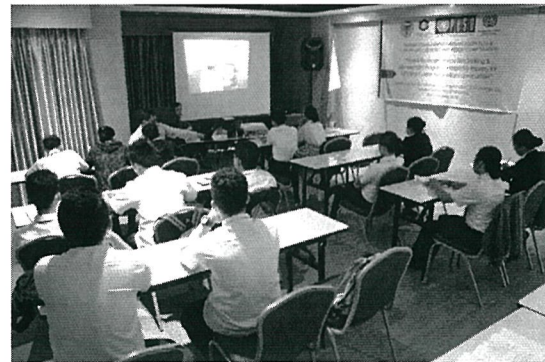
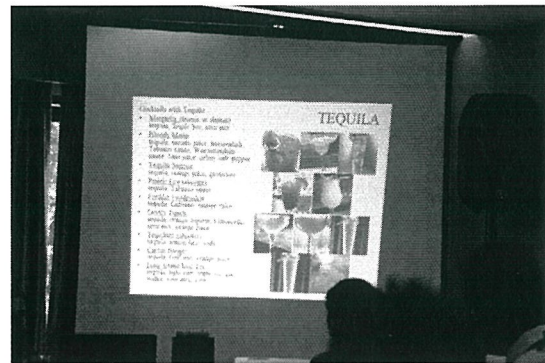
And the results are out, 3 trainees from both classes were able to get a perfect score from the 40-item quiz and those trainees were Jewelyn-Class Masigasig, Carmina and Adarna of Class Masinop. The fruit of their effort in reviewing for the exam is a box of Whole Egg Pie for them to take home to enjoy with their family and friends. The girls could not hide their happiness and gratitude as they receive their prizes. With this, they are more motivated to keep on studying and absorbing knowledge that they learn from the class.

**August 13 and 15, 2016
Waling Waling 1**

Day 10-Class Masigasig

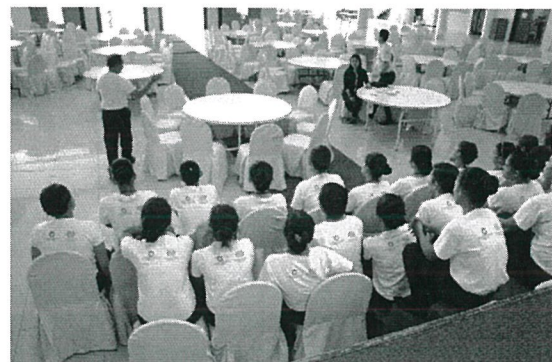


Day 10-Class Masinop



Lesson for the day: Film Viewing refresher on Basic F&B Service Sequence from greeting and seating the guest to their table and billing presentation. They also had a lecture on Cocktails and Mock tail and so as Wines and Spirits as an overview.

**August 14, 2016
Baron and Convention Center
Second Immersion of Class Masigasig and Class Masinop**



Lesson for the second immersion is all about Basic Banquet Set-up which includes Table and Chair Alignment, Table Spacing, Sitting Capacity per table. Mr. Henson Pobletin, shared with the trainees about the standard procedures on how to set-up the chairs and tables demonstration. He also added up some techniques to make the task easier.

Six Trainees were called out by Sir Jun to demonstrate what he just taught and to see how attentive they are in the class.



All the trainees were able to do the task at a given time. Though there were minimal errors such as Table Alignment and Spacing, Sir Jun was really impressed by how these trainees were able to do things with minimal supervision.

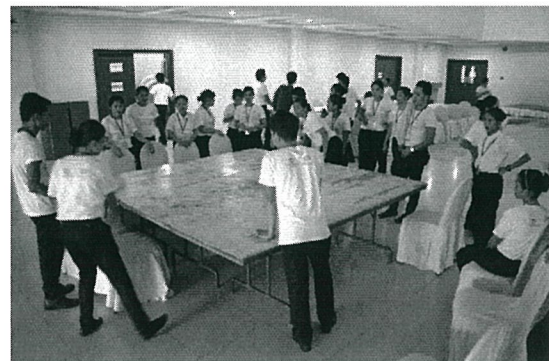
After the individual demo, Sir Jun grouped the class into 3 and instructed them to do different types of Banquet Set-up to be dictated by him. The task requires attentiveness, good listening skills and attention to details to be able to do the task smoothly.



Assigned set-up for the first group was Hollow Square Set-up good for 20pax. The team is consisting of Adarna (Leader), Midz, and JohnRenz. Upon checking, Sir Jun have seen no errors made by the team which made him to give them a score of a perfect 100.



Second group consisting of Quinana (Leader), Hannan and Alvic also got a perfect 100 by Sir Jun upon seeing that they were able to do the U-Shape Set-up for 40pax.





unities

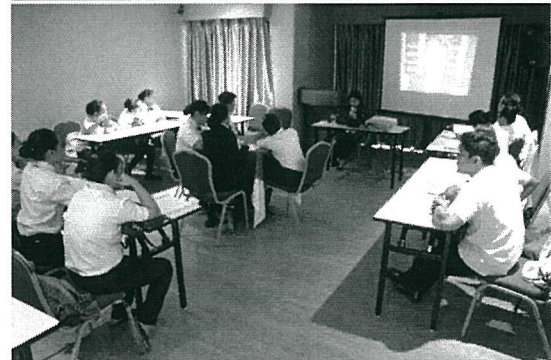
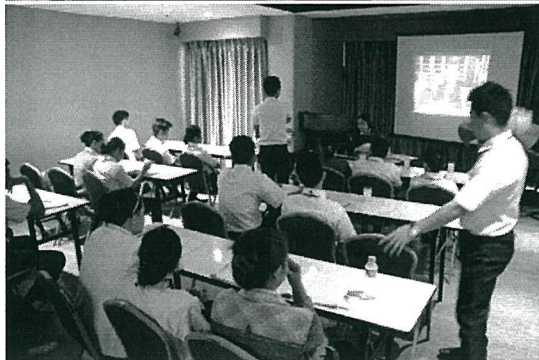
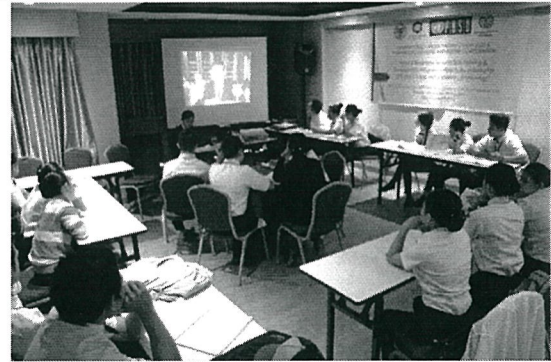
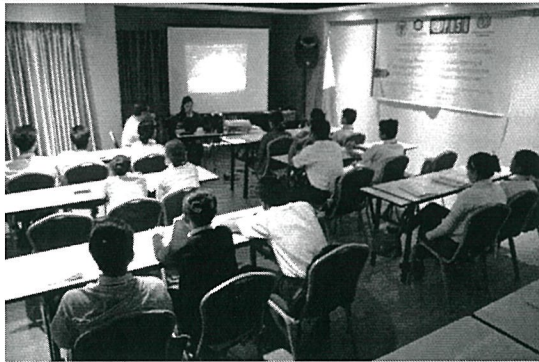
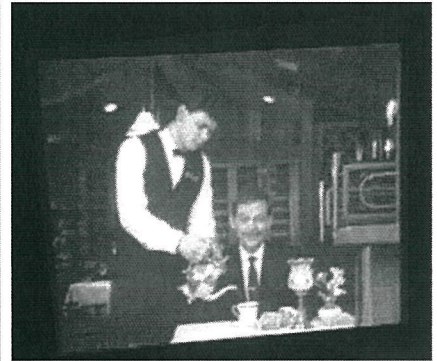
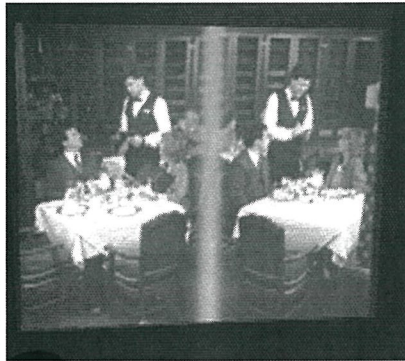
Last group was Myrna (Leader), Archie and Mursidi which got a 90% score since they were not able to finish the Boardroom Set-up for 15pax on time. They had difficulty on whether to add additional table to fit the 15pax or not.

**August 16 and 17, 2016
Waling Waling 1**

Day 12-Class Masigasig



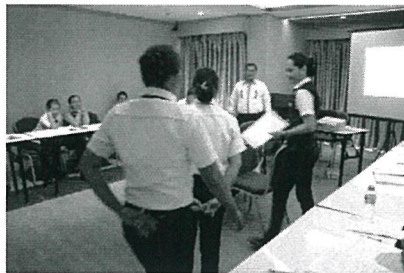
Day 12-Class Masinop



FILM VIEWING: Basic F&B Service Sequence in the Dining Room.

Film shows the do's and don'ts of a F&B Attendant behavior in the dining area and the standards of following the Food and Beverage Service Sequence. From the manner of welcoming the guests to the restaurant, taking and serving their orders, up to bidding farewell to them are all part of the Complete Guest Experience Journey which will determine whether the guest will surely return to your establishment or not.

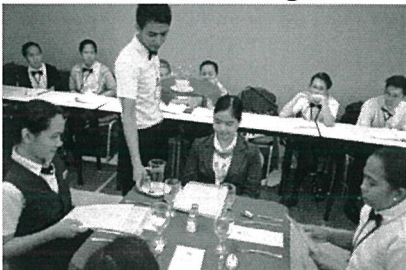
Based on the film that they've watched, the trainees get to demonstrate the Service Architecture individually in an actual dining set-up and guest interaction as the activity of the day. But before the trainee will do it themselves, Mr. Cris Soriano demonstrated it first as an example and guide for them to follow.



Ms. Jeansy act as the receptionist which will greet the guest upon arrival, assist and seat the guests to their tables.



Mr. Cris introduced himself to the guests as their waiter for the day and offered them the ala carte menu. He then took the beverage orders and served them with the assistance of the acting Buss Boy, Mr. Johnrie.



After serving of the beverage orders, Sir Cris returned to the guest table and took their food orders and Mr. Johnrie served it for the guests.



After the guests had finished their meals, Sir Cris showed the trainees on how to properly buss-out the dishes from the tables without interrupting the sitting guests. He showed them how to pile the plates with scraping, sorting or segregating and stacking them on the oval tray.



Now, it's the trainees turn to demonstrate it by themselves. Jocelyn act as the receptionist, greeted the guest, assisted them on their table and offered them the menu.



Rijal acted as the Food Attendant of the day. Took and served their beverage orders.

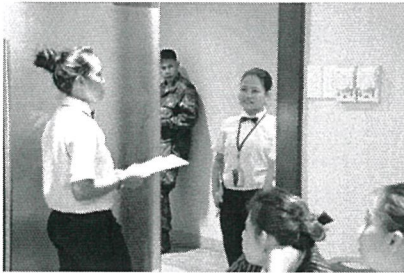


After the beverage orders, he then took and serve the food orders of the guests.



After the meal, he then demonstrates the proper bussing and rectifying the tables.

**F&B Service Skills Training and Development
Program in Hospitality Industry for IDP's
And its Host Marginalized Communities
Class Masinop**



Khadeeja act as the receptionist, greeted the guest, assisted them on their table and offered them the menu.



Muds is the acting the Food Attendant of the day. He then took and served their beverage orders.



After the beverage orders, he took and serve the food orders of the guests.



After the meal, he then demonstrates the proper bussing and rectifying the tables.

**August 18 and 19, 2016
Waling Waling 1 and Baron**

Day 13-Class Masigasig

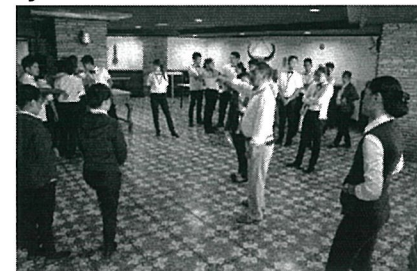
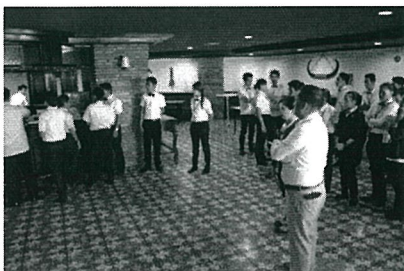


Day 13 of Class Masigasig is the continuation of their previous activity on actual guest interaction under Service Architecture Topic for those trainees who haven't tried it the last time due to limited time at the class.

Day 13-Class Masinop

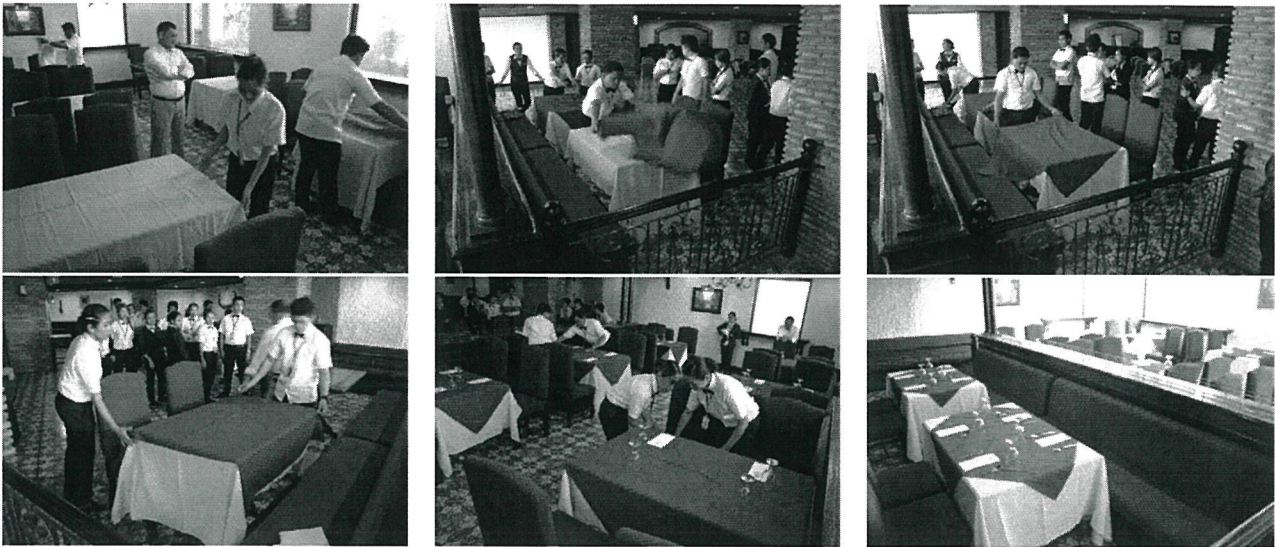


Mise en place for today's activity.



Class Masinop was divided into 4 groups named after different types of Bird. Team Robin, Team Hawk, Team Dove and Team Falcon. Each team was given 15mins to complete the dining table set-up at Baron. Fastest team gets to win the activity.

Day 13-Class Masinop

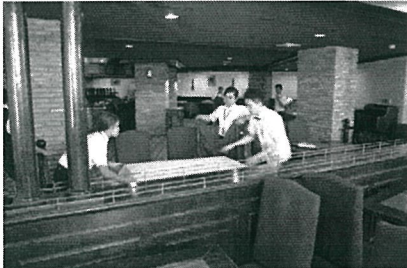


First team on the line was TEAM DOVE who got the 4th place with a total time of 14mins and 31 secs. They had difficulty with the division of labor which is one of the very important aspects in the F&B Service Industry to make tasks easily when working with a team.

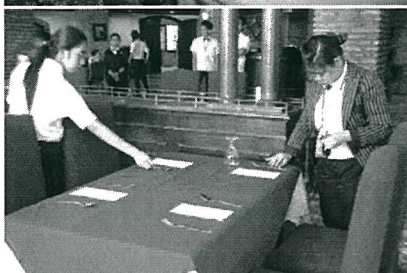


Second team was TEAM ROBIN who had the shortest time elapsed amongst the rest of the team with 5mins and 41secs ranking 1st place. Division of labor was evident though they had few take notes on the table and chair alignment and with the proper laying off of the table linen and toppings.

Day 13-Class Masinop

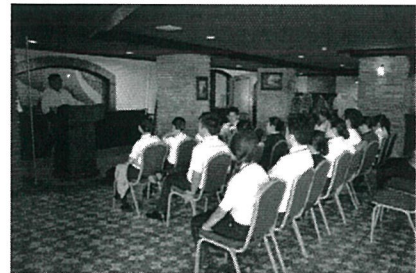
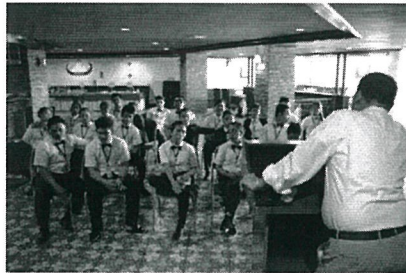
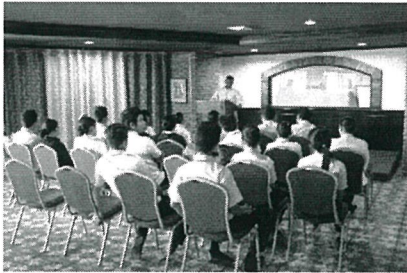


TEAM FALCON got to do the task as the 3rd group with a total time of 6mins and 5secs placing second after team Robin. They also had take notes on table and chair alignment and spacing.



Last team to do the task was TEAM HAWK who ranked third place among the 4 groups with the total time of 7mins and 7secs. They were the only group that didn't have any take note with the wrong or right side on laying off of table linens and toppings.

**F&B Service Skills Training and Development
Program in Hospitality Industry for IDP's
And its Host Marginalized Communities
Day 13-Class Masinop**



After the activity, Sir Cris gave a few comments and constructive feedbacks in general for the teams to improve since they will be having a second chance to redeem themselves and climb to the top spot.



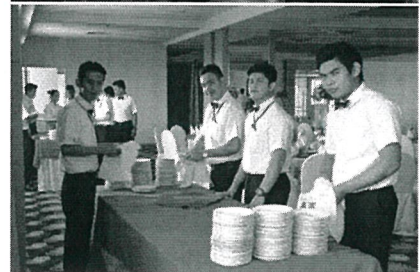
Each member of the Team Dove gets to serve the lunch of their colleagues for them to be able to understand the Blue Plate Service (which means Set Menu) each time the lunch will be served.

**August 20, 2016
Convention Center
The Ballroom at the 9th Floor
Practical of Class Masigasig & Class Masinop**

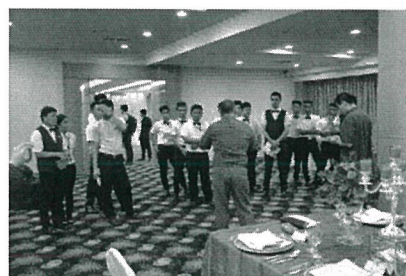
Activity of the Day: Actual event set-up and service exposure for both classes.



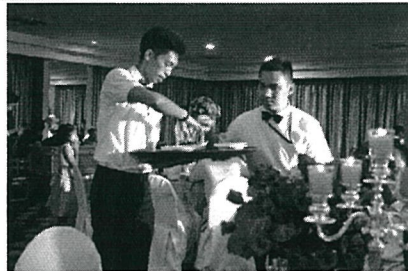
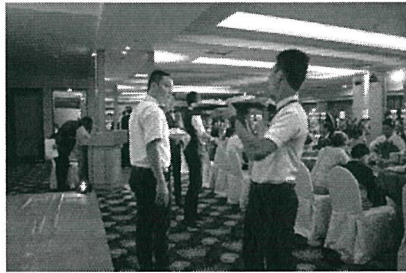
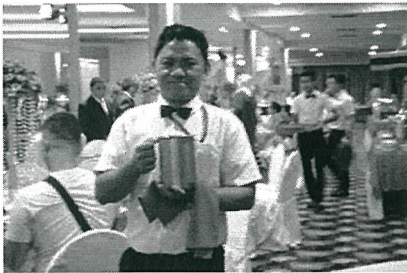
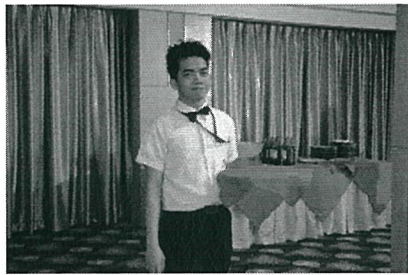
Both classes were divided into 2 groups with different shifts. 32 trainees had the 11:00am to 7:00pm shift assigned at Convention Center for the Wedding Event of 1000pax. They get to experience the excitement and pressure of handling guests in a banquet event. The event was a family type service wherein the food, from salad to dessert, was already in the table ready for the guests to eat. Since the event was a Muslim Wedding, the trainees get to serve the food prior guest arrival.



12 trainees, all boys, had a 1:00pm to 9:00pm shift and were assigned at the 9th Floor Ballroom for the Cocktail Event with Presidential Table of total of 200pax. Event will be held by 6:00pm so the trainees finished their mise en place first in the afternoon.



30 minutes before the event, Sir Bryan and Sir Cris led the briefing for the Waiters assigned at the event; the trainees will assist the regular waiters on serving and bussing the tables for guest convenience. Briefing was conducted to discuss the event information and the designation assigned to the waiters and trainees. And to make the task easier, the division of labor and teamwork among F&B attendants is both relevant and important for the success of the service of this event.



Type of service was 70pax Presidential Service and 130pax Banquet Service. Presidential Service follows a certain menu courses to be served in sequence from the appetizer, soup, salad, main course and up to the dessert. 12 trainees were able to witness and experience the actual example of Semi-French Classical Menu service being executed in an event. The trainees were the assigned assistant of the regular staff by doing the meals to be picked-up from the kitchen to the presidential table which is done in Fashionable Manner/Courses.



Trainees also helped with the pull-out of the buffet set-up and so as with the proper stack-up of the chairs according to standards. Even with the tiring duty for the day, they still managed to smile despite the body pains that

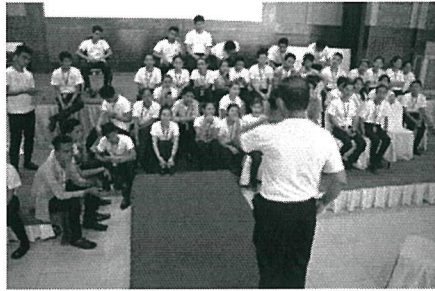
F&B Service Skills Training and Development Program in Hospitality Industry for IDP's vulnerable and Displaced Communities



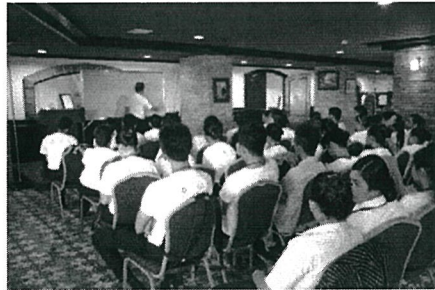
August 20, 2016

Convention Center

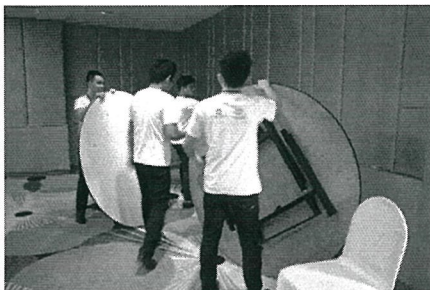
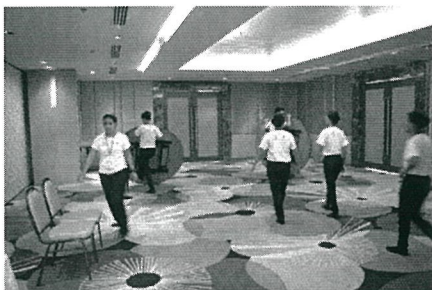
3rd Immersion of Class Masigasig & Class Masinop



Sir Jun and the trainees had a recap for the last weeks' immersion and gave an overview for today's activity. He discussed about the standards and techniques on how to properly set-up the Chinawares, Glasswares, and Cutleries on the dining table.



Sir Jun then divided the group into 3 and gave them further instructions to set-up 3 different function rooms with different kinds of event and set-up.



1st Group:

Assignment:

Each group were given a chainwork mise en place preparation for rectangular table arrangement and chair distribution for a sit-down dinner and conference/workshop set-up good for 40pax at Badjao 1.

Score:

Group got a perfect score from Sir Jun since they are able to follow and execute the assignment given to them.



2nd Group:

Assignment:

Banquet Set-up for 60pax at Badjao 2

Score:

2nd Group got a score of 85points, the group had the most difficult task among 3 groups since they should be doing a complete set-up with all the linens and toppings and buffet tables but 85points is not a bad score after all. They were advised to listen carefully to the instructions and preference of the guest based on BEO.



3rd Group:

Assignment:

U-shape Set-up good for 40pax at Badjao 3

Score:

3rd Group got 90points from Sir Jun. They should have gotten a perfect score as well if only they are able to align the tables and chairs perpendicular to the center of the function room.

**August 22, 2016
Waling Waling 1
Baron**

Day 16- Class Masinop

Today's Activity: Round 2 of Dining Table Set-up Challenge at Baron



1st Place for the rematch is
TEAM ROBIN with the
following members:

Carmina
Adarna
Julie
Pahad
Lea
Nurisma

Round 1 final time: 5m & 41s
Round 2 final time: 5m & 43s



2nd Place for the rematch is
TEAM DOVE with the
following members:

Khadeeja
Almira
Shatera
Hannan
Mids

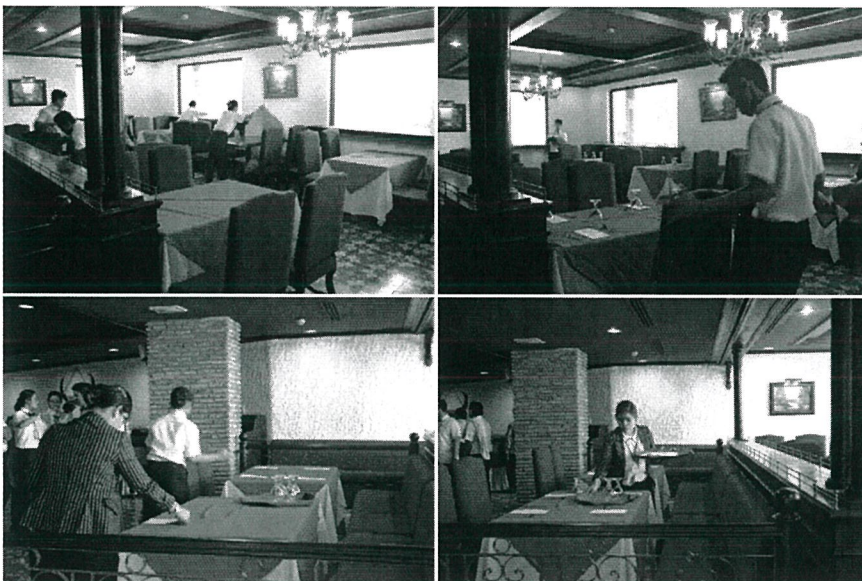
Round 1 final time: 14m & 31s
Round 2 final time: 6m & 14s



3rd Place for the rematch is
TEAM FALCON with the
following members:

Myrna
Shahien
Mudz
Muarip
Nur-in

Round 1 final time: 6m & 5s
Round 2 final time: 7m & 28s



4th Place for the rematch is
TEAM HAWK with the
following members:

Jhams
Rea
Radzma
Rasheda
Mursidi

Round 1 final time: 6m & 5s
Round 2 final time: 7m & 28s

Second round for this activity, all teams had lesser take notes on the outcome/result of their demo. They have been keener on looking for the wrong side and right side of the table cloth and toppings and also on avoiding to handle the danger zone of the glasswares and cutleries.

After the tiring dining set-up challenge, they get to have a free taste of Virgin Sangria Maria and US Black Angus Rib Eye Steak prepared by our very own chefs.



Chef Bernadette Jawadin, Head Chef and Kitchen Admin of Garden Orchid Hotel, demonstrated the steps on how to make a Virgin Sangria Maria, it normally consists of red wine, chopped fruit, a sweetener, and a small amount of brandy. But since it is called Virgin, this concoction is pure non-alcoholic. Chopped fruit can include orange, lemon, lime, apple, peach, melon, berries, pineapple, grape, kiwifruit and mango- depending on the availability of fruits within the region- as defined by Chef Bernadette. A sweetener such as honey, sugar, syrup, or orange juice is added. Instead of brandy, other liquids such as Seltzer or lemonade may be added. Sangria is steeped while chilled for as little as minutes or up to a few days.



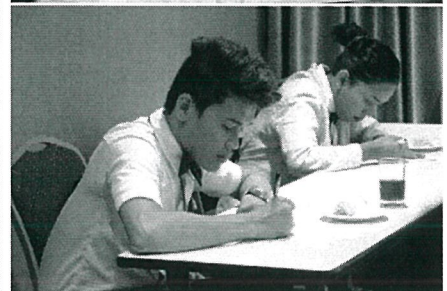
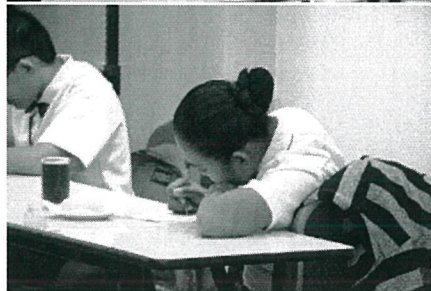
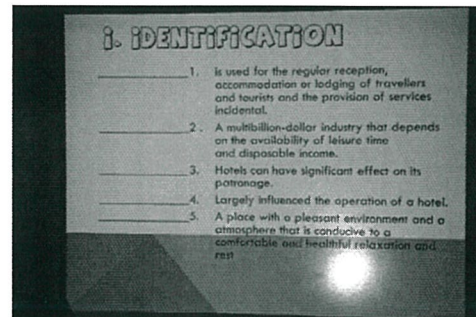
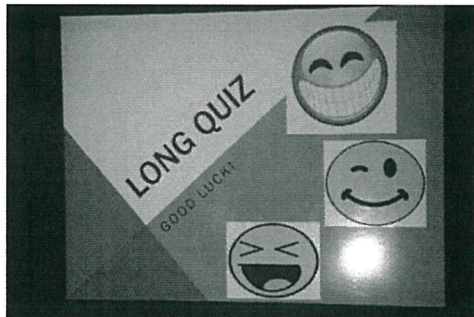
Chef Victor Vasquez, Assistant Chef de Partie of Graden Orchid Hotel, conducted a cooking demo for US Black Angus Rib Eye Steak. The more tender cuts of beef, from the loin and rib, are cooked in the grill for no more than 2minutes on each side. US Black Angus Rib Eye steak can be cooked to a level of very rare (bleu, a cold raw center), rare, medium rare, medium, medium well done, or well done. In this case, Chef Victor cooked the meat in Medium Rare to ensure that the juiciness and tenderness of the meat will retain.

August 23, 2016

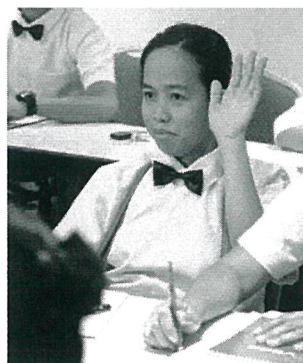
Waling Waling 1 and Baron

Day 16- Class Masigasig

Today's Activity: Long Exam (155 items) and Round 1 of Dining Table Set-up Challenge at Baron.



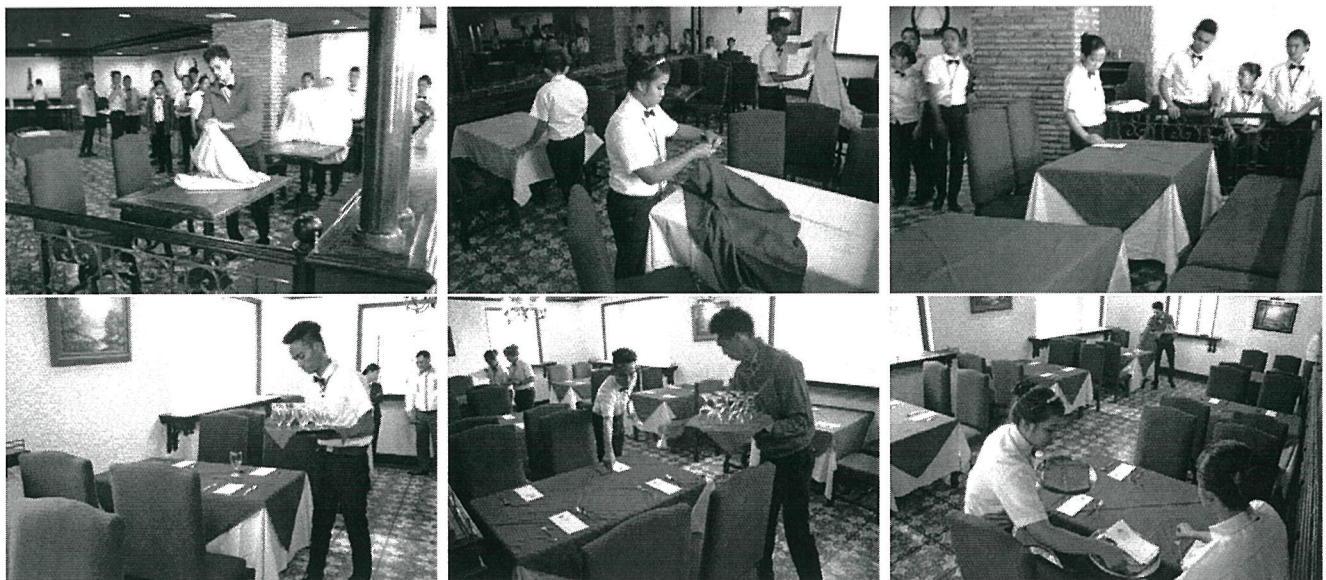
Class Masigasig took their exam Tuesday Morning. It's a 155 item examination and the type of exam was Identification and Enumeration. The long exam covers their lesson from the beginning of the class until Service Architecture. They took the test for more than an hour while eating their AM snacks.



Hairan Sapie got the highest points for Class Masigasig with a total score of 133.5 out of 155 items. Hairan has been very consistent when it comes to lectures and laboratories. She has no record of absences and reports for work punctually.



After the exam, trainees were divided into 4 teams named after different types of fish for the Dining set-up Challenge at Baron. First team to demonstrate was TEAM SALMON with the longest time spent, 10mins and 17secs. They had difficulty with proper designation of chain work to the members of the team.



TEAM YELLOW FIN took the 3rd spot after finishing the task within 5mins and 57secs. The team had proper coordination compare to the first group which landed them to a more than 4mins lead.



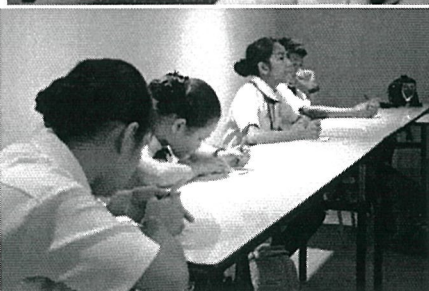
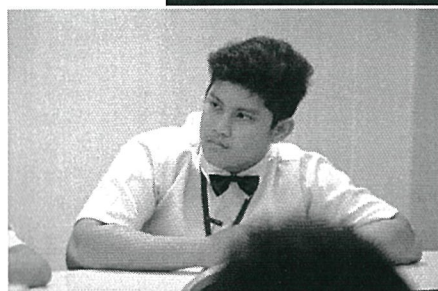
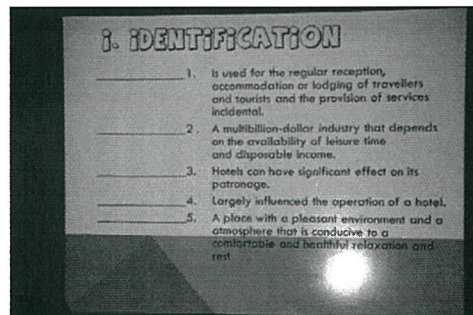
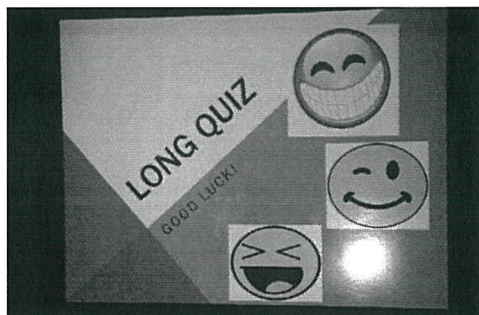
2nd placer was TEAM TUNA with 5mins and 27secs final time. They had difficulty on placing the table linens and table toppings but they still managed to overcome the second group who did the task.



Finally, the last team to demonstrate was TEAM TANGUIQUE, who finished with the fastest time of 4mins and 45secs. Division of labor and knowing the task before performing it is the key reason why the team landed on the first place.

**August 24, 2016
Waling Waling 1 and Baron**

Day 17- Class Masinop



Today was the long exam day for Class Masinop and they have come to ready for whatever the type of test was. Photos above shows serious faces of the trainees as they answer each questions prompted from the widescreen.



Carmina Arabain passed the exam with flying colors as she got the highest score of 136.5 points, even the highest for both class. Carmina was a very promising trainee and was very active by means of recitation and practical. She even perfected the third quiz of 40 items.

August 25, 2016

Waling Waling 1 and Baron

Day 17- Class Masigasig

Today's Activity: Round 2 of Dining Table Set-up Challenge at Baron



4th Place for the rematch is
TEAM TANGUIQUE with the
following members:

Jewel
Joecelyn
Ariel
Abdulwahid
Alnaly
Sophia

Round 1 final time: 4m & 45s
Round 2 final time: 5m & 51s



TEAM YELLOW FIN took the
2nd Place for the rematch is
with the following members:

Rijal
Noemi
Rhona
Karlo
Hairan

Round 1 final time: 5m & 57s
Round 2 final time: 5m & 4s

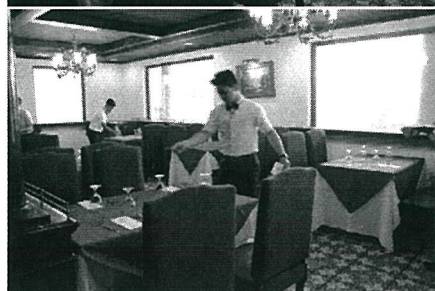
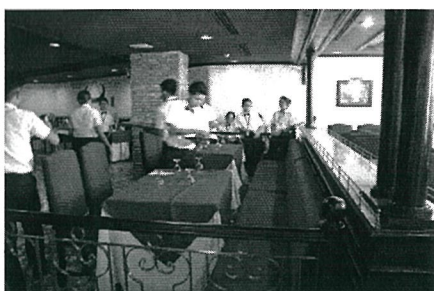




3rd Place for the rematch is
TEAM TUNA consisting of the
following members:

Aki
Alvic
Johnrenz
Quinana
Nur-ina

Round 1 final time: 5m & 27s
Round 2 final time: 5m & 16s



From the 4th spot last round 1
of the challenge, TEAM
SALMON grabbed the 1st
place for the rematch with
the following members:

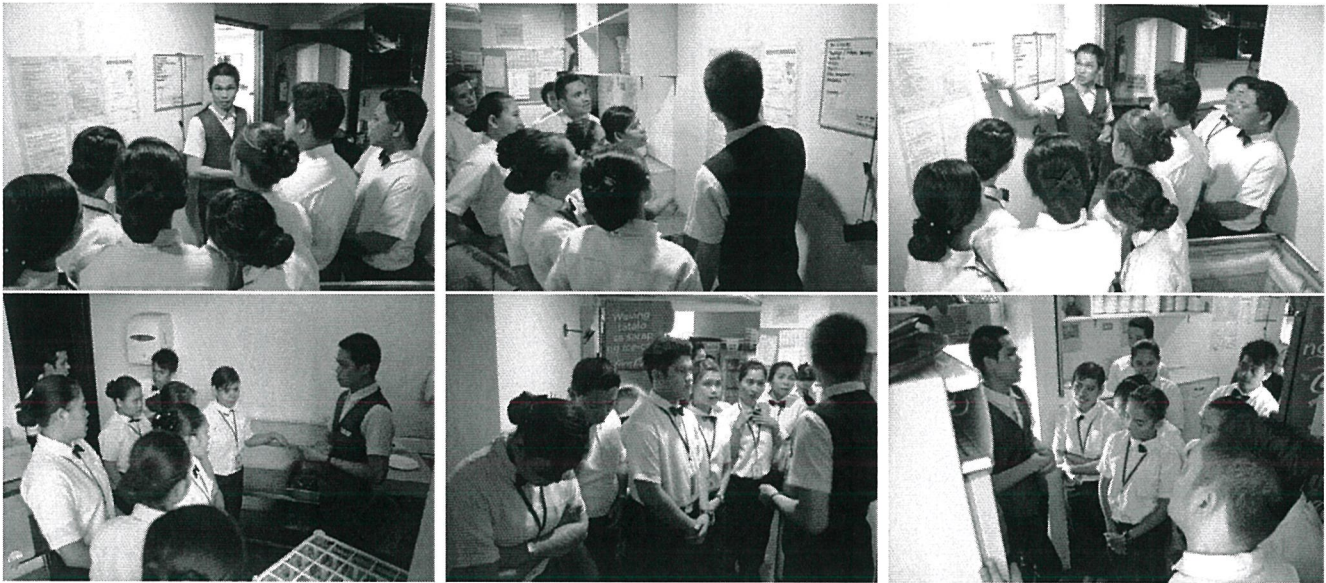
Kenji
Fermunaira
Suferna
Archie
Rolly

Round 1 final time: 10m & 17s
Round 2 final time: 4m & 29s

**August 26 & 27, 2016
Waling Waling 1 and Baron**

Day 18- Class Masinop & Class Masigasig

Today's activity: First Day of Actual Duty at Café Restaurant



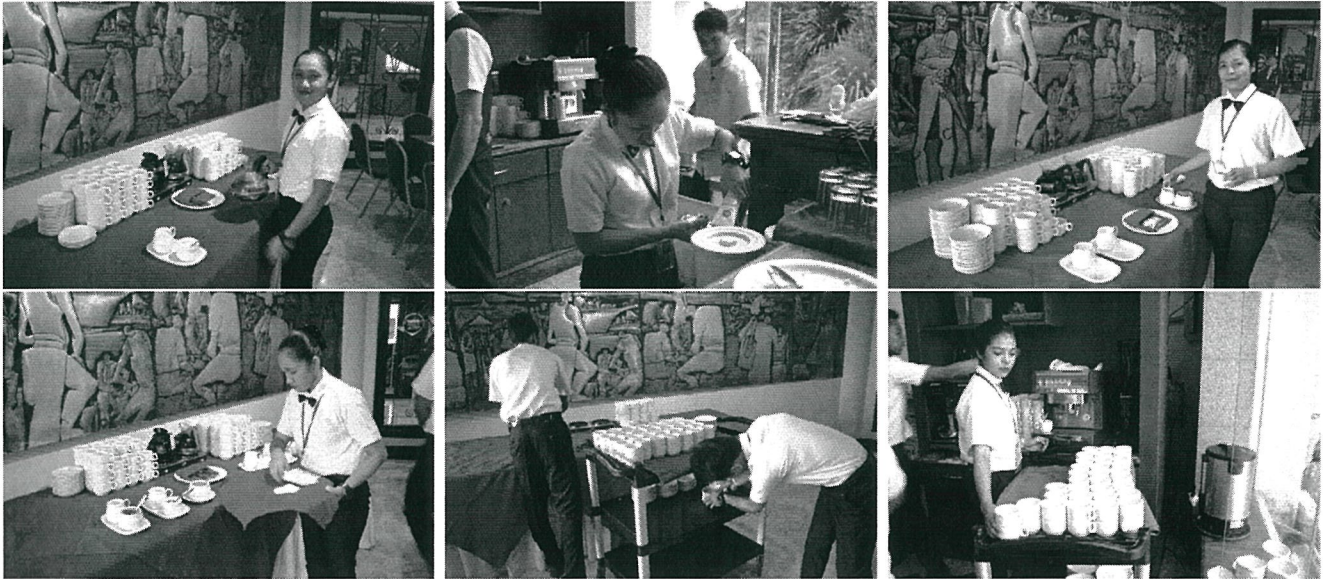
Practical at Café Restaurant. Sir Smart Salomes conducted a briefing for both shifts, AM and PM. He oriented the trainees about the do's and don'ts in the workplace area. He also taught about the Service Formula wherein Preparation added with Interaction and Follow Through is equivalent to Service Beyond Expectation and the 5 types of Waiters that Frustrates co-workers and guests. He also toured the trainees around the Café so they would know the facilities and functions of each area wherein they will be assigned as well.

The objective is to expose the trainees formally to a real life work place environment. The trainees were able to explore the relationship between the knowledge & skills acquired in classroom training proper with those required in the working situations.

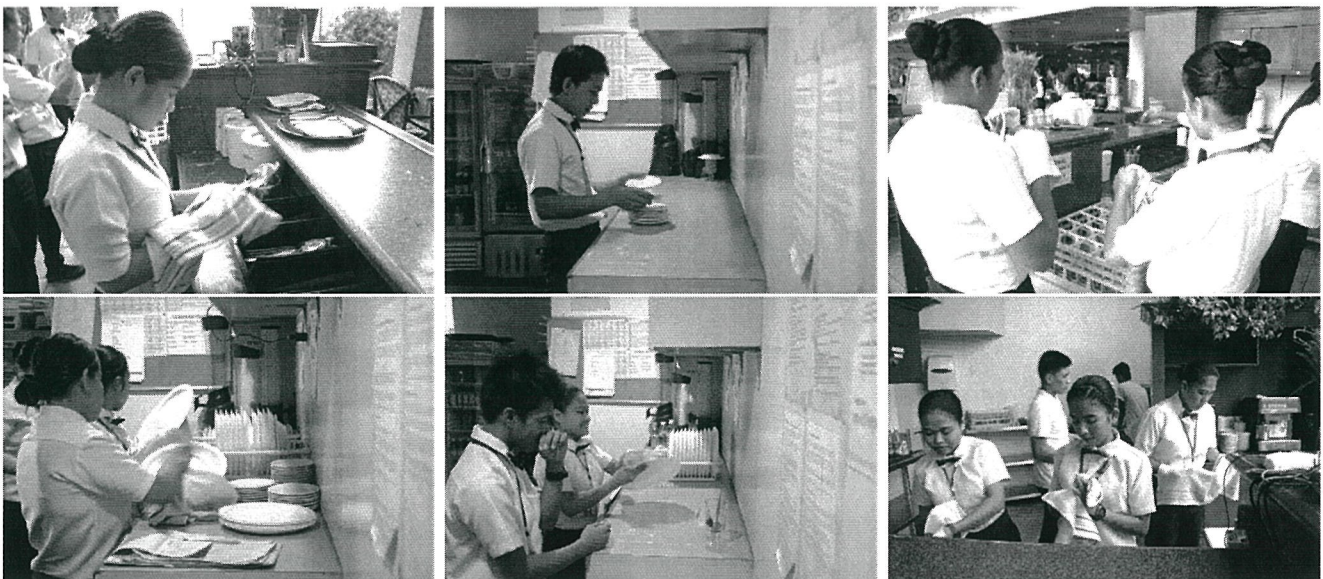
The trainees were divided into 2 shift per class:

SHIFT	CLASS MASINOP	CLASS MASIGASIG
AM SHIFT (7:00am to 2:00pm)	TEAM HAWK & ROBIN	TEAM TANGUIQUE & TUNA
PM SHIFT (1:00pm to 8:00pm)	TEAM FALCON & DOVE	TEAM SALMON & YELLOWFIN

Station Assignments:



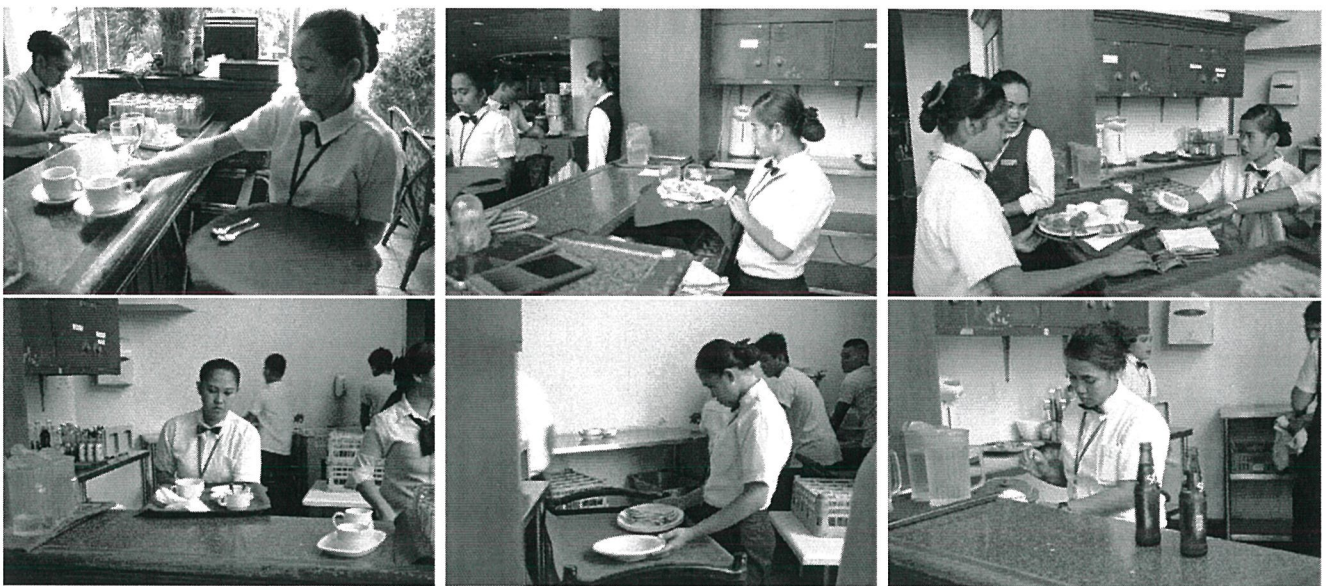
Coffee Station: 1 trainee was assigned at the coffee station during the AM Shift to make sure that the supply of coffee will last until the end of breakfast. She will also be the one to clean her station and do the mise en place for the coffee cups, underliners, sugars and creamers and so as the coffee decanters must be ensured always readily available and served hot.



Polishers: Set of trainees were assigned in this station to ensure availability of Glass wares, China wares, Cutleries and Utensils to be used on the operation for the buffet and ala carte orders at the café. Polishers play an important role in the operation since they will be the one to ensure that all dish washed Glass wares, China wares and Cutleries will be polished as soon as it was needed for mise en place.



Bar Area: bar area is where the coffee machine was located. The trainee assigned at the bar is responsible for brewing the coffee to be transferred at the coffee station for guest consumption.



Sections at the bar area is also provided for the collection of the soiled dishes and glass wares coming from the dining area to be transferred to the dishwashing area. Also the drink orders are released at the bar.



Just behind the bar area was the dishwashing area. This is where the soiled dishes are washed and sanitized to be polished by the polishes and be ready for mise en place.

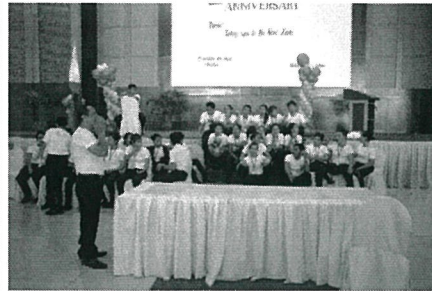
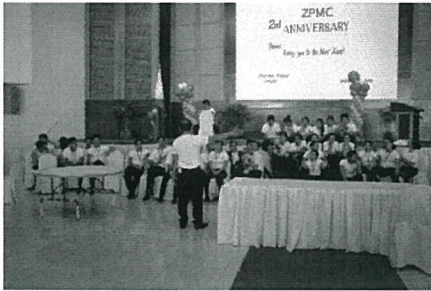


Dining Area: set of trainees were assigned on different stations to monitor. Some of them were assigned for the bussing of tables. Collecting soiled dishes and glasswares to be transferred to the dishwashing area.



Dining Area: Other trainees were assigned to rectify all used tables after the guest were finished dining in. since the trainees were already knowledgeable with regards to the standard dining table set-up, it was easy for them to follow through the standard set-up at the Café Restaurant,

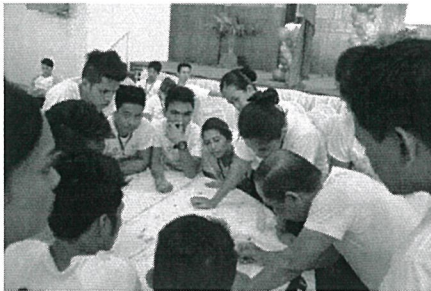
**August 28, 2016
Baron and Convention Center
4th Immersion of Class Masigasig and Class Masinop**



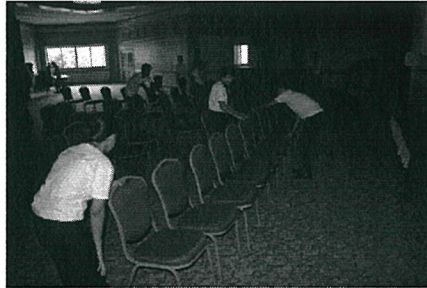
After giving a recap of last weeks' immersion activity, Sir Cris discussed about the do's and don't's in a Managed Buffet Set-up. As a compromise between self-service and full table service, a Staffed/Managed buffet may be offered: diners carry their own plate or tray along the buffet line and are given a portion by a server at each station, which may be selected or skipped by the diner.



Trainees get to try the pointers assisted by Sir Jun. Trainees were able to understand the aspects of Managed Buffet Standards.

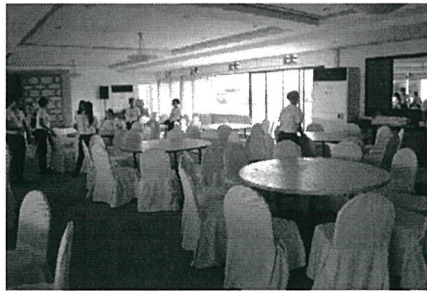
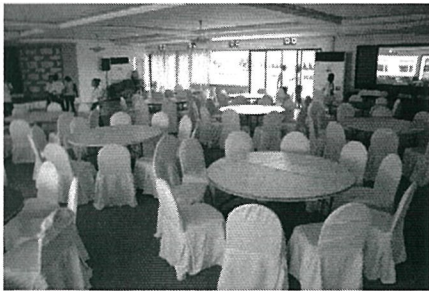
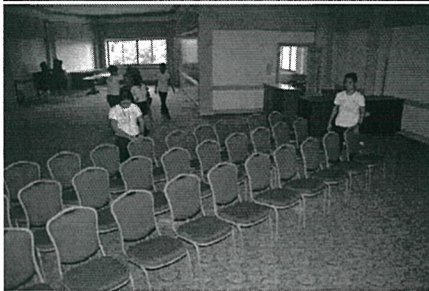


After the demo, Sir Cris divided the class into 3 groups and gave them assignments on designated area. The group were given individual BEO for them to follow and execute what was the physical arrangement written on the BEO.



1st Group was assigned at Orchid Ballroom for 100pax Theater type set-up.

They brought with them the pointers given by Sir Cris on how to start setting up the chairs and ensure all chairs were aligned on both sides.



2nd Group assigned at Garden Deck for 100pax Banquet Set-up.

Some of the set-up for garden deck was already placed which made the team finish the task easier.



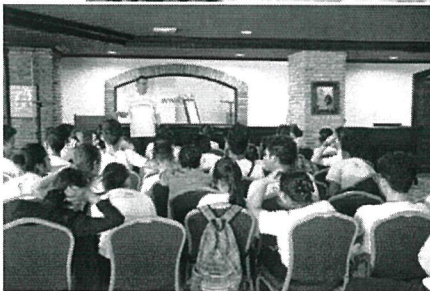


3rd Group assigned at Subanen for 60pax Banquet Set-up



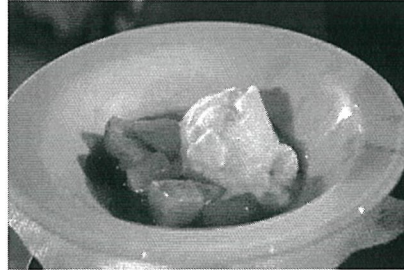
Trainees were able to experience the actual banquet set-up based on reading and understanding a Banquet Event Order.

Recap with Mr. Bryan Go



Mr. Bryan Go paid a visit to the trainees for the recap of their activities for the past 2 weeks that have passed. Trainees shared their activities at the classroom and the experiences that they've had during their first duty at the Café Restaurant. Sir Bryan took the time to give some advices to the trainees about the improvement that they have shown over the past weeks and a few more weeks they'll be exposed into the real world wherein they will have actual guest interaction. He ended up reminding the trainees about each and every ones' goals at the end of the training, which was to finish the training with flying colors and to be fully equipped with the knowledge and skills need in the field of Hospitality Industry focusing in Food and Beverage Service.

**August 29-30, 2016
Waling Waling 1
Baron**



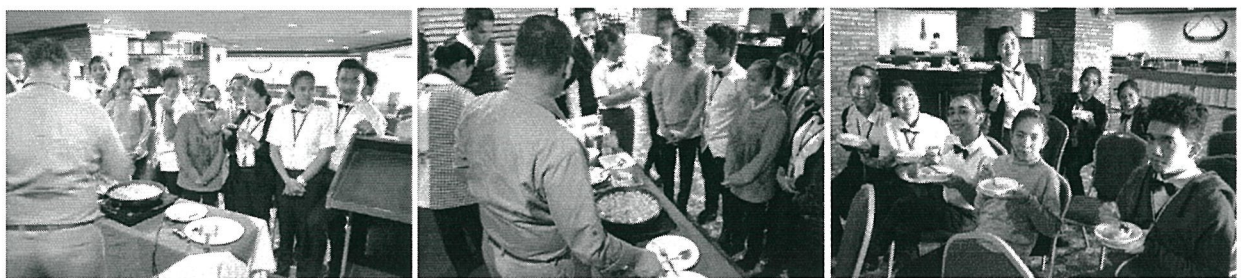
Sir Cris conducted a Mango Jubilee Flambé demo to further introduce to all trainees about the examples of a dessert in a French Classical Menu.



Trainees were able to get a free taste of the Mango Jubilee, a dessert dish made with mangoes and liqueur, which is subsequently flambéed, and commonly served as a sauce over vanilla ice cream.

They get to enjoy the sweetness of the mangoes and the tanginess of the orange with a small hit of bitterness from the liqueur.

Day 20- Class Masinop



Day 20- Class Masigasig



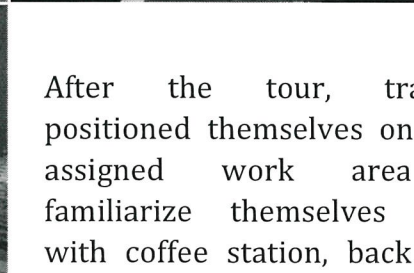
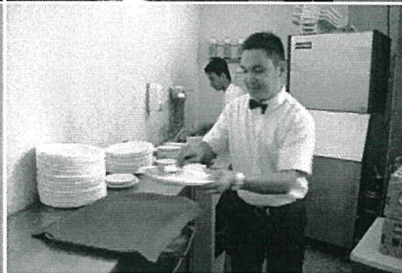
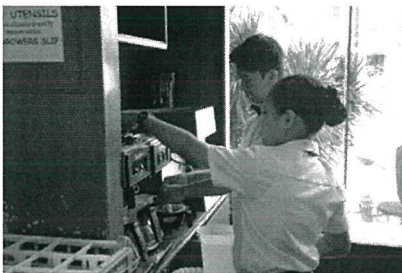
**August 31 and September 1, 2016
Café Restaurant**

Today is the second day of Practical for the trainees at the Café Restaurant. This is where the trainees are going to perform the actual doing or use of something rather than with theory and ideas. The objective is to expose the trainees formally to a real life work place environment.

Day 21- Class Masinop and Class Masigasig



Sir Smart took the trainees for a tour at the Breakfast Buffet Area to let them identify the different areas and its importance to the execution of the daily breakfast buffet at the Café Restaurant.



After the tour, trainees positioned themselves on their assigned work area to familiarize themselves more with coffee station, back area, bussing and rectifying tables. All of which are important areas of the Café.

For the enrichment of the skills and knowledge, 5 trainees from Class Masinop were designated at Badjao 2 for a Managed Buffet Lunch of 55pax. The activity comprised of knowing the products and the appropriate portion of the food to be taken from the buffet.



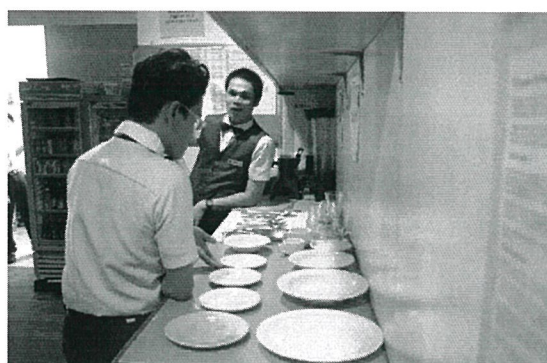
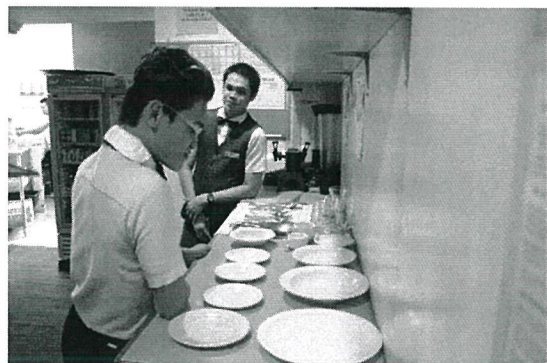
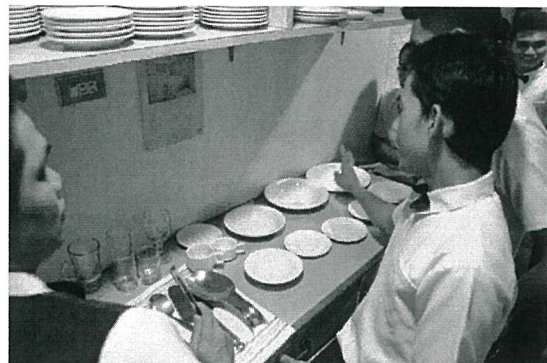
Before getting into it, Sir Jun briefed the trainees first on what their assignments would be and the details of the Event and the food that will be served.



Since it was a Managed Buffet Lunch, they were assigned to do the scooping for each viand from salad, main course up to the dessert.

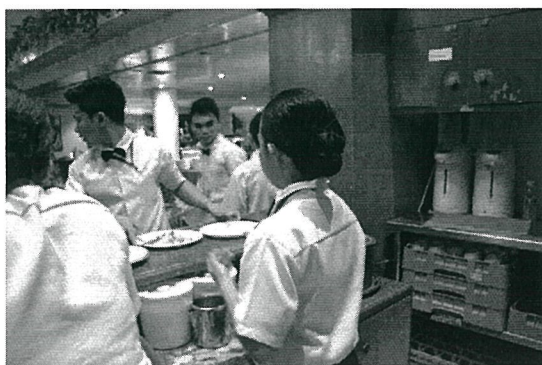
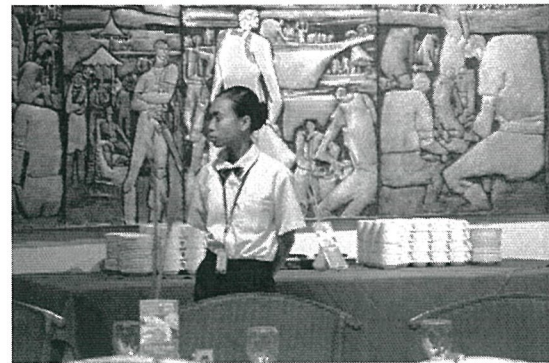
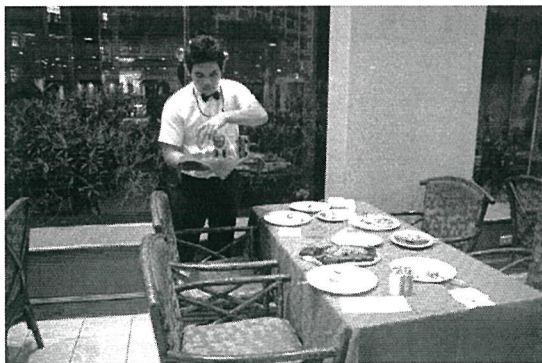


Back at the Café, Sir Smart arranged sets of Cutleries, Utensils, Chinawares and Glasswares and made a refresher activity for Class Masigasig. They were asked to name each item placed in front of them and state its usage. Most of the trainees were able to identify the items with minimal errors which were immediately corrected by Sir Smart.



**September 2 and 3, 2016
Café Restaurant**

Day 22- Class Masinop



Day 22 of Class Masinop is a regular duty at the Café for a Friday Evening. Apart from bussing and rectifying table tops, they were also assigned tables to wait and look out for if any instances that the guest might need anything else.

Day 22- Class Masigasig

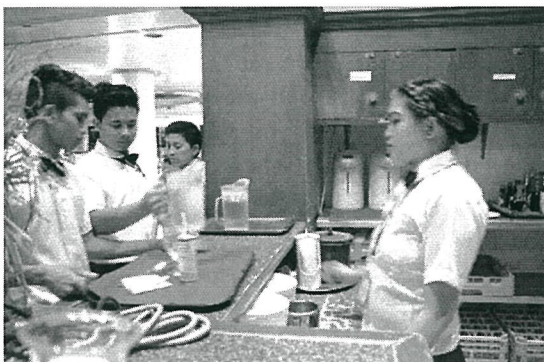
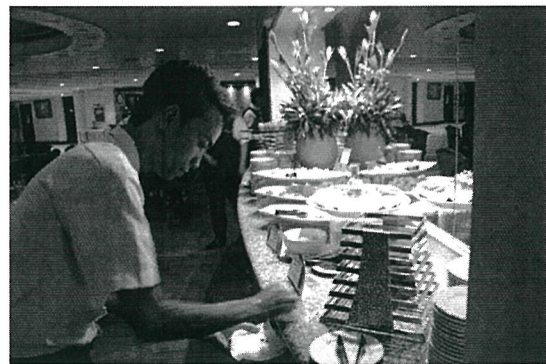


2 trainees from Class Masigasig were designated to assist the regular staff by serving the snack for the Seminar Event of 80pax at Yakan 2. The activity emphasized that planning and organizing is needed to assemble the requirement for any meal period to proceed in serving.





It's a Saturday Buffet Evening at the Café and trainees get to see the buffet set-up every Saturday. Buffet theme was Classic Italian Cuisine and was served only once a week. Aside from manning their assigned stations, trainees get to familiarize themselves with the Italian Cuisines and how it was prepared and served.



**September 4, 2016
Waling Waling 2
Baron**

Day 23 of Class Masigasig and Class Masinop



Classroom Activity for the day is a lecture about Customer Care and the trainees were able to learn about the importance of Customer Care through the lesson which would be an important part of the job since the customers/guests are the primary reason why establishments aim to provide excellent guest service experience. Satisfied customers are looking for a memorable experience and an energetic service, where it matters the most.



After copying the lecture, trainees were group into 4 for the activity of the day. It's all about F&B Glasswares, Chinawares, Cutleries, Tools and Utensils familiarization. There are sets of Equipments, Tools and Utensils arranged at the Baron with no labels on. Meaning, they get to identify and label each item within 5 minutes.

Group 1



Group 2



All of the groups got a perfect score which means they are able to identify all items that were displayed on the table. Each group named all the items completely within 5 minutes.

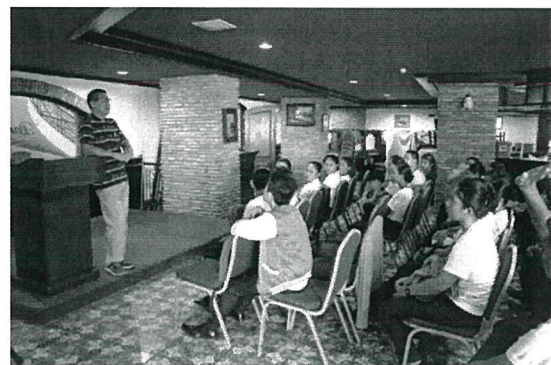
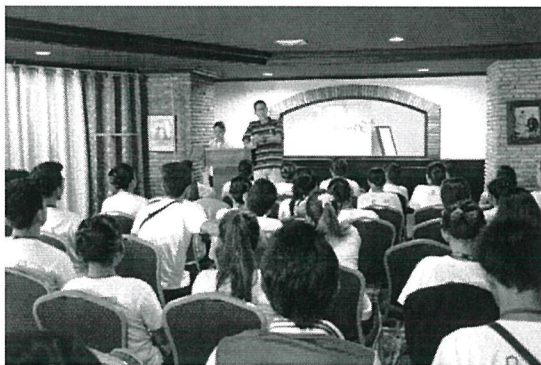
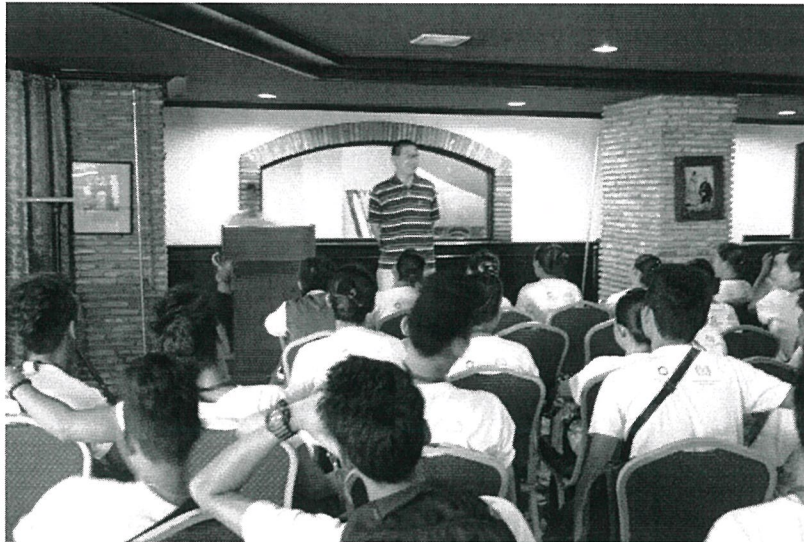
Group 3



The objective of the activity is to enhance their detection and identification skills which they could use in their future career as a Food and Beverage Attendant. This activity is not just a game but a refresher on their past lessons for F&B Equipments, Tools and Utensils Familiarization.

Group 4



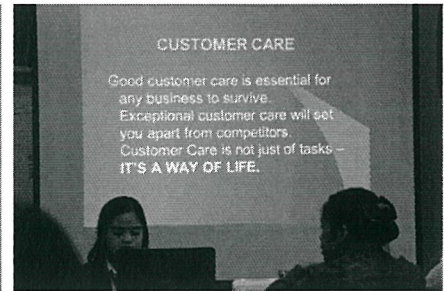


Recap with Mr. Bryan T. Go

After the whole day lecture, discussion and activity, Mr. Bryan Go visited the trainees to conduct the weekly refresher for their day to day activities. This time, Sir Bryan asked the insights of the trainees regarding their actual exposures on different Events, Function Rooms and F&B Outlets. The trainees shared their newly acquired knowledge with regards to the different stations at the Buffet Breakfast Area of Café Restaurant. And for those who were assigned at the Saturday Buffet Dinner, they get to share their experience with regards to the Italian Cuisine - theme for last Saturday Dinner Buffet, and the flow of the operation in a peak period like a weekend dinner. Ending up the focus group discussion, Sir Bryan taught the students on how to be SMART- Specific, Measurable, Accountable, Realistic and Time Bound- at all times, for these traits and characteristics will surely help them understand important details needed in the field of Food and Beverage Service.

**September 5 and 6, 2016
Waling Waling 1 and Baron**

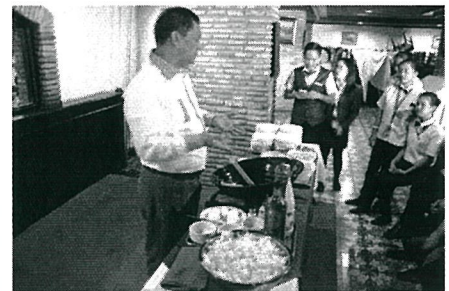
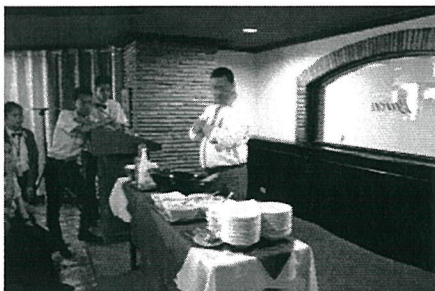
Day 24- Class Masinop & Class Masigasig



Early in the morning, the trainees had a continuation of the discussion on the importance of Customer Care with the following topics:

- Tips on Effective Customer Care
- Guidelines on Handling a Customer Complaint
- 10 tips on dealing with Customer Complaint
- 10 pointers to bear in mind in Handling Guest Complaint

In this lesson, the trainees are able to gather a few reminders and tips on handling guest complaints and how to deal with it professionally.



After the lecture proper, Sir Cris treated the trainees for an Italian Ceasar Salad. Trainees were able to get a free taste of Italian Caesar Salad wherein the dressing itself was freshly made by Sir Cris.

Caesar Salad is a salad of lettuce and croutons dressed with parmesan cheese, lemon juice, olive oil, egg, Worcestershire sauce, anchovies, garlic and black pepper.

Class Masinop



Class Masigasig



Trainees get to indulged with the Ceasar Salad which they get to customize by picking the toppings that they wanted to. They can top the salad with their choice of anchovies, bacon and croutons.



After their sumptuous lunch, trainees were back at the classroom to copy the lecture about the Different Cooking Methods: Dry Heat and Moist Heat Method.

**September 7, 2016
Waling Waling 1 and Baron
Garden Wing Café**

Day 25- Class Masinop

Trainees from Class Masinop were divided into 2 groups so that aside from those who had their duty at the Café, the other group will be helping the regular staffs to set-up the Garden Wing Café for the upcoming Get-together event for the next day by Lunch time.



- Trainees were assigned to do the Ice Cream Cone Napkin Folding.



- Trainees were assigned to set-up the tables and chairs and to ensure that the proper table and chair alignment was followed based on standard banquet set-up procedures.



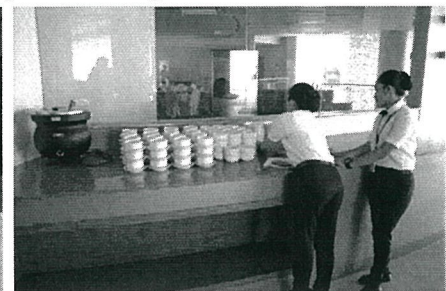
- After doing the skeletal set-up for the tables and chairs, trainees placed the table cloth and table topping neatly and properly against the round tables.



- Trainees completed the banquet set-up by placing the table napkins and the cutleries on the table based on what they have learned in the classroom about the standard table set-up for a Lunch Banquet Arrangement.



- Trainees also arranged the Mise-en place for the Chinawares, Glasswares, Equipments, Tools and Utensils to be used for the said event. And so as arranging the buffet area with the right wares to be used.



**September 8, 2016
Waling Waling 1 and Baron
Garden Wing Café**

Day 25- Class Masigasig

It's the day of the Get Together event at Garden Wing Café, and Sir Smart and Maam Jeansy will be handling the event with Class Masigasig.



- Final lay-out for the Service and Dining Area and Buffet Station as seen on photos was properly executed by the trainees based on the theoretical knowledge that they've gained from their classroom training through practical and immersion.



- Trainees are equipped with helping hands in providing assistance on any possible guest request while aiming to provide excellent guest customer experience as what they've learned from their topic about Customer Care
- Trainees assigned in the service area were in-charge on water service on each guest table. Clearing tables after meal were smoothly done with proper carrying of bar tray.



After the event, some trainees were exposed at the back of the house for clearing and closing operations. Trainees are exposed in preparing Mise en Place for Chinawares following through the process of SSS- Scraping, Sorting/Segregating and Stacking.



Clearing and Closing Operations in one of the events like clearing all the tables, gathering all table cloth, linens, toppings and chair covers to be return at the laundry area for washing and cleaning. Others get to disassemble all used tables and stock them at the back area for proper storage.

**September 9, 2016
Waling Waling 1 and Baron
La Azotea**

Day 26- Class Masinop

Aside from the group of trainees assigned at the Café Restaurant for their duty, 4 other trainees were designated at La Azotea, for a 60 pax Lunch Buffet.



- Service Time. Trainees were assigned on serving the drinks of the guests. They prepared it by the pool bar area ready to be served at La Azotea.



- They were also assigned assist the guest at the buffet area. They are now able to put into practice all their learnings from the classroom topic about Banquet and Buffet Set-up.



From time to time during their meal breaks, Sir Cris conducts focus group discussion to further brief the trainees on their tasks and remind them on the standards and do's and don'ts in the workplace area.

**September 10, 2016
Waling Waling 1 and Baron
Yakan 1 and Badjao 2**

Day 27- Class Masigasig and Class Masinop



11 trainees from both classes were assigned at Badjao 2 for a 71pax Fine Dining Dinner Event of Universal College. Photos above was the briefing conducted by Sir Cris at his office. He discussed about the Event Details and the table designation/assignments were conducted by Sir Jun and Sir Smart.



Trainees have their table assignment to monitor and maintain by ensuring that all guest water goblets were refilled with water from time to time and since it was a Fine Dining Event, proper execution of the Basic Food Sequence must be observed based on the standards of Italian Fine Dining. Overall, the event went very well, as expected from them to perform and to be able to apply the skills and knowledge that they have acquired in the classroom.



4 trainees were assigned at Yakan 1&2 for 55pax Cocktail/Dinner Event. The event was for the Fashion Designers held from 6:00pm until 10:00pm.

The trainees were exposed on cocktails and mocktails presentation and service. They were the one who did the bar set-up with the entire bar equipments, tools and utensils and even the stacking of the glasswares to make it more appealing to the eye of the guests. They were able to identify the difference between a mocktail and a cocktail as well as the proper glassware to be used.

The trainees are being trained to be knowledgeable in all aspects of Food and Beverage Service and so as with proper execution of customer interaction in providing excellent guest experience. Apart from the F&B Outlets at the Garden Orchid Hotel, trainees were exposed on different events and conferences to further enhance their knowledge and skills in the F&B Industry.

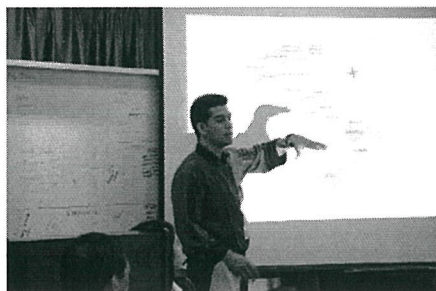
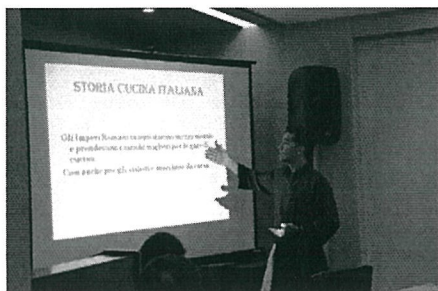
In the Hospitality Industry, Meeting, Incentive, Conventions, and Exhibitions (MICE) is a new form of business tourism that is also the fastest growing section of the international tourism market. It caters to various forms of business meetings, international conferences and conventions, events and exhibitions, and is slowly but steadily capturing every big hotelier's attention. The importance of the MICE industry lies in the fact that it converts business meetings and conferences into more glamorous and enjoyable events for the delegates and attendants.

MICE events are events and activities that involve attendees who share a common interest and gather in a place. The place for the gathering needs to be a venue arranged beforehand. The venue will provide space and facilities necessary to satisfy the needs of those who attend the gathering.

MICE have also a big impact in the hospitality industry in the field of Food and Beverage Service. Other than supplying meals such as breakfasts, lunches, afternoon teas and dinner banquets for different sessions included in a MICE event program, a hotel can also provide delegates and entourages with food and beverages through its restaurants, cafes and coffee shops, as well as through room service.

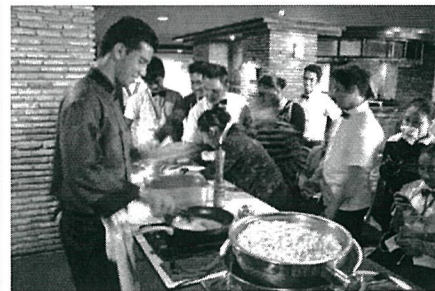
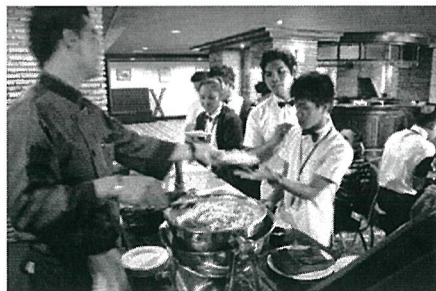
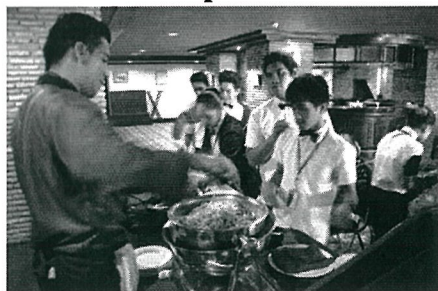
**September 13, 2016
Waling Waling 1 and Baron**

Day 28 of Class Masigasig and Class Masinop

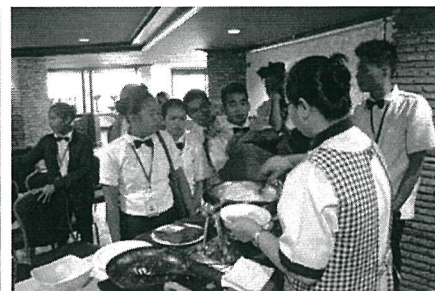
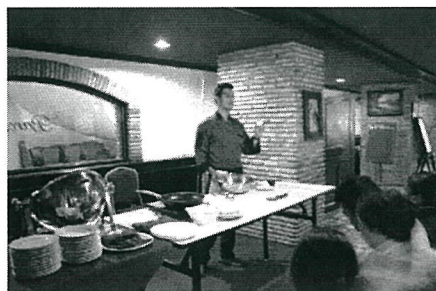
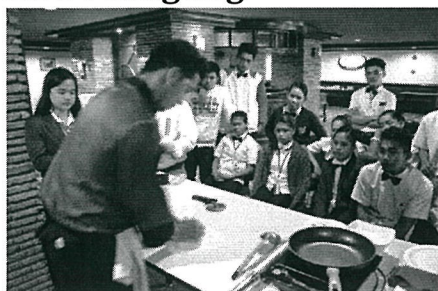


Chef Alessandro discussed about the History and Origin of Pasta- which is a staple food of traditional Italian cuisine, with the first reference dating to 1154 in Sicily. It is also commonly used to refer to the variety of pasta dishes.

Class Masinop



Class Masigasig



He also conducted a Pasta Making and Live Cooking of Pasta Alfredo. Trainees were able to learn how food is being done in different ways.

Pasta Alfredo is venerable dish that is very simple and easy to make with real, freshly grated parmigiano reggiano cheese, best quality butter and fettuccine, ideally homemade. As the cheese melts, it emulsifies the liquids to form a smooth and rich coating on the pasta. In other words, it is pasta with butter and Parmesan, one of the oldest and simplest ways to prepare pasta.



Trainees of Class Masigasig finalized the set-up for the next days' Seminar with 310pax Managed Buffet Lunch. Trainees were able to identify the things which were needed to complete an event set-up by following through standard checklist.

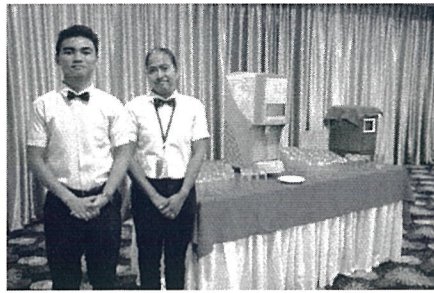
Final checking is an important task to be performed by the assigned waiters to further double check if the arrangement from the Banquet Event Order is being executed according to guest preference.

**September 14, 2016
Waling Waling 1 and Baron**

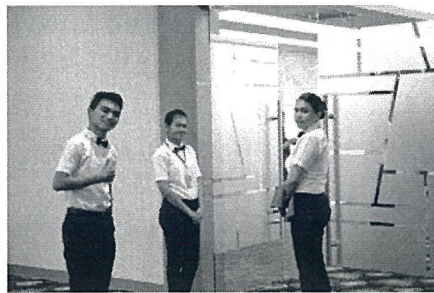
Day 29 of Class Masigasig and Class Masinop

It's the day of the Seminar Event with 310 participants at the Ballroom at the 9th Floor. AM Snacks for the participants started as early as 8:30am.

Trainees assigned at the 9th Floor Ballroom immediately positioned themselves on their respective designated areas ready to provide a guest service experience beyond expectation.



- Buffet Set-up manned by 2 trainees to assist the guests on getting food on their own.
- Juice and Water Station with assigned trainee to ensure that the juice, water and high ball glasses are refilled if needed.
- Coffee station for coffee lovers with assigned trainee to monitor the consumption and availability of Coffee, Sugar and Creamer.



- Trainees on their designated stations in the dining area to monitor their assigned table to wait and assist the guests for further requests.



- There are 3 Buffet Stations for this event and each station was manned with 5 trainees each since it was a Managed Buffet Lunch. The essential feature of the Managed Buffet is that the diners can directly view the food and immediately select which dishes they wish to consume. Diners carry their own plate or tray along the buffet line and are given a portion by a server at each station, which may be selected or skipped by the diner.

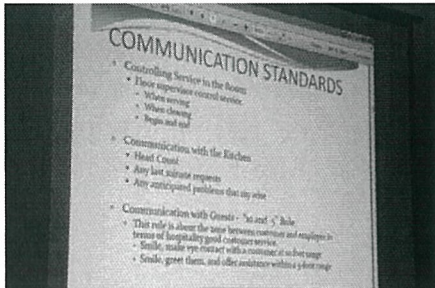


- Upon seating of the guest, water service was immediately performed by the trainee assigned at the dining area.
- Should the guest have other requests like extra plates or cutlery, trainees are within reach to assist and help the guests with their needs.
- After the guests have dined, trainees at the dining area bussed out all soiled dishes and cutlery using their bar trays and bussing trolley to make their task easier while doing rounds and clearing tables in the dining area.

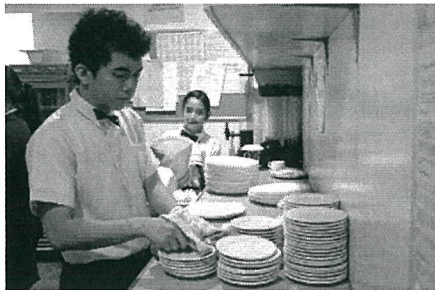
Overall, the event went well with the trainees focused on their designated tasks and being able to apply what they have learned in the classroom through exposure in an actual work place set-up.

**September 15, 2016
Waling Waling 1 and Baron
Café Restaurant**

Day 30 of Class Masigasig and Class Masinop



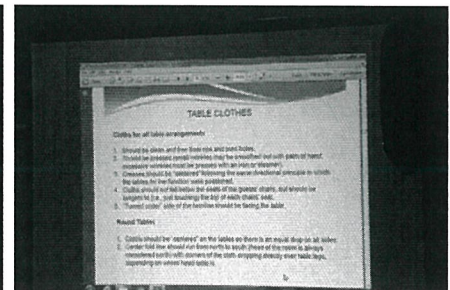
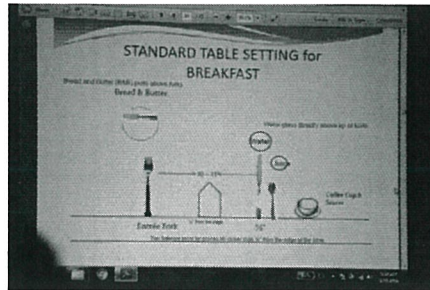
Class Masigasig had their classroom for today and they had a lecture on Communication Standards. The aim of this topic/lesson is to provide trainees with introductory knowledge and skills in work practices, communication and interactions within a food and beverage service context, and how to provide a fundamental level of service that enhances the customer experience. Trainees will be specifically introduced to roles, responsibilities, and teamwork and workplace procedures relevant to the food and beverage service sector.



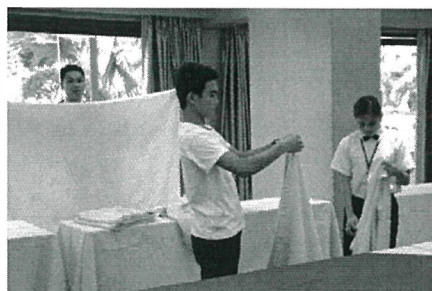
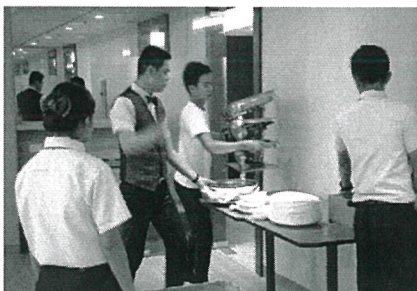
On the other hand, Class Masinop had their duty at the Café Restaurant with AM and PM Shift. Trainees were able to put their classroom acquired knowledge into practice for them to be able to further enhance their skills by applying it into the actual workplace scenario.

**September 16, 2016
Waling Waling 1 and 2
La Azotea
Garden Wing Cafe**

Day 31 of Class Masigasig and Class Masinop



Class Masinop had their classroom for today and they tackled about the Banquet Server Basic Standards. Banquet servers set up for events, carry trays, serve guests, and clean up at the event's conclusion. Set up can include putting out tablecloths and place settings, arranging table placement and putting up a buffet. Following through a series of F&B Service Basic Standards, Good communication is very important, for the purpose of being able to follow directions accurately and meeting the physical demands of the banquet server job.



4 trainees were designated at Waling Waling 2 to do set-up for the next days' Fine Dining Dinner Event for 18pax. Together with Sir Smart, trainees did a boardroom set-up good for 18pax and they also arranged all needed glasswares, chinawares and cutleries needed for the event and so as the equipments, tools and utensils needed for the live cooking demo to be held on the day of the event.

8 trainees assigned at Garden Wing Café to do and finish set-up for 130pax Breakfast Venue for next days' Big Group.



They prepared the number of chinawares, glass wares and cutleries to be used for the next days' event and polished them already to be readily available for set-up on each table.



Trainees assigned in the dining area completed the set-up with the table napkins, glasswares and cutleries so that everything will be available on the day itself. Further double checking of the venue will be done by the assigned waiters for the next day.

**September 17, 2016
Waling Waling 1 and Baron
Café Restaurant**

Day 32 of Class Masigasig and Class Masinop

12 trainees were assigned at Garden Wing Café for the Big Group Breakfast of 130pax

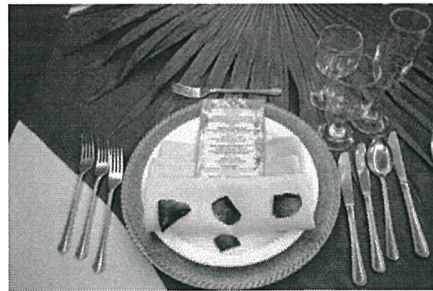


Class Masinop were assigned on the said event. They were assigned on different stations. Their key responsibility is to greet and welcome guests and respond to their requests in a courteous and friendly manner, serve the beverage and food in the appropriate order and in tune with the expectation of the supervisor so as to ensure consistency throughout the banquet, and quickly remove dishes as guests finish each meal at the end of each meal or function.

12 trainees were assigned at Convention Center for the Big Group Buffet Dinner Event with 500pax attendees.



Class Masigasig were assigned at the Convention Center. It was a Two-way Buffet Dinner wherein the diners can directly view the food and immediately select which dishes they wish to consume, and how much food they take. Each buffet station was manned by trainees to further assist any guest and should there be any food-related questions, they can answer the guest directly.



3 trainees were assigned at Waling Waling 2 for the Fine Dining Dinner Event of 18pax. Theme for the fine dining event was Classical Italian Menu. Depending on the event or meal being served, the type of table service will vary. Formal dining at restaurants will be different than at a buffet or catered wedding reception, but all service types aim to serve patrons quickly, efficiently, and with great care.

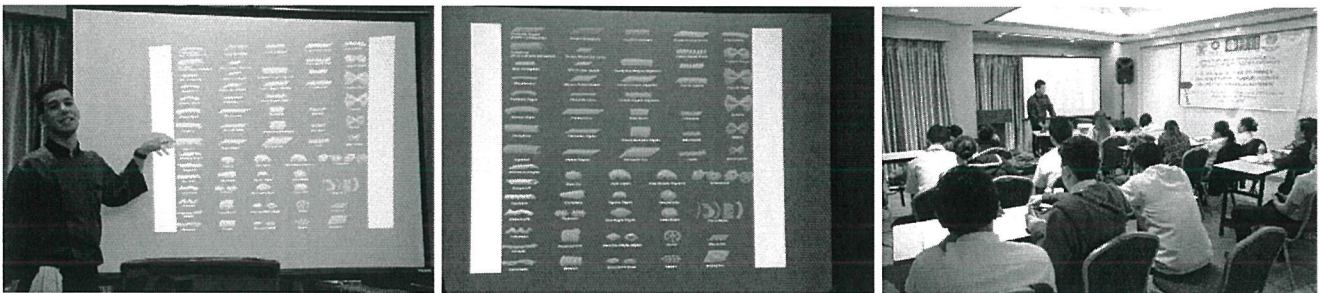
The trainees get to be exposed on this kind of service for them to be able to identify and experience the standard sequence of service and how it is properly executed.

**September 19-20, 2016
Waling Waling 1**

Day 34 and 35 of Class Masigasig and Class Masinop



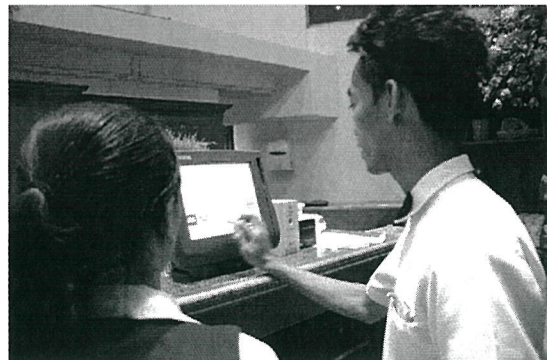
Chef Alessandro Lizio conducted Live Cooking Demo of Pasta Pomodoro e Basilico. In this lesson, trainees are able to learn about the different cooking methods and how food was cooked, prepared and plated. Pasta Pomodoro e Basilico is an Italian dish. Since tomatoes were first cultivated in the sixteenth century, tomatoes fully replaced the sweetness of Italian food with their savory acidity. As both tomato and the resilient herb basil became increasingly common in a lot of crops throughout Italy, they began to appear together more and more in Italian cooking.



After the Live Cooking Demo, Chef Alessandro and the Trainees proceed to the classroom to continue their discussion with Pasta Shapes and Sizes. Pairing the correct pasta shape can make a big difference in the overall satisfaction when cooking. Mostly of the trainees were surprised and amazed at the same time with the number of different shapes and sizes of pastas. Some of them even said that they only knew a few before, like macaroni and spaghetti, and after the discussion, they were able to gain knowledge and familiarize themselves with the different types, shapes and sizes of pasta and even the type of dish/pasta sauce that best suits for a particular kind of pasta.

**September 21, 2016
Waling Waling 1
Café Restaurant**

Day 36 of Class Masigasig and Class Masinop



Aside from the knowledges that they acquired in the basic standards of F&B Service, whenever they were assigned at the Café Station, part of their duties was to input guest orders into the POS or Point of Sale Touch up Computers located at designated station within the restaurant. At Café Restaurant, there are 2 POS, 1 for the Café Outlet Cashier and the other was located at the Bar Station Area.

MICROS Systems' POS point of sale software and hardware is used in the restaurant industry and primarily includes touchscreen computers for the serving staff to place orders, which are then sent to kitchen and bar printers for preparation.

**September 22, 2016
Waling Waling 1
Café Restaurant**

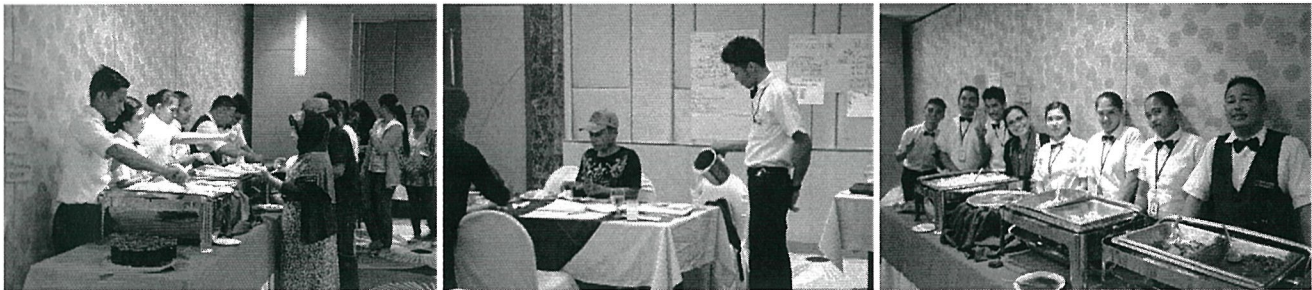
Day 37 of Class Masigasig and Class Masinop



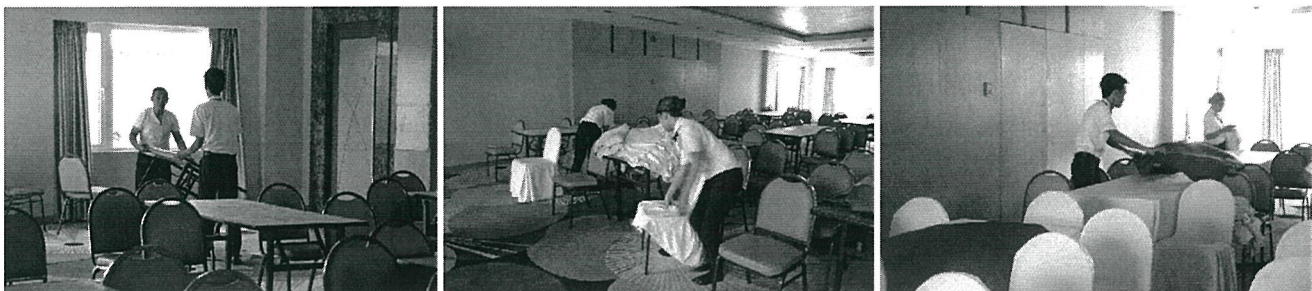
5 trainees were assigned at La Azotea for a Workshop Seminar with 30 participants. They were assigned to do the mise en place and service for Am Snacks, Buffet Lunch and PM Snacks. In this event, trainees were able to witness that in some events, there are instances that not all participants will be able to attend, which results to exceeding left overs of the prepared food. It is up to the Organizer whether to bring out the excess food or not but all under Company Terms and Conditions.



7 trainees assigned at Yakan 3 for a Training and Seminar Event for 50pax. Trainees prepared the mise en place for the event. They prepared the chinawares, cutleries and juice glasses which will be needed for the event. Mise en place is a French culinary phrase which means "putting in place" or "everything in its place." It is commonly used in the culinary industry which refers to the set-up required before cooking but in the F&B Service Industry, mise en place refers to the preparation of the wares, cutleries, equipment, tools and utensils to be used for such events to avoid sudden rush on preparation for event set-up and services.



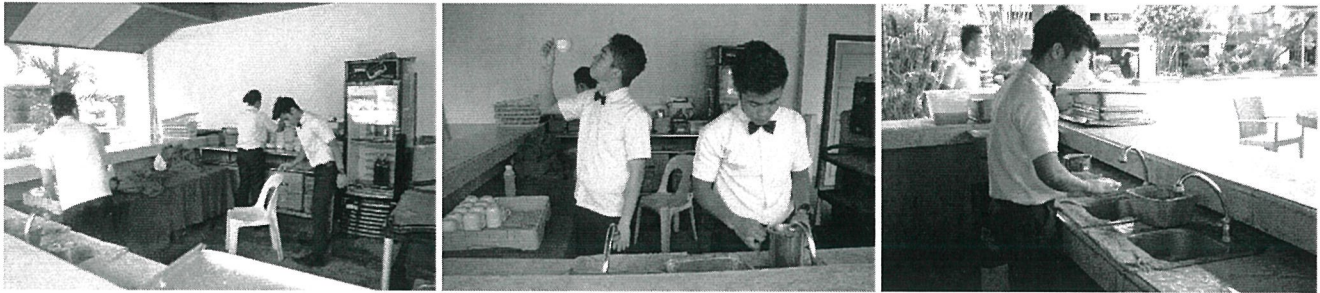
7 trainees assigned at Badjao 1 for a Workshop of 30pax. It's a Managed Buffet Lunch wherein the guests may opt to choose which meal they prefer to consume in a portioned manner with the assistance of a food attendant assigned at the Buffet Station. Trainees also had there assigned tables to wait and refill service water as soon as all guests were seated on their respective tables.



Set of trainees were assigned at Yakan 3 to do the set up for the next days' Meeting Event of 50pax. Physical arrangement requirements were rectangular tables for Workshop Set-up. Trainees placed table cloths on each tables with blue toppings while the other trainees put all the chair covers in place.

**September 23, 2016
Waling Waling 1
Café Restaurant**

Day 38 of Class Masigasig and Class Masinop



6 trainees were assigned at La Azotea for a Seminar Event of 30pax. The event at La Azotea is a 3 day seminar with a Meeting Package of AM Snacks, Lunch Buffet and PM Snacks. Trainees had their 8 hour duty which gave them the opportunity to experience the Meeting/Seminar Package and the Difference on the Sequence of Service from light snacks arrangement up until the heavy meal buffet.



3 trainees were assigned at Waling Waling 2&3 for a Seminar of total of 60pax. They were assigned to pick up the food from the kitchen to be transported to the function room, and to serve to the guests based on scheduled serving time.



Set of trainees were tasked to disassemble all tables at Yakan 3 which were used from the previous event to change it into new round table set-up in accordance to the physical arrangement requirement in the BEO.

**September 24, 2016
Waling Waling 1
Café Restaurant**

Day 39 of Class Masigasig and Class Masinop



7 trainees were assigned at Yakan 3 for a Wedding Event with 50 guests. Trainees had their division of labor wherein some of them will be assigned at the buffet station to do the scooping for the managed buffet arrangement, while set of trainees were assigned at the Dining Service Area to make sure that all guests gets to have their water refilled and someone will attend to their requests.



After the guests had dined, trainees assigned the Dining Area ensures that soiled dishes and cutleries should be removed from the dining table and be transported in the back area. As part of the clearing and closing procedures on Banquet event, assigned trainees at the back area will do the SSS- Scraping, Segregating/Sorting and Stacking of the soiled dishes to be ready for dishwashing and polishing afterwards.



5 trainees were assigned at La Azotea and Poolside for a Birthday Party with 30pax visitors. Trainees arranged all needed wares and cutleries by the poolside snackbar area as their Service Area while some of them were finalizing the Round Table Dining Set-up inside the function room.



Buffet Set-up was arranged by the Poolside Area as per physical arrangement requirement, trainees were assigned to do the set-up and were also tasked to man the buffet station for the Managed Buffet Dinner later on.



5 trainees were assigned at Badjao 3 for a 40pax Birthday Dinner Party. Trainees were assigned to man the Buffet station and so as the Dining Service Area.

Recap with Mr. Bryan T. Go



Recap for today's activity was conducted by Mr. Bryan T. Go by giving constructive feedbacks on each team's final output.

Sir Bryan emphasized the importance of SMART, a mnemonic acronym, giving criteria to guide in the setting of objectives.

In the F&B Industry, SMART can be applied on every situation. Just like in planning to do a Banquet Event Arrangement. Such as:

Specific: What exact materials to be used? Shapes, Sizes.

Measurable: How many materials needed?

Accountable: Who will do the task? Who will take charge of it? Sense of responsibility upon division of labor is important.

Realistic: How practical the idea was and what can be achieved or expected?

Time Bound: Each task should be able to meet the deadline.

Over all, the final outputs made by the Trainees were passed but with minimal take notes on the alignment of tables and chairs and so as with the consistency of the details and the relationship between the sample event order and the output itself.

**September 25, 2016
Convention Center**

**Day 40
6th and Final Immersion of Class Masigasig and Class Masinop**



For their Final Actual Exam in their Immersion Class, trainees were divided into 6 groups and were given a Sample Banquet Event Order for them to follow and execute the Physical Arrangement based on the requirements of the guest/event organizer.



Before the groups get into action, first they have planned about the lay-out/set-up on their BEO, the materials and equipments to be used and so as the size of their location. They also assigned certain members of the group with different tasks and areas of responsibility on the duration of their task.



Red Team

Team Leader: Keinji

Assignment:

**Classroom Set-up good for
32 pax with LCD Projector.**



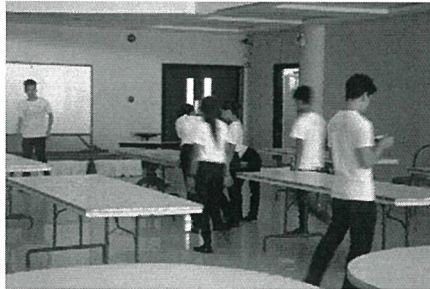
Burgundy Team

Team Leader: Carmina

Assignment:

**Cocktail Event with Hollow-
Rectangle Shape Set-up
good for 50 pax with Buffet
Set-up.**





Green Team

Team Leader: Mursidi

Assignment:

**Workshop Set-up for 50pax
with Round Table Buffet
Set-up, LCD Projector Table
and White Board.**



Blue Team

Team Leader: Mhidz

Assignment:

**Boardroom Meeting Set-up
good for 40pax with Buffet
Table.**



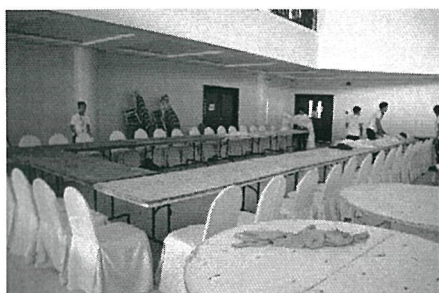


Purple Team

Team Leader: Rijal

Assignment:

**U-shape set-up for 40pax
with Buffet Table with LCD
Projector Table and White
Board.**

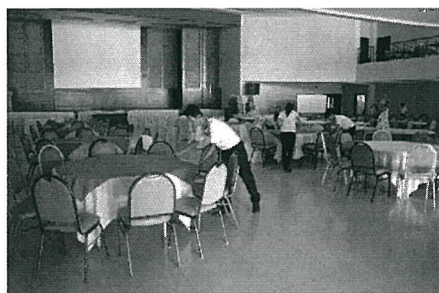


Pink Team

Team Leader: Alvic

Assignment:

**Banquet Set-up good for
80pax with Buffet Table and
Fresh Fruit Cuts Station.**



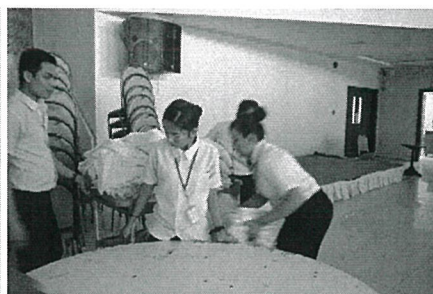
September 26, 2016

Day 41 of Class Masigasig and Class Masinop

Apart from doing set-up and physical arrangement on a given BEO, one of the primary tasks of a Food and Beverage Attendant is to make sure that all needed materials to be used for the event was properly coordinated to other concerned departments and are readily available to avoid any further miscommunication and concerns.



Each function rooms were allotted with enough stocks of Chinawares, Glasses and cutleries. But in case of huge number of guests per Function/Event, assigned waiters can get additional stocks from the Stockroom with proper requisition and coordination with the stockman. There is a certain process on requesting additional items from the stockroom and so as with returning them.



Linens, Table Cloth, Table Toppings, Table Napkins and Chair Covers are requested at Laundry Department. Based on Event Organizers' preference of table topping color as indicated in the BEO, assigned waiters may have their requisition for needed Linens at the said department on the day of the usage and should be returned as soon as Clearing and Closing Procedures for the event has been done to wash and dry all soiled linens and maintain the rotation of linen usage and make it available for next events' use.

September 27, 2016

Day 42 of Class Masigasig and Class Masinop

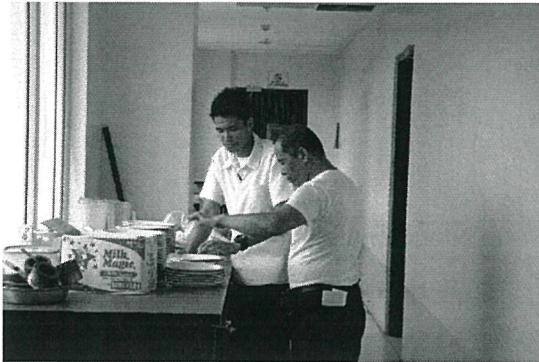


Trainees were assigned at the Café Restaurant for their practical. They have shown improvement from the very first day of their practical at Café Restaurant. They are now able to do their task effectively and efficiently with minimal supervision. They already familiarize themselves with the different stations within the Restaurant which made them do their task easily.

September 28, 2016

Day 43 of Class Masigasig and Class Masinop

14 trainees were assigned at Yakan 1, 2 and 3 for a 200pax Anniversary Celebration Event.



Prior the event, trainees assigned at the back area are busy doing the final preparations to make sure that the flow of the operation runs smoothly aiming to provide their guests a good service experience.



Meanwhile, trainees assigned at the Dining Service Area were doing their final checking of the completion of the event area prior guest arrival. To ensure that the equipment, tools and utensils are free of damage, no chips or any form of deformities. All glass wares, chinawares, cutleries and chaffing dishes are cleaned, sanitized and polished well and set-up properly on designated areas and in accordance to standards.



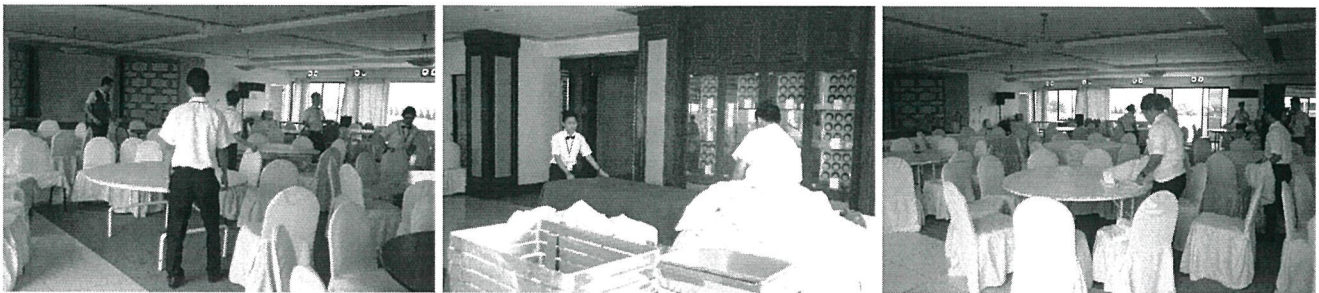
SERVICE TIME: set of trainees were assigned to man the buffet station for a Managed Buffet Arrangement by the client, while some of the trainees were assigned at the dining are to watch over their table assignment and making sure that all guest requests are attended very well.

September 29, 2016

Day 44 of Class Masigasig and Class Masinop

8 trainees were assigned at Garden Deck and Yakan 1 to complete the banquet set-up for the next day's event.

GARDEN DECK:



Trainees prepared the skeletal set-up of the function room for a get together event on the 1st of October. It would be Banquet Dinner Buffet set-up good for 150pax. They rearranged the function room based on the Physical Arrangement from the BEO.

YAKAN 1:



After the set-up at Garden Deck, trainees head to Yakan 1 to finalize the set-up for a 40pax Meeting event for the next day. The meeting event had a buffet table of 5 courses. First they cleared the function room with all the unnecessary materials to provide space and replaced it with the needed materials such as the rectangular tables and chairs also.

September 30-October 1, 2016

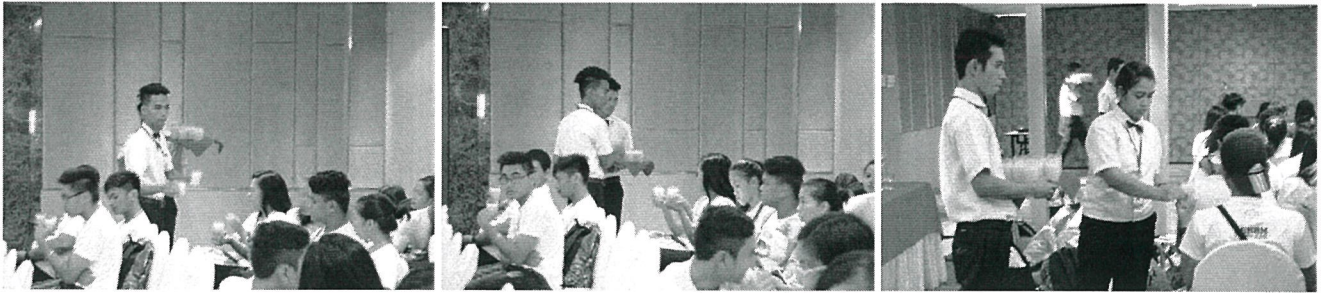
Day 45 and 46 of Class Masigasig and Class Masinop



9 trainees were assigned at Badjao 1, 2 & 3 for a Dinner Conference Event. Dinner event had a dessert buffet station from a Third Party arrangement. Third party a supplier (or service provider) who is not directly controlled by either the Hotel (first party) or the Guest/Event Organizer (second party) in a business transaction. Third Party Suppliers are those companies wherein the guests can coordinate to for any additional requests that are beyond the Hotel's offerings such as Photo Booth, Ads and Graphics and so as with Event Planners. All of which are subject to signing of Contract with the Sales and Marketing Department of the Hotel in order for them to render their services on certain events.



Trainees were assigned at Orchid Ballroom for 50pax Conference Event. Event consists of AM Snacks Station with cocktail tables where the guests can enjoy their snacks. In a cocktail arrangement like this, prepared food were meant to be eaten directly using the hands, in contrast to food eaten with a knife and fork, chopsticks, or other utensils



Trainees were assigned at Yakan 2. The function room was used by the Group as meeting area for them to gather themselves upon check-in. Trainees were assigned to serve their welcome drinks as part of their check in and meeting package for their upcoming event.



7 trainees were assigned at La Azotea for a Mongolian Buffet Dinner Event of 75pax. Trainees were doing final touch ups for the Function Room to make sure that everything goes well with the operation upon guest arrival.

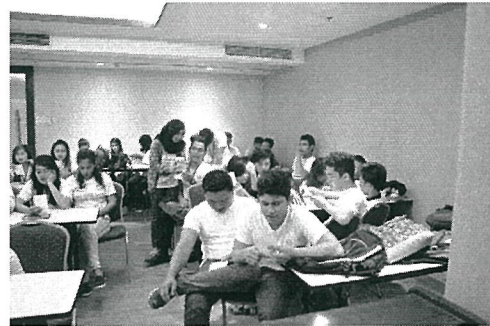


SERVICE TIME: A Mongolian barbecue buffet format allows diners to collect various thinly-sliced raw foods and add flavorings, which are then stir-fried on a large griddle by a restaurant cook. Trainees were assigned at the buffet station to assist the guest on how to prepare/choose the ingredients for their Mongolian Barbecue with the right ingredients and spices.

October 2 and 3, 2016

Day 47 and 48 of Class Masigasig and Class Masinop

Days before their Graduation Day, both classes conducted a practice for their Graduation song, Graduation March, Presentation per Class and Final Photo Shoot.



Trainees gathered at Waling Waling 1 for their practice of Graduation Song entitled "At the Beginning". It is a song by Donna Lewis and Richard Marx, released as the first single from the Anastasia soundtrack. The choice of song was pretty much relevant to the lives of the trainees as they all started out as strangers and came out as we should say, professionals.

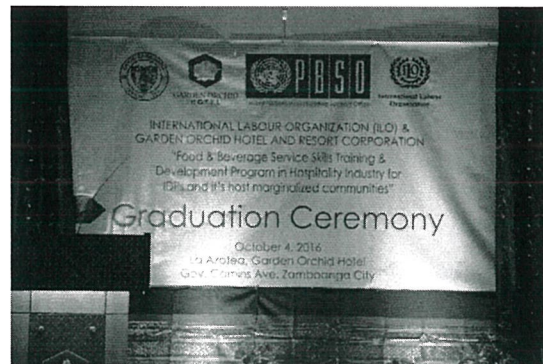


Graduation March Practice was held at Waling Waling 3 since a bigger space was needed to conduct the dry run of the marching rites.



Graduation Photo Shoot was conducted by the Poolside, showing the view of the new building as their background. Photo shoot was conducted per Class.

**October 4, 2016
Day 49 of Class Masigasig and Class Masinop
Graduation Day**



October 4, 2016. This day marks the Graduation Day of Class Masigasig and Class Masinop for completing the 300 hours of Food and Beverage Service Skills Training and Development Program in Hospitality Industry conducted at Garden Orchid Hotel.

Masters of the Ceremony was Ms. Ferlyn Mae D. Esperat, GOH-ILO Program Focal Person.



Presentation of Graduates: trainees from both classes look really presentable on their big day. They all look professionals now complete with their neatly pressed uniforms and firm bow tie, they are now ready to take a step forward in receiving of their Certificates of Completion.



Opening Prayer to start off the Ceremony with God's Grace.



Introduction of the Guest of Honors: (from Left to Right) Mr. Crisostomo Soriano, Training Facilitator/GOH Consultant, Mr. Bryan T. Go, GOH General Manager, Ms. Rizalyn Vale, International Labor Organization Project Officer, Ms. Ma. Socorro Rojas, City Social Welfare and Development Office Department Head and Mr. Shahribar Pajiran, ILO Project Field Staff.



Welcoming Address delivered by Ms. Rizalyn Vale, ILO Project Coordinator. She expressed her deepest gratitude to Mr. Hideki Kagohashi, Enterprise Development Specialist of International Labour Organization, he was the key person in making the program possible and also with the Garden Orchid Hotel Management Team, Mr. Bryan T. Go, for the never-ending support in providing what's best for the trainees, to the Trainor/Facilitator Mr. Cris Soriano, for sharing his knowledge in all aspects of F&B Service, to the Training Facilitators, Ms. Ferlyn, Ms. Iree, Ms. Jeansy, Mr. Smart, and Mr. Jun, in leading the day to day activities of the trainees and making sure that they are able to absorb the knowledge that are being taught in the classroom and are able to apply it in the workplace in accordance to standards.

Ms. Rizalyn delivered her message and got a bit emotional when sharing her thoughts weeks before the program started. She also shared her experience here and the Mission of ILO in continuing to provide skills training in certain parts of Zamboanga. She gave the trainees a throwback of her working life way back when she was just starting off her career.

The road to start the Training Program has never been easy, negative thoughts/feedbacks have been thrown but with all the determination and perseverance of the people behind International Labor Organization and Garden Orchid Hotel to pursue the program, everything went very well, way beyond expectation.



Inspirational Message by Mr. Bryan T. Go.

Sir Bryan first thanked the guests of honors, Ms. Ma Socorro Rojas, CSWD Department Head, Ms. Rizalyn Vale, ILO, GOH Management Team and the GOH-ILO Project Coordinators. He started of the speech with a message to all graduates on how they have grown into professional F&B Service Providers from being aspirants.

The journey of the trainees have never been easy, the challenges that they have faced from the tragedy of 2013 Zamboanga Siege is an experience that will never be forgotten. And as they set foot on the doors of opportunity given by Garden Orchid Hotel and International Labor Organization, they looked forward on pursuing their dreams of having a better life, and a secure future with the help of the knowledges and skills that they acquired from the Skills Training Program. Sir Bryan gave a reminder to them that Graduation Day is not the end of their journey, but beginning of fulfilling their dreams in their chosen field of expertise.

Class Masigasig



Class Masinop



After the warm messages, both classes have prepared a presentation to showcase their hidden talents in dancing which surely made the crowd go wild as they entertain their colleagues and the guests of honors.



COCKTAIL PARTY: After their dance presentation, graduates get to indulge into the cocktail food prepared for them. Crunchy Nachos, Bruschetta, Chicken Skewers and Mock tails were prepared for them to enjoy at Waling Waling 3.

**October 4, 2016
Day 49 of Class Masigasig and Class Masinop
Graduation Day**



AWARDING OF CERTIFICATES:

Recipient for Best in Academe Award was given to Ms. Carmina A. Arabain of Class Masinop, for her active participation in the Classroom Training Proper thru Oral Recitation and Written Examination. Her focus and diligence within the classroom walls has been very much evident that earned her this recognition.

She was given the privilege to deliver her speech in front of her colleagues. She talked about her struggles of being away from her family during the 2013 Zamboanga Siege since she was studying at Manila by that time. It was never easy for her to be away from her loved ones so she decided to return to her hometown. At first she was clueless on where to start working after finishing her 2 years course, then she heard about the F&B Service Skills Training Program offered by GOH-ILO and did not think twice to grab the opportunity. She was able to join the Training Program and has now graduated with flying colors. She left a message to her colleagues about not giving up on what they wanted to pursue in life.



AWARDING OF CERTIFICATES:

Recipient for Best in Practical Award was given to Mr. Rasul I. Rijal of Class Masigasig, for his consistent participation in the Practical and Immersion Training Proper. His hard work and perseverance in the practical course of the training had earned him on receiving this award. He has been recognized for being the most promising trainee with a positive attitude, committed to work and with excellent leadership skills.

He then delivered his speech emphasizing his life on having this once in a lifetime opportunity knock on his door. Before, he was just an ordinary person, an undergraduate of Civil Engineering at WMSU. Same with Carmina, he had faced struggles during the Siege, their house was even burnt down after the siege. Rising up from the tragedy, he strived to raise his family but had no idea which field of work he should enter. Until such time that an opportunity has come to his attention about the Training Program, he didn't even think twice on joining the training program. He was so determined to finish and to be able to find a secured job to provide for his family.

Awarding of Certificates of Completion to Class Masinop



ALAM, Nur-In S.



ALIH, Faujiya S.



ARABAIN, Adarna A.



ARABAIN, Carmina A.



ARIPUDDIN, Myrna Ann M.



BAKIL, Radzma S.



CUAGDAN, Lea Paula R.



HUSSAM, Shatera L.



KALLI, Khadeeja H.



LAJA, Almira H.



MUHAMMAD, Nurisma A.



SAKILAN, Rhea Justine S.



SANIH, Shahien M.



TAPSI, Rasheda M.



AKKING, Abdulhamid T.



AMBIK, Mursidi A.



JAMDANI, Aljibal D.



JARADI, Pahad P.



JULIE, Ibrahim Jhelidan T.



MALIK, Hannan S.



MUHSIN, Muhammad Fatih J.



SAMPANG, Muarip S.

Awarding of Certificates of Completion to Class Masigasig



AHMAD, Alnalyn J.



AROLA, Joecelyn D.



BAGUIO, Jewelyn G.



JALAIDI, Quinana A.



JALAO, Noemie S.



JAMAL, Sophia S.



KANDIN, Suferna S.



NASSAE, Morada B.



QUINTOS, Rhona Marie R.



SAGGAAN, Fermunaira I.



SALI, Nur-Ina K.



SAPIE, Hairan K.



DAUD, Raffy P.



GAVARRA, Rolly Jr. F.



JALIL, Abdulwahid K.



MENDOZA, Alvic Jr. C.



NERI, Johnrenz T.



ORABE, Karlo



RASUL, Rijal I.



SALAHUDDIN, Moh Abubakar. J.

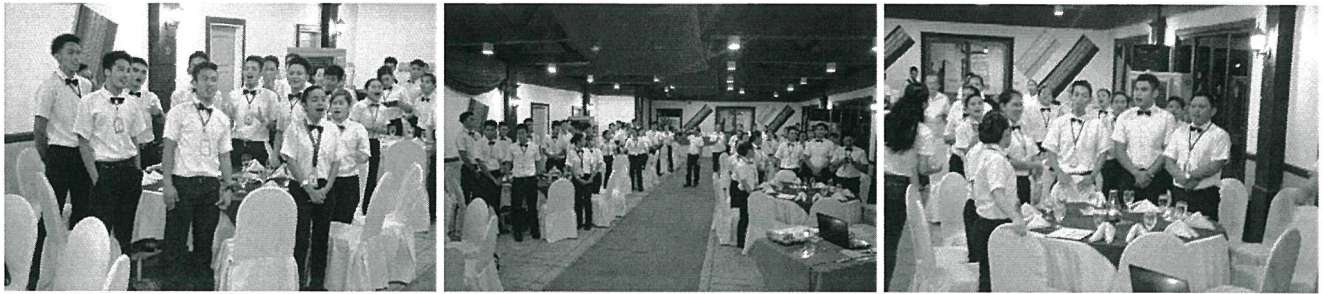


VERZANO, Archie P.



VERZANO, Ariel P.

October 4, 2016
Day 49 of Class Masigasig and Class Masinop
Graduation Day



SINGING OF THE GRADUATION SONG. Graduates sang their Graduation Song entitled "At the Beginning". It is a song by Donna Lewis and Richard Marx, released as the first single from the Anastasia soundtrack. The choice of song was pretty much relevant to the lives of the trainees as they all started out as strangers and came out as we should say, professionals.



DINNER TIME. Graduates had their dinner buffet together at La Azotea.

**October 4, 2016
Day 49 of Class Masigasig and Class Masinop
Graduation Day**



FILM VIEWING:

Minutes after having their Dinner, Audio Visual Presentation was viewed. Film Viewing showed the journey of the Trainees of what they have been through. From the planning and organizing of GOH Management and ILO Representatives, up to the series of Interviews that the trainees have undergone before getting into the training program. Starting off from their Orientation Day, 2 days Values Formation, Classroom Training Proper and their Practical and Immersion. It also features the Live Cooking Demo showcased by our in-house Chefs' as well as Mr. Cris Soriano.

**F&B Service Skills Training and Development
Program in Hospitality Industry for IDP's
And its Host Marginalized Communities**



CLOSING REMARKS:

Closing Remarks lead by Ms. Ma. Socorro Rojas, Department Head of City Social Welfare and Development Office, Zamboanga City. Ms. Rojas has been acknowledged by Ms. Rizalyn as her Advisor which supported the projects of ILO Zamboanga all throughout their years of stay in the City.

Ms. Rojas highlighted the works of CSWD in their continued support to the victims of the 2013 Zamboanga Siege. She then expressed her gratitude in seeing the graduates as dream believers as they have successfully finished the Skills Training Program despite all the challenges that they have encountered in life. She ended up her speech giving inspiration to the graduates about bravely facing challenges, whatever the situation they may face, continue to dream big, and soar high.

**F&B Service Skills Training and Development
Program in Hospitality Industry for IDP's
And its Host Marginalized Communities**



CLASS MASIGASIG with GOH Mgmt Team, ILO Representatives and CSWDO Dept. Head



CLASS MASINOP with GOH Mgmt, ILO Representatives and CSWDO Dept. Head

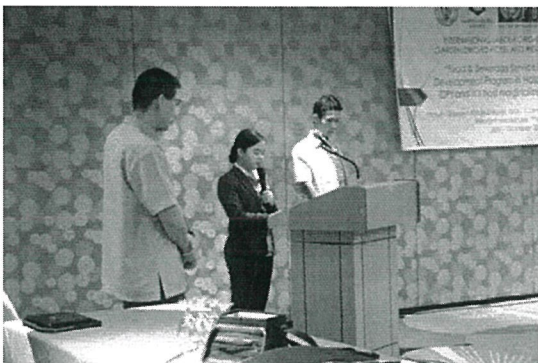
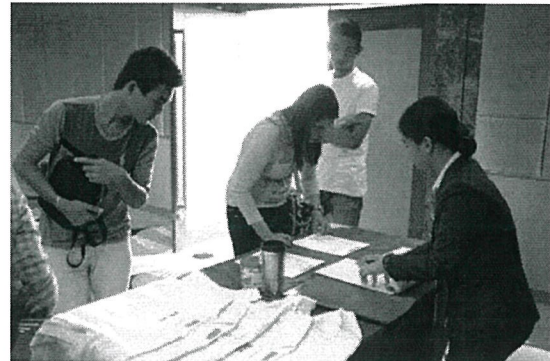


July 25, 2016

Orientation Day Highlights



Registration and fitting of visibility t-shirt as one of the uniforms for the duration of the training.



Opening Prayer led by Ms. Ferlyn Mae Esperat- Project Focal Person, for the Christian Prayer and Aljibal Jamdani-trainee, for the Islam Prayer.



Opening Prayer. Acknowledging the presence of Garden Orchid Hotel General Manager, Mr. Bryan T. Go.



Opening Remarks led by Mr. Bryan T. Go discussing an overview of the project and the objectives of the training program.



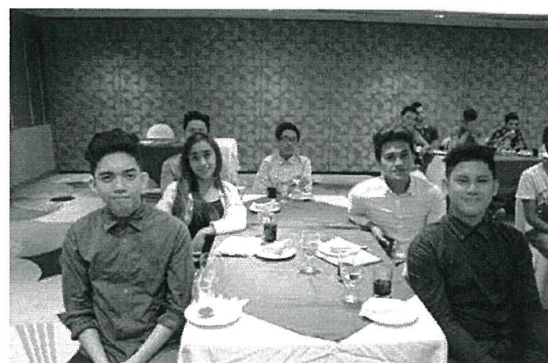
A few introduction from Ms. Rizalyn Vale discussing the International Labor Organization history, projects and commitment on community service for IDP's in Zamboanga City.



Orientation Day proper as discussed by Ms. Ferlyn Mae Esperat, program facilitator. Explaining about the company rules and regulations, methodologies and the training do's and don'ts.



Film viewing for proper hygiene and projecting good and professional image to guests and colleagues entitled Best Face Forward (Left) and Introduction to Hospitality Industry mainly on Food and Beverage Service Establishments. (Right)



Break time. The trainees get to indulged themselves with their am snacks and plated lunch meal.



Hotel Tour and Familiarization conducted by Ms. Ferlyn with the help of the Housekeeping Supervisor, Mr Rolito Ansin and Housekeeping Staff, Mr. Anjo Pacure. The trainees were able to familiarize themselves more about the facilities within Garden Orchid Hotel which is relevant to their training program.

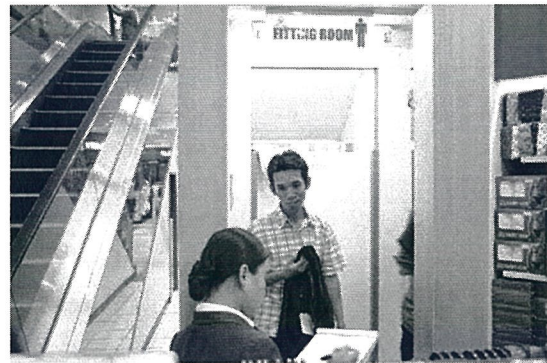
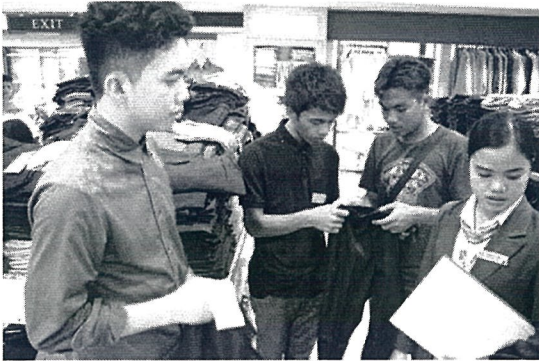
Trainees were divided into two classes:



Class Masigasig. The team which committed to be hardworking and participative as the name of their group implies.



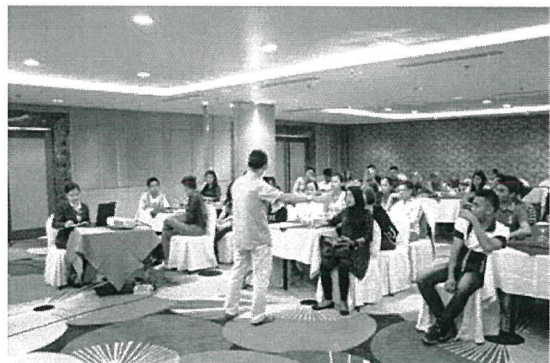
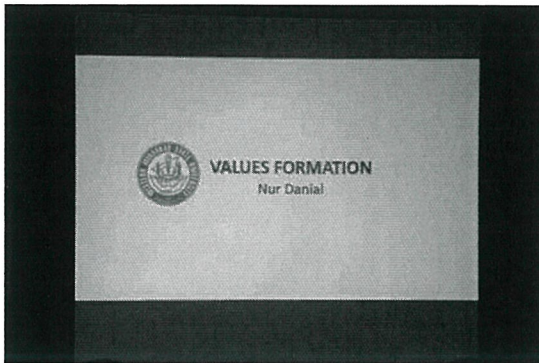
Class Masinop. Diligence will be visible in each in every one of the group as they've promise to do for the entire duration of the training.



After the whole day orientation, all trainees were required to drop by at Shop-O-Rama for Training Uniform fitting accompanied by Ms. Ferlyn and Mr. Sha.

July 26-27, 2016

2 Days Values Formation Highlights- Day 1

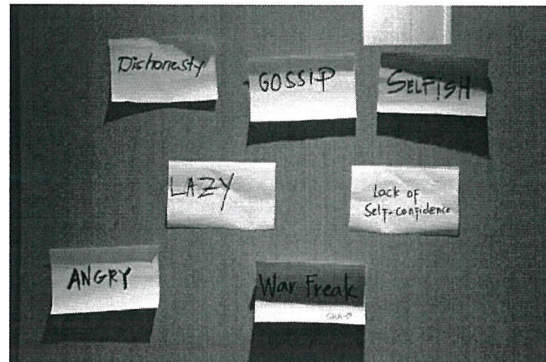


Introduction to Values Formation by Mr. Nur Dainal, Professor on College of Asian and Islamic Studies at Western Mindanao State University. In this course of the training, trainees will be able learn about the importance of these core values and on how to incorporate it on their day to day living,



Film viewing about the act of giving more, with less. In this film, a talented man is seen playing music along the sidewalk of a train station while some of the bystanders were giving coins and bills to him in exchange of musical entertainment. Little did the viewers knew that he uses his talent in music and gives the money that he collected to a beggar that plays flute roughly in the street but barely gets any financial help,

It was a touching story with the moral lesson, "Forgive and let go of the pain that someone has caused you. No it's not easy, but it's necessary in order to make room for the good things that life has in store for you."



Values related activities. Trainees were asked to write down an attitude that they hate the most, and explained it to their co-trainees. Photo on top right corner shows the picked words.



BREAK TIME. Lunch for today is Cream of Mushroom Soup, Beef Steak Tagalog and Garlic Fried Chicken.



Catch the snake! Fun filled activity after the lunch break to set up the mood of the trainees for the next discussion.

July 27, 2016

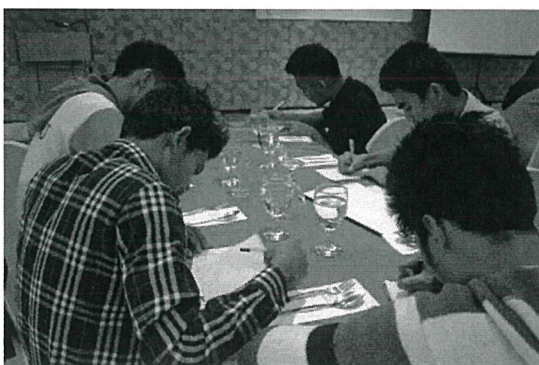
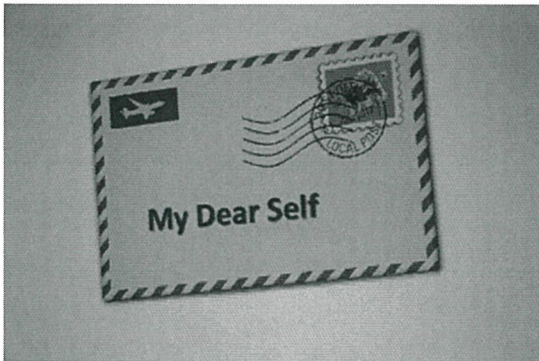
Day 2 of Values Formation



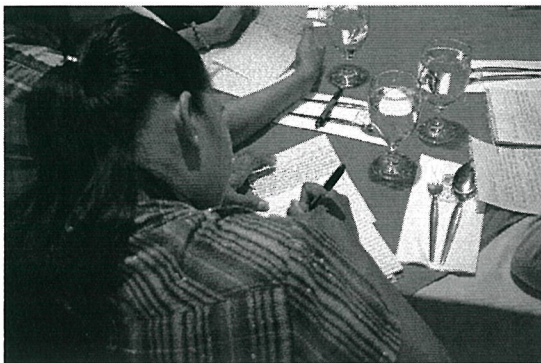
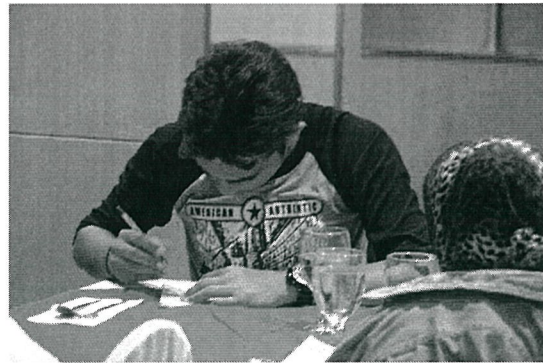
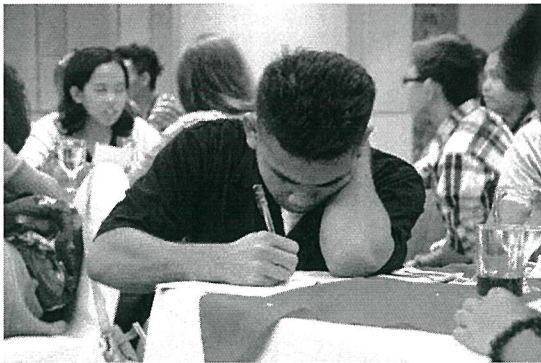
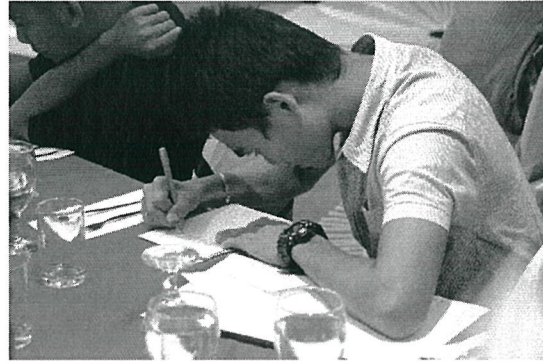
Continuation of Values Formation discussion. Today's lesson is all about the Filipino core values and its essence and impact to the Filipinos regardless the race, religion, and cultural beliefs.



Film viewing on how genuine a father's love is, giving everything for his daughter from the smallest thing up to those that we, as children, could ever imagine. Photo from the bottom right shows one of the trainees who got emotional after the film viewing upon remembering/missing her father which died a year ago. Only those who experience loved one's passing can explain how hard it was to wake up each day missing someone important in your life.



Another activity on applying core values to one's self. Each and every one of the participants were asked to write down a letter for themselves or to their loved ones to tell everything what they wanted to say or wished for.



Everybody in the room was very busy and focused on writing their own story and some even got emotional.



"Dear Parents,

Dati ang buhay ko ay masaya, payapa, maraming kaibigan. Besides, I have my supporting parents. But unfortunately, I don't appreciate them. Because I'm blind.... until I became a mother. And realize how much my mother loves me and supports me."

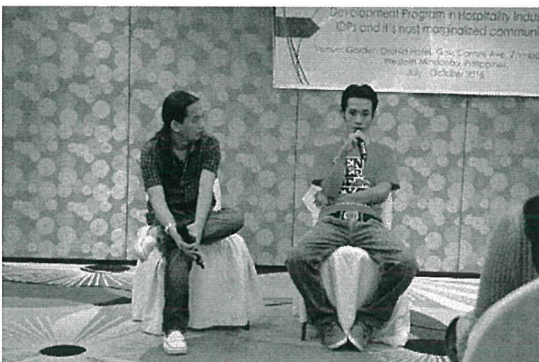
-Faujiya Alih, Class Masinop



"Dear Self,

I know I really sucks at everything, in school, games, friends, love and even in life. In everything I did. I want to say sorry, for being jerk, selfish, and lazy and even having lack of confidence for being who I am."

-Al-Shimar Ibrahim, Class Masinop



"Dear Self,

You should be thankful kung ano ka ngayon at kung anong meron ka, kasi hindi lahat ng tao masaya sa kung anong meron sila ngayon. Dapat ka ring magpasalamat kasi meron ka pang magulang na nandyan para sa'yo, laging sumusuporta sayo."

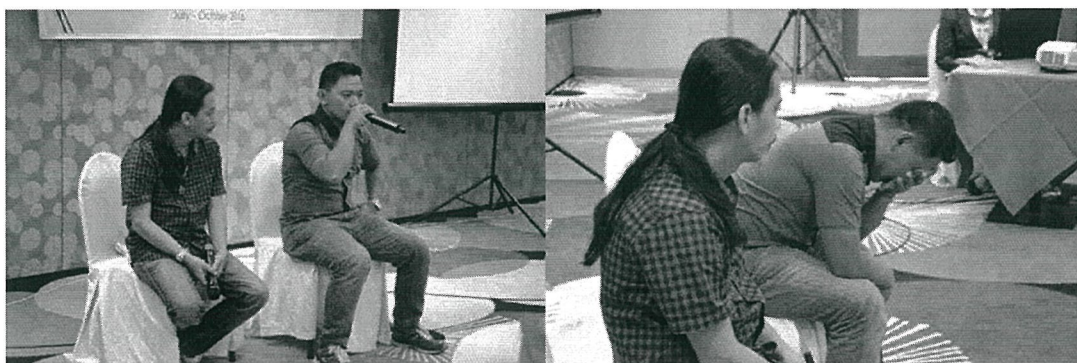
-Aljibal Jamdani, Class Masinop



"Dearest Parents,

....minsan lang tayo magkaroon ng isang nanay at tatay kaya hangga't buhay pa sila. Ibubuhos ko ang lahat ng pagkakataon na meron ako para makasama sila. Dahil hindi ko alam kung bukas, makalawa o kailanman ay makakasama ko pa sila ulit..."

-Raffy Daud, Class Masigasig



“Dear Inah.Amah,

Una sa lahat gusto ko lagi kayong nakikitang masaya at gusto ko rin na laging nasa tabi mo at mabigyan ng magandang buhay. Gusto kong magabroad pero hindi pwede kasi matanda ka na inah.... Ayaw ko na maranasan ang nangyari kay ama, na pag galing sa trabaho ay hindi ko na sya nadatnan pang buhay.

Masakit yung pakiramdam na araw araw namimiss moa ng tatay mo pero hindi mo na siya mayakap o mahalikan man lang at masabi na mahal na mahal mo siya... kaya kayo, habang may mga magulang pa kayo na nabubuhay, matuto kayo na pangalagaan sila. Dahil hindi niyo alam ang pakiramdam ng walang magulang.”

-Abdulhamid Taraji Akking, Class Masinop

Tears poured down upon hearing the heartfelt stories of their co-trainees during the focus group discussion as five of them expressed themselves in the most emotional way. Hearing stories of pain, self-hatred, fear of losing and love for themselves and mostly their parents. This session has opened each and every ones heart and mind and gave them the lessons of their lives on how to appreciate what they have. Whether its material things or not, all of us should know the value of such things coz we'll never know how lucky we are if we have more, while others have less.



Class Masigasig with Mr. Nur Danial



Class Masinop with Mr. Nur Danial



Trainees with Ms. Ferlyn Mae Esperat & Mr Nur Danial



**Mr. Bryan Go, Mr. Cris Soriano, Ms. Ferlyn Mae Esperat and
Mr. Nur Danial with the Trainees.**



F&B Service Skills Training and Development Program in Hospitality Industry for IDP's And its Host Marginalized Communities



OVERVIEW

GARDEN ORCHID HOTEL and RESORTS will open its doors to Internally Displaced Person (IDP) and Marginalized Community participants for the skills training in Food and Beverage Services offering them the opportunity to learn and immerse in learning in a first class hotel environment and use of its facilities which will accelerate their learning and understanding with the experiential learning and training through practical experience of the training participants. The hotel holds a high prestige of service and quality fine dining and one of the hotel industry leaders in the Zamboanga Peninsula.

The skills training program to be conducted by Garden Orchid Hotel and in partnership with the International Labor Organization (ILO) is intended to enhance the capacity and capability of the IDP communities to access income generating opportunities and employment which are decent, competitive and sustainable in the field of Hospitality Industry focusing in F&B Service.

OBJECTIVE

General Objective:

To provide skill based capacity building program through class learning and immersion with the customers, peers, and to our organic employees. Thereby, to improve social skills and discipline to be integrated within the norms of the Hospitality Industry.

To close the gap of mismatch, and to produce world-class employees who are well-equipped with the knowledge and skills necessary in the field of specialization while providing them local employment opportunity in the hospitality industry.

Specific Objective:

- To provide trainings to Internally Displaced Persons (IDP's) for them to acquire the knowledge and skills in the field of Hospitality Industry, particularly in Food and Beverage Services;
- To provide the actual exposures, social skills and the discipline needed for them to be an effective and efficient Professional Service Provider, thereby acquiring a suitable job after the training program.

July 16, 2016



GOH-ILO Profiling Team had chosen Brgy Sta Catalina, as one of the target area to look for possible beneficiaries. Immediately after the planning day, the team went to Brgy. Sta. Catalina to set an appointment with the point person to gather furthermore details about the area, before and after Zamboanga Siege, year 2013, and so as to gather needed requirements and permits to conduct such profiling within the area.

On the day itself, the team had the chance to set an appointment with Acting Sta. Catalina Mayor Mr. Embran Boy S. Arabi, in order discuss the projects' commitment on opening its doors to IDP's (Internally Displaced Person) to provide skills based capacity building program through class learning and laboratory experience.

Upon being given the GO signal by Acting Mayor Mr. Arabi, the team immediately went on the field, doing house to house, to look for qualified youth which will be the target beneficiaries for the project. We are able to register 16 interested applicants from areas which have been visited were Martha Drive, Lustre, Purok 4 and CDCP.

Day 1: Gameplan

GOH-ILO Project team consisting of Mr. Sharibar Pajiran-ILO profiling staff, Ms. Ferlyn Esperat-GOH project representative and Ms. Iree Gerola-project documentor, planned on going to affected areas from ground zero in search for aspiring beneficiaries for GOH-ILO Training Program.



July 17, 2016

Day 2: Initial Interview



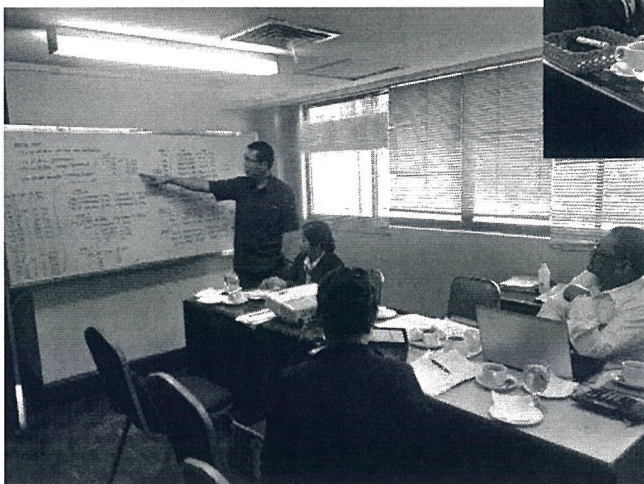
One o'clock in the afternoon, day two of Social Preparation, Sta. Catalina Barangay Hall opened its doors on a Sunday afternoon in order to provide a meeting place for the team to conduct an initial interview to all interested applicants from previous days' house to house initiative. Top left photo showing Ms. Ferlyn conducting a short briefing with the aspiring applicants with regards to the Project Outline, its advantages and importance most specially to the victims of 2013 Zamboanga Siege particularly in Brgy. Sta Catalina.

Out of 16 registered applicants, only 5 arrived, along with 12 walk-in applicants. Photos on top right showing Sir Sha and Ms Ferlyn conducting an initial interview with the applicants. Hearing stories of the terror and fear that they've felt during the siege. Some of them forcedly left their house and managed to save their important personal files and documents while most of them had left with nothing at all.

They vision themselves rising from the threatening effects of the siege and pushing through boundaries that kept them isolated by means of grabbing such opportunity as Garden Orchid Hotel and International Labor Organization is offering.

July 20, 2016

GOH-ILO Skills Training Program Coordination Meeting



A Meeting with both concerned parties was coordinated to plan and organize the profiling and selection process for IDP Applicants as well as to schedule and draft an outline for the program and training proper.

July 21, 2016

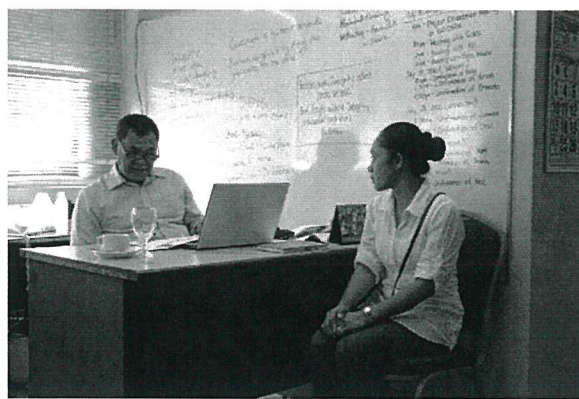
Day 3: First Day of Final Screening (2:00pm)



Second day of initial interview continued the next morning at ILO Office with new batch of applicants. Mostly of the second set of applicants reside from Layag-layag and Talon-talon wherein seaweed farming is one of the primary sources of living. And in the afternoon, Final Screening for the walk-in applicants was initiated by Ms. Rizalyn Vale, ILO Project Coordinator, and Mr. Cris Soriano, Executive Asst Manager of Garden Orchid Hotel.



Ms. Rizalyn Vale conducting IDP Status verification with an applicant.



After a small talk and status verification with Ms Riza, the applicant goes immediately to Sir. Cris for the final screening.

July 22, 2016

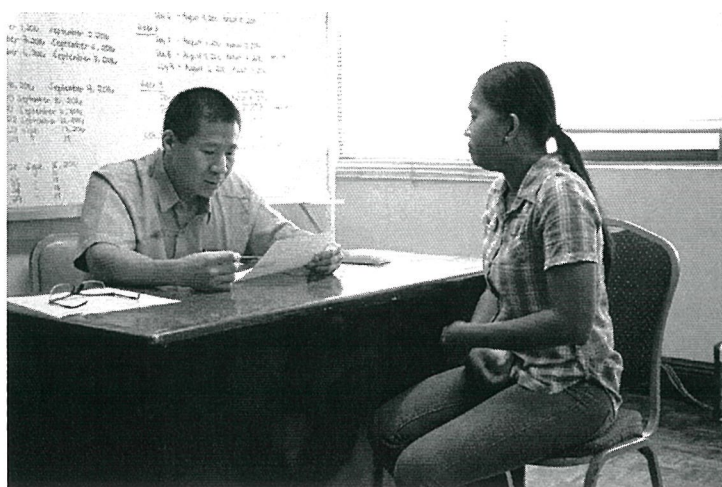


**Day: Second Day of Final
Screening (Morning)**

Ms. Rizalyn Vale together with Ms. Ferlyn Esperat conducting initial screening and status verification on one of the applicants.



Final interview were conducted by Mr. Bryan Go and Mr. Cris Soriano as seen on photos, looking forward on knowing the applicants' very own stories and goals in life, and their willingness to commit to the training program with full time and effort.





Second day of Final Screening, a total of 72 hopefuls were initially interviewed for the past 2 days with 37 male and 35 female.

After the process of screening and interview, the team has come up with the final shortlist of 45 beneficiaries to join and participate the F&B Service Skills Training Program.



	Male	Female
SUBMITTED	47	42
NO SHOW	10	7
INTERVIEWED	37	35
ACCEPTED	18	27
2 ND PRIORITY	9	4
NOT ACCEPTED	1	4

	Male	Female
Sta. Catalina	10	9
Talon Talon	2	5
Sinunuc/Ayala	-	2
Kasanyangan	-	3
Tetuan	-	1
Tugbungan	-	1
San Jose	2	-
Sta. Barbara	3	5
Rio Hondo	1	1

Data shows that 60% of applicants were young women and the rest were male, as to the program would like to prioritize on giving opportunities to young female IDP's without closing its doors to young men aspirants.

Mostly of the shortlisted applicants came from Sta. Catalina, Sta. Barbara and Talon-Talon while few of them reside from San Jose, Tetuan, Tugbungan, Rio Hondo and Sinunuc.



July 21, 2016 (Afternoon to Evening)

Initial Screening for Additional Applicants

Initial screening conducted by Sir Sha continued in the afternoon until the evening in order to complete/exceed the headcount of more than 45- subject for shortlisting.