



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

MEMORANDUM

TO : The Manager
Administrative Services Department

FROM : The Manager
Operations Department

RE : ***PROPOSED TRAININGS/SEMINARS FOR OPERATING ENTITIES***

DATE : **May 17, 2021**

The re-opening of the different entities is now in the preparation and planning stage. To ensure the readiness of our staff, we ask for formal training on the proper health protocols in handling guests for all personnel specially the frontliners in all entities.

In addition, in our quest towards an effective and efficient operating entity by upgrading the quality of service of our personnel thereat, the following seminars/trainings for Banaue Hotel and Youth Hostel, Balicasag Island Dive Resort and Club Intramuros Golf Course personnel regardless of their employment status are requested:

Entities	Proposed Trainings
1.) Banaue Hotel & Youth Hostel	A. Housekeeping & Public Areas – new trends in housekeeping B. F & B Department – new trends in waitering, dining preparations, kitchen preparation, bartending C. Front Office – check in and check out procedures, handling of complaints D. Maintenance Dept.
2.) Balicasag Island & Dive Resort	A. F & B Section 1. Table Setting for Dine-In & Buffet Service (proper set-up of all dinnerwares, glasswares etc) 2. Food & Beverage Production - enhance new menu, Safety, Risk Management & Sanitation B. Front Office - New Trends in Front Office Reservations (including handling of complaints) C. Dive Instructor Training D. Organic Backyard Gardening E. Housekeeping - New Trends in Housekeeping Operation (to include turn down service)



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3.) Club Intramuros Golf Course	<ol style="list-style-type: none">1. Sustainable Turf Grass Management Seminar2. Golf Equipment Maintenance Seminar3. Preventive Maintenance Program & Records Keeping of Turf Equipment4. Green Renovation Seminar5. Golf Course Irrigation System Maintenance Seminar6. Deep Well Maintenance & Proper Pump Maintenance Practice7. Rules of Golf Tournament in the New Norm8. Proper Application & Safe Handling & Safe Handling of Golf Course Pesticides9. Ecological & Waste Management Seminar10. Food Handling & Safety Seminar11. Proper Food & Beverage Service12. Team Building13. Any Golf Training Program with the following modules:<ol style="list-style-type: none">a. Orientationb. Hazard Communicationc. Safetyd. Standard Operating Proceduree. Equipment Operation & Maintenancef. Cultural Practicesg. Standard Tasks14. First-Aid Training for CIGC Staff
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For your consideration,

Atty. MARIA TERESA C. ALVAREZ