

COMPETENCY SKILLS TRAINING ON FOOD PREPARATION, BEVERAGES SERVICES AND PROCESSING AMONG THE OUT-OF SCHOOL YOUTH'S UNEMPLOYED WOMEN: INPUT TO ACQUISITION OF NCII

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ABSTRACT This study was conducted to determine the competency skills of trainees on Food and Beverage Services (FBS) in order for them to acquire National Certification from Technical Education and Skills Development Authority (TESDA). This study employed a descriptive method. The respondents of this study were the 12 participants during the conduct of extension service of the School of Hotel and Restaurant Management usually they are the Out-of-School Youth (OSY) and unemployed women of Barangay, all of them passed the assessment and are now holding a National Certificate Level II in Food and Beverage Services. To determine competency skills on Food and Beverage Services, a researcher-made questionnaire was used. Data gathered were categorized, tabulated and compared using the statistical package for social sciences. Results revealed that all of the respondents attained necessary skills and passed the NC II Food and Beverage Services assessed by assessors of Technical Education and Skills Development Authority.

Keywords: Competency Skills, Food and Beverage Services, National Competencies

INTRODUCTION

Background of the Study

On August 25, 1994, Technical Education and Skills Development Authority (TESDA) was established through the enactment of Republic Act No. 7796, also known as the "Technical Education and Skill Development Act of 1994", which was signed into law by President Fidel V. Ramos. Section 22, "Establishment and Administration of the National Trade Skills Standards" of RA 7796 known as the TESDA Act of 1994 mandates TESDA to establish national occupational skill standards (TESDA, 2018). The Authority shall develop and implement a certification and accreditation program in which private industry groups and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.

The Training Regulations (TR) serve as basis for the:

1. Competency assessment and certification;
2. Registration and delivery of training programs; and
3. Development of curriculum and assessment instruments.

Each training regulation has four sections:

Section 1 Definition of Qualification- refers to the group of competencies that describes the different functions of the qualification.

Section 2 Competency Standards- gives the specifications of competencies required for effective work performance.

Section 3 Training Standards- contains information and requirements in designing training program for the Qualification. It includes curriculum design, training delivery; trainee entry requirements; tools, equipment and materials; training facilities, trainer's qualification and institutional assessment.

Section 4 National Assessment and Certification Arrangements- describes the policies governing assessment and certification procedures.

(Adapted from TESDA or Technical Education and Skills Development, 2011)

TESDA implements assessment and certification for all qualifications with promulgated Training

Regulations. The Training Regulation defines the knowledge, skills and attitudes/values required for competent performance in the workplace.

The competency requirements, as defined in the relevant Training Regulations shall be the take-off point of all corresponding qualifications, assessment and certification in all industry sectors. National Certificate is issued when a candidate has demonstrated competence in all units of competency that comprised a Qualification. Certificate of Competency is issued to individuals who have satisfactorily demonstrated competence on a particular or cluster of units of competency (TESDA, 2018).

Food and Beverage Services National Certificate Level II (FBS NC II) qualification consists of competencies that a person must achieve to provide food and beverage service to guests in various food and beverage service facilities. To attain the National Qualification of FBS NC II, the candidate may apply for assessment in any accredited Assessment Centers and demonstrate competence in all units/clusters of core units of the Qualification (TESDA Online Program, 2018).

A person who has achieved was awarded National Certificate (NC) is competent to be employed as Bus Boy, Room Attendant, Waiter and Food and Beverage Service Attendant (TESDA, 2018). Hence, the researchers came up with the study on the necessary competencies for adequate training to the future takers of the National Competency II on FBS or Food and Beverage Services.

Statement of the Problem

Generally, this study determined the competency skills of trainees on Food and Beverages, Food Preparation and Food Processing. Specifically, this study sought to answer the following questions: 1) What is the profile of the respondents in terms of age, sex, educational attainment, and source of livelihood, 2) What are the competency skills of the trainees on Food and Beverages, Food Preparation and Food Processing as a whole and competencies as to their socio-economic profile, and 3) What is the trainees' outcome in terms of the number of successful trainees recommended for NCII?

METHODOLOGY

This study employed a descriptive method. This method is appropriate for determining the competency skill on Food and Beverages, Food Preparation and Food Processing among the OSY's Unemployed women; Input to the acquisition of NCII. Descriptive research design is a type of research design that can obtain facts about existing conditions; can detect significant relationships between current phenomena which are helpful in decision making and educational planning, and internal evaluation or assessment. The respondents of this study were the 12 participants during the conduct of Extension service of the School of Hotel and Restaurant Management usually they are the Out of School Youth and Unemployed women of the barangay. To determine competency skills on Food and Beverages, Food Preparation and Food Processing among the OSY's Unemployed women; Input to acquisition of NCII, a researcher-made questionnaire was used. The research questionnaire was composed of two parts: Part I for the Profile of the Respondents; Part II evaluation on the skills on Food and Beverages, Food Preparation and Food Processing to validate their competency if they are recommended to take the NCII. Data gathered on this study were categorized, tabulated and compared using descriptive statistical tools such as frequency, mean and percentages were used to present the profile of the respondents. Data were processed using Statistical Package for Social Sciences (SPSS). The statistical tools that were used are frequency count and percentage.

RESULTS AND DISCUSSIONS

Profile of the Respondents

Table 1 shows the profile of the respondents in terms of age. Result revealed that 6 or 50 % of the respondents were aging from 31 to 40 years old, 5 or 41.67% were aging from 20 to 30 years old and 1 or 8.33% was aging above 40 years old. This means that half of the number of respondents was 31 to 40 years old. In terms of sex, result revealed that 12 or 100% of the respondents were females. This means that all respondents who took NC II were all girls. In terms of their educational attainment, result revealed that 7 or 58.3 % were high school graduates, 4 or 33.3 % were college level and 1 or 8.3% was college graduate. This means that at least half of the respondents who took NC II were high school graduates. In terms of source of livelihood, result revealed that 11 or 91.7% had no source of livelihood and 1 or 8.3 % was into teaching. This means that majority of the respondents had no source of livelihood for their living.

Particulars	frequency	percent
Age	5	41.67
20-30 years old	6	50.00
31- 40 years old	1	8.33
Above 40 years old	12	100.0
Total		
Sex	12	100.0
Female		
Educational Attainment	7	58.3
High School Graduate	4	33.3
College Level	1	8.3
College Graduate	12	100.0
Total		
Source of Livelihood	11	91.7
None	1	8.3
Teaching	12	100.0
Total		

Table 2 shows the competency skills for TESDA Food and Beverage Services. Results revealed that 12 or 100% of the respondents attained the necessary skills for NC II Food and Beverage Services assessed by the Technical Education and Skills Development Authority assessors.

This implies that all respondents developed the skills that they learned on preparing the dining room or restaurant area that their trainer taught. Moreover, they properly applied the tasks during their training. Specifically, they know how to answer the phone, completed and confirmed the details of the reservations, maintained the cleanliness and orderliness of the dining room and ensured comfort and convenience of the guests. Competencies are identified behaviours, abilities, knowledge, and skills and can be objectively measured, enhanced, and improved through coaching and learning opportunities. Thus, indicates sufficiency of knowledge and skills that enable someone to act in a wide variety of situations (Ylagan, et. al, 2013).

Table 2. Competency Skills of the Respondents for NC II (Food and Beverage Services) in terms of Prepare Dining Room/Restaurant Area for Service

Prepare Dining Room/Restaurant Area Service	frequency	percentage
1. Answer the phone and inquiries promptly, clearly and accurately.	12	100
2. Ask pertinent questions to complete the details of the reservations data accurately on forms based on establishment's standards.	12	100
3. Repeat and confirm the details of the reservations with the party making reservation.	12	100
4. Provide additional information about the foodservice establishment when necessary.	12	100
5. Stock the service or waiter's stations with supplies necessary for service.	12	100
6. Clean and wipe all the tableware and dining room equipment and put in their proper places.	12	100
7. Put-up special tent cards and similar special displays for promotion.	12	100
8. Check the cleanliness and condition of all tables, tableware and dining room equipment.	12	100
9. Fill the water pitchers and ice buckets.	12	100
10. Turn on and keep ready the electrical appliances or equipment like coffee pots, teapots, plate warmers, etc. in the dining area.	12	100
11. Refill the condiments and sauce and wipe the necks and tops of the bottles.	12	100
12. Set the table according to the standards of the foodservice establishment.	12	100

13. Set the covers correctly according to the pre-determined menu in case of pre-arranged or fixed menus.	12	100
14. Wipe and polish tableware and glassware before they are set on the table.	12	100
15. Folds the cloth napkins properly and lays them appropriately on the table according to napkin folding style.	12	100
16. Skirt properly the buffet or display tables taking into account symmetry, balance and harmony in size and design.	12	100
17. Adjust the lights according to time of the day.	12	100
18. Arrange the tables, chairs, and other dining room furniture to ensure comfort and convenience of the guests.	12	100
19. Play appropriate music when applicable.	12	100
20. Clean the floors/carpets and makes sure that all are dry.	12	100
21. Adjust the air conditioner or cooling units for the comfort of the guests.	12	100
22. Set-up the decorations according to theme or concept of the dining room.	12	100

Table 3 presents the competency skills of the respondents for NCII (food and beverage services) in terms of welcome and take food and beverage orders. Results revealed that the respondent attained the necessary skills in this area.

This implies that all of the respondents acquired positive attitude in welcoming the guests and provide effective food services. Specifically, the respondents acknowledged and greeted the guest as soon as they arrive, checked details of reservation and escort them to their seat, presented the menu and take orders, provided appropriate table ware and cutlery for the menu choices, placed order and carried out plates and/or tray safely, and relayed accurate information about special request, dietary or cultural requirements.

Welcome and Take Food and Beverage Orders	frequency	percentage
1. Acknowledge guests as soon as they arrive.	12	100
2. Greet the guest with an appropriate welcome.	12	100
3. Check details of the reservations based on established standard policy.	12	100
4. Escort seat guest according to table allocations.	12	100
5. Utilize table according to the number of party.	12	100
6. Seat guests evenly among stations to control the traffic flow of the guests in the dining room.	12	100
7. Open the table napkins for the guests when applicable.	12	100
8. Serve water when applicable according to the standards of the food service facility.	12	100
9. Present to the guests the menu according to established standard practice.	12	100
10. Take the orders completely in accordance with the establishment's standard procedures.	12	100
11. Note special requests and requirements accurately.	12	100
12. Repeat the back orders to the guests to confirm it.	12	100
13. Provide appropriate tableware and cutlery for the menu choices and adjust in accordance with the establishment's procedures.	12	100
14. Place order and send to the kitchen or bar promptly.	12	100
15. Check the quality of foods in accordance with establishment standards.	12	100
16. Check table ware for chips, marks, cleanliness, spills and drips.	12	100
17. Carry out plates and/or trays safely.	12	100
18. Advise the colleagues promptly regarding readiness of items for service.	12	100
19. Relay accurately the information about special requests, dietary or cultural requirements to kitchen where appropriate.	12	100
20. Observe the work technology according to establishment standard policy and procedures.	12	100

Table 4 shows the competency skills of the respondents for NC II on Food and Beverage Services in terms of promoting food and beverage products. Results revealed that all of the respondents possess the skills in this area.

This indicates that respondents were competent in promoting food and beverage products. Moreover, they master the names and pronunciations of the dishes in the menu and its ingredients, master common food allergens, provided information about food items, suggested name of specific menu items to guests, gave the general choices to provide more options to guests, and recommend new items to regular guests to try other items in the menu. Food and Beverage Services program is designed to enhance the attitude, knowledge, and skills of the participants (Buted, Felicen and Manzano, 2014).

Table 2. Competency Skills of the Respondents for NC II (Food and Beverage Services) in terms of Prepare Dining Room/Restaurant Area for Service

Promote Food and Beverage Product	frequency	percentage
1. Master the names and pronunciations of dishes in the menu.	12	100
2. Memorize the ingredients of dishes.	12	100
3. Know sauces and accompaniments by heart.	12	100
4. Study the descriptions of every items in the menu.	12	100
5. Master common food allergens to prevent serious health consequences.	12	100
6. Provide information about the food items in clear explanations and descriptions.	12	100
7. Offer items on specials or promos to assist guests with food and beverage selections.	12	100
8. Suggest a name of specific menu items to guests rather than just mentioning the general categories in the menu to help them make a choice and know what they want.	12	100
9. Recommend standard food and beverage pairings.	12	100
10. Give the general choices to provide more options to guests.	12	100
11. Use a descriptive words while explaining the dishes to make it more tempting and appetizing.	12	100
12. Carry out a suggestive selling discreetly so as not to be too pushy or too aggressive.	12	100
13. Suggest a slow-moving but highly profitable items to increase guest check.	12	100
14. Offer second serving of items order.	12	100
15. Mention the food portion or size for possible adjustments with the orders.	12	100
16. Recommend new items to the regular guests to encourage them to try other items on the menu.	12	100

Table 5 shows the competency skills of the respondents for NC II on food and beverage services in terms of providing food and beverage service to the guests. Results revealed that all respondents attained the necessary skills on this area.

This implies that the respondents developed appropriate and effective skills in providing foods and beverage service to the guests. Specifically, they picked up food orders promptly, served it to the right guest, mentioned the name of the dishes upon serving in front of the guests, and clear the food orders with minimal disturbance to the other guests. Moreover, they monitor the sequence of service and meal delivery, anticipated additional requests or needs of the guests, and food based on food safety procedures.

Provide Food and Beverage Service to Guests	frequency	percentage
1. Pick up the food orders promptly from service areas.	12	100
2. Check food orders for representation and appropriate garnish and accompaniments.	12	100
3. Serve the food orders to the right guests who ordered them.	12	100
4. Serve and clear the food orders with minimal disturbance to the other guests and in accordance to hygienic requirements.	12	100
5. Mention the name of the dish or order upon serving in front of the guest.	12	100
6. Monitor the sequence of service and meal delivery in accordance with enterprise procedures.	12	100
7. Anticipate additional requests or needs of the guests.	12	100
8. Offers an additional food and beverage and served at the appropriate time.	12	100
9. Provides necessary condiments and appropriate table ware based on the food order.	12	100
10. Recognize delays or deficiencies in service and follow up promptly based on enterprise policy.	12	100
11. Conduct the 3-minute Check to guest satisfaction.	12	100
12. Treat children and guests with special needs with extra attention and care.	12	100
13. Prepare the (banquet) service ware and checks for completeness ahead of time.	12	100
14. Set up the tables and chairs in accordance with the event requirements.	12	100
15. Serve food according to general service principles.	12	100
16. Handle food based on food safety procedures.	12	100
17. Ensure coordinated service of meal courses.	12	100
18. Keep assigned areas clean in accordance with the industry procedure.	12	100
19. Clear the tables and prepare soiled dishes to be brought for dishwashing after the event or function.	12	100
20. Note and monitor the number of guests being served.	12	100
21. Pick up the beverage orders promptly from the bar.	12	100
22. Check the beverage orders for presentation and appropriate garnishes.	12	100
23. Serve the beverages at appropriate time during meal service.	12	100
24. Serve beverages efficiently according to established standards of service.	12	100
25. Serve beverages at the right temperature.	12	100
26. Open a wine for full bottle wine orders efficiently with minimal disturbance to the other guests.	12	100
27. Carry out wine service in accordance with the establishment procedures.	12	100
28. Carry out coffee and/or tea in accordance with the establishment procedures.	12	100
29. Prepare and process the bills accurately in coordination with the cashier.	12	100
30. Verify amount due to customer.	12	100
31. Accept cash and non-cash payments and issue receipt.	12	100
32. Give change as required.	12	100
33. Complete the required documentation in accordance with enterprise policy.	12	100
34. Remove the soiled dishes when guests are finished with the meal.	12	100
35. Handle the food scraps in accordance with hygiene regulations and enterprise procedures.	12	100
36. Clean and store the equipment in accordance with hygiene regulations and enterprise procedures.	12	100
37. Clear, reset, and make ready the tables for the next sitting when guests are finished with the meal.	12	100
38. Thank guest and give a warm farewell.	12	100

Table 6 shows the competency skills of respondents for NC II on food and beverage services in terms of providing room service. Results revealed that all respondents attained the skills on this area. This implies that the respondents acquired all the necessary skills in providing room service. Specifically, they answered the phone promptly and courteously, checked and used guests' names throughout the interaction, clarified and checked details of orders for accuracy, interpreted accuracy of room service orders, prepared room service equipment and supplies, and greeted guests politely.

Table 6. Competency Skills of the Respondents for NC II (Food and Beverage Services) in terms of Provide Room Service

Provide Room Service	frequency	percentage
1. Answer the telephone calls promptly and courteously in accordance with customer service standards.	12	100
2. Check and use the guests' name throughout the interaction.	12	100
3. Clarify, repeat and check the details of orders with guests for accuracy.	12	100
4. Use suggestive selling techniques.	12	100
5. Advise guests the approximate time of delivery.		
6. Record and check the room food orders with relevant information in accordance with establishment policy and procedures.	12	100
7. Interpret accuracy room service orders received from door knob docketts.	12	100
8. Transfer the order promptly and relayed to appropriate location for preparation.	12	100
9. Prepare the room service equipment and supplies in accordance with establishment procedures.	12	100
10. Set up trays and strolleys keeping in mind balance, safety, and attractiveness.		
11. Set up room service trays or trolleys in according to the food and beverage ordered.	12	100
12. Check the order before leaving the kitchen for delivery.	12	100
13. Cover the food items during transportation to the room.	12	100
14. Verify the guest's name on the bill before announcing the staff's presence outside the door.	12	100
15. Greet the guests politely in accordance with the establishment's service procedures.	12	100
16. Acknowledge and then present to the cashier the cash payments for processing in accordance to establishment guidelines.	12	100
17. Asks guest to sign for charge accounts.	12	100
18. Explain the procedure to take away the tray or trolley when the guests have finished their meal.	12	100
19. Check and clear floors in accordance with the establishment policy and guidelines.	12	100
20. Clear the dirty trays in accordance with the establishment's procedure.	12	100
21. Clean the trays and trolleys and returned to the room service area.	12	100
22. Obtain the entire story or issue of concern from the guest without interruption.	12	100
23. Note detail of guest complaint or concern.	12	100
24. Give full attention to the complaining guest.	12	100
25. Paraphrase the guest complaint to determine if the concern is correctly understood.	12	100
26. Offer sincere apology for the disservice.	12	100
27. Show an empathy to the guest to show genuine concern and consideration.	12	100
28. Avoid excuses or blaming others.	12	100
29. Express the gratitude to the guest for bringing the matter up for attention.	12	100
30. Take appropriate action regarding guest's concern.	12	100
31. Inform the right person or department who can solve the problem for proper action.	12	100
32. Elevate or refer the difficult situations or serious concerns to higher authority.	12	100
33. Follow up on the problem to check whether it solved or not.		
34. Documents the complaints according to the establishment standard procedures.	12	100
35. Recognized person's concerned record actions taken.	12	100
36. Collate, log feedback received from guests.	12	100

CONCLUSION

The study revealed that half of the number of respondents was 31 to 40 years old, all respondents who took NC II were all girls, at least half of the respondents who took NC II were high school graduates, and majority of the respondents had no source of livelihood for their living. Results revealed that all the respondents attained the necessary skills in terms of preparing dining room/restaurant area for service, welcome and take food and beverage orders, promote food and beverage products, provide food and beverage service to guests, and provide room service and passed the NC II Food and Beverage Services assessed by the Technical Education and Skills Development Authority assessors.

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