

Project Title : NATIONAL CAPITAL REGION – REGIONAL TOUR GUIDING COURSE 2023
Set-up : Physical/Face to Face
Implementation Date : August 29-31, 2023 – Panel Interview
September 4-October 13, 2023 – Actual training/course
Venue : DOT Training Room

PROGRAM OF ACTIVITIES

DAY/TIME	TOPIC / ACTIVITY	RESOURCE PERSON
August 16-19, 2023 IQ EXAMINATION		
8:00 AM – 5:00 PM	Conduct of IQ Examination	Facilitator: Licensed Psychometrician
August 29-31, 2023 PANEL INTERVIEW		
8:00AM – 8:30AM	Registration	Facilitators
8:30AM – 5:00PM	Interview of Participants	Interviewers: 1. Mr. Bien Claravall 2. DOT OIMD DIR. 3. DOT NCR RD
8:00AM – 8:30AM	Registration	Facilitators
8:30AM – 5:00PM	Interview of Participants	Interviewers: 1. Mr. Bien Claravall 2. DOT OIMD DIR. 3. DOT NCR RD
8:00AM – 8:30AM	Registration	Facilitators
8:30AM – 5:00PM	Interview of Participants	Interviewers: 1. Mr. Bien Claravall 2. DOT OIMD DIR. 3. DOT NCR RD
September 04 (Monday)		
Day 1: Overview of Tour Guiding Course & Tourism Industry		
8:00AM – 8:30AM	Registration	Facilitators
8:30AM – 9:00AM	Preliminaries <ul style="list-style-type: none">Invocation & National AnthemWelcome RemarksHouse RulesGetting to know you exercises	Ms. Arlene A. Alipio OIC Director, OIMD / RD Sharlene Batin Regional Director, NCR
9:00AM – 12:00NN	<ul style="list-style-type: none">Overview of Tour Guiding & Tourism Industry<ul style="list-style-type: none">Introduction on the Tourism Industry and Tour Guiding SectorSeminar Mechanics and Briefing	Mr. Bienvenido Claravall
12:00NN – 1:00PM	LUNCH BREAK	
1:00PM – 3:00PM	<ul style="list-style-type: none">The Global and ASEAN Tourism and Its Impacts (Economic, Environmental, Social, Cultural & ASEAN Integration)The Philippine Tourism Industry and Its Impacts	Mr. Ryan N. Sebastian Division Chief, OIMD
3:00PM – 5:00PM	<ul style="list-style-type: none">DOT Programs and Marketing Activities<ul style="list-style-type: none">Tourist Behavior Patterns and Philippine Market ProfilesCross Cultural UnderstandingDo's & Don'ts per market	Mr. Raymund Glen Agustin / OPMD
5:00PM – 5:30PM	Groupings for Desktop Research 1 <ul style="list-style-type: none">Philippine GeographyPhilippine Tropical Flora & FaunaPhilippine Indigenous People	Facilitators

	<ul style="list-style-type: none">Tropical Climate	
September 05 (Tuesday)		
Day 2: Filipino Brand of Service Excellence (FBSE)		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 12:00NN	Filipino Brand of Service Excellence	Ms. Maan Palabrica FBSE Master Trainer
12:00NN – 1:00PM	LUNCH BREAK	
1:00PM – 5:00PM	Continuation of FBSE	
September 06 (Wednesday)		
Day 3: Destinations & Activities in the Philippines		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 12:00NN	Philippine Geography & Natural Heritage <ul style="list-style-type: none">Philippine Tourism DestinationsTourist Map of the Philippines	Paul L. So / Ms. Elaine Saniel – NPF CLI
12:00NN – 1:00PM	Lunch Break	
1:00PM – 5:00PM	(Continuation) Tourism Destinations <ul style="list-style-type: none">Local and Regional Tourist Attractions and Activities	Paul L. So / Ms. Elaine Saniel – NPF CLI
September 07 (Thursday)		
Day 4: Environmental Concerns & Protection		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 12:00NN	<ul style="list-style-type: none">Flora and FaunaForest & Marine Protection	Dir. Roberto Cereno
12:00NN – 1:00PM	LUNCH BREAK	
1:00PM – 5:00PM	<ul style="list-style-type: none">Tourism and the Environment<ul style="list-style-type: none">Principles of Sustainable TourismClimate ChangeNational/Local Environmental LawsEcotourism Attractions and LawsGreen/Eco Tourism in the Philippines<ul style="list-style-type: none">PH EcotourismEcotourism Best Models in the PhilippinesDo’s and Don’tsRole of tour guides in environmental protection	Dir. Roberto Cereno
September 08 (Friday)		
Day 5: Philippine History		
08:00AM – 08:30AM	Attendance/ Assembly Time	Facilitators
8:30AM – 12:00NN	Philippine History Overview <ul style="list-style-type: none">History, Government, Political Issues and Economy	NPF – CLI
12:00NN – 1:00PM	Lunch Break	
1:00PM – 5:00PM	Philippine History Localized	NPF – CLI
September 11 (Monday)		
Day 6: Other Important Things a Tour Guide Must Know		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 9:30AM	1 st Written Exam	Facilitators
9:30AM – 12:00NN	Reporting for Desktop Research 1 <ul style="list-style-type: none">Philippine GeographyPhilippine Tropical Flora & FaunaPhilippine Indigenous People	Raters: <ul style="list-style-type: none">1. Bienvenido Claravall2. Dir. Roberto Cereno3. NPF – CLI

	<ul style="list-style-type: none">Tropical Climate	
12:00NN – 1:00PM	Lunch Break	
1:00PM – 2:00PM	Gender and Development	Atty. Shangrila Quezon
2:00PM – 5:00PM	Childsafe Tourism	Ms. Dolores Alforte
5:00PM – 5:30PM	Groupings for Desktop Research 2 <ul style="list-style-type: none">Science & TechnologyEducationSportsReligion	Facilitators
September 12 (Tuesday) Day 7: Basic First Aid & Airline Ticketing Interpretation		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 12:00NN	Basic First Aid	Mr. Joey Cadano / PH Red Cross
12:00NN – 1:00PM	Lunch Break	
1:00PM – 5:00PM	Airline Ticketing Interpretation	Mr. Romano del Rosario
September 13 (Wednesday) Day 8: Developing Tour Guides’ Knowledge, Skills and Attitude		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 12:00NN	<ul style="list-style-type: none">Tour Operators, Tour Packages, & Tour GuidesTour Operation CycleUNWTO Code of Conduct	Dr. Reynaldo Jorda
12:00NN – 1:00PM	Lunch Break	
1:00PM – 5:00PM	<ul style="list-style-type: none">Research, Preparing and Presenting Tour Commentaries	Dr. Reynaldo Jorda
September 14 (Thursday) Day 9: Tour Guides as Crisis Managers		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 12:00NN	Managing Crisis Situations (Lecture)	Ms. Mary Ann Hildawa
12:00NN – 1:00PM	Lunch Break	
1:00PM – 5:00PM	Situational Role Play & Critiquing	Ms. Mary Ann Hildawa Raters: <ul style="list-style-type: none">1. Mr. Bienvenido Claravall2. Ms. Yael Fernandez3. Mr. Pedro Young, Jr.
September 15 (Friday) Day 10: Museum Tour		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30PM – 5:00PM	National Museum	Romano del Rosario
September 18 (Monday) Day 11: Technology and Tour Guiding		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM - 12:00NN	Reporting for Desktop Research 2 <ul style="list-style-type: none">Science & TechnologyEducationSportsReligion	Raters: <ul style="list-style-type: none">1. Mr. Bienvenido Claravall2. Mr. Ryan Sebastian3. Mr. Romano del Rosario
12:00NN – 1:00PM	Lunch Break	

1:00PM – 5:00PM	Technology in Tour Guiding & Useful Applications (Responsible use of social media)	Mr. Romano del Rosario / Dr. Reynaldo Jorda
2:00PM – 5:00PM	2 nd Written Exam	Facilitators
5:00PM – 5:30PM	Groupings for Desktop Research 3 <ul style="list-style-type: none">• Environmental Concerns• Environmental Protection & Conservation• Costal Resources Management & Conservation• Deforestation & Mining Issues	Facilitators
September 19 (Tuesday)		
Day 12: Philippine Culture		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 12:00NN	Philippine Culture	Prof. Eric Zerrudo
12:00NN – 1:00PM	Lunch Break	
1:00PM – 5:00PM	Continuation of Philippine Culture	Prof. Eric Zerrudo
September 20 (Wednesday)		
Day 13: Tour Guide Commentaries		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 12:00NN	Commentary Development (Lecture)	Dr. Reynaldo Jorda
12:00NN – 1:00PM	Lunch Break	
1:00PM – 5:00PM	Commentary Development and Workshop Critique	Raters: <ul style="list-style-type: none">1. Dr. Reynaldo Jorda2. Mr. Bienvenido Claravall3. Ms. Yael Fernandez
September 21 (Thursday)		
Day 14: Airport, Seaport & Hotel Familiarization Tour		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 5:00PM	Visit to the: <ul style="list-style-type: none">• Airport: CIQS, Travel Tax, Airport Operations• Seaport: Port Area, Dangerous Goods• Hotel: Hotel Procedures, Room Categories	Romano del Rosario
September 22 (Friday)		
Day 15: DOT Accreditation and 3rd Desktop Research Report		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 12:00NN	Reporting for Desktop Research 3 <ul style="list-style-type: none">• Environmental Concerns• Environmental Protection & Conservation• Costal Resources Management & Conservation• Deforestation & Mining Issues	Raters: <ul style="list-style-type: none">1. Bienvenido Claravall2. Roberto Cereno3. TBA
12:00NN – 1:00PM	Lunch Break	
1:00PM – 2:00PM	3 rd Written Exam	Facilitators
2:00PM – 5:00PM	Briefing and distribution of kits for the Fieldwork Research Activity	Facilitators
5:00PM – 5:30PM	Groupings for Desktop Research 4 <ul style="list-style-type: none">• Manufacturing Industries• Trace & Commerce• Food & Crafts	Facilitators

	<ul style="list-style-type: none">BPOs & Electronics	
September 25 (Monday) Day 17: Protocol, Etiquette and Social Graces		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 12:00NN	Protocol, Etiquette & Social Graces (Lecture)	DFA
12:00NN – 1:00PM	Lunch Break	
1:00PM – 3:00PM	Continuation of Protocol, Etiquette & Social Graces (Lecture)	DFA
6:00PM – 8:00PM	Formal Dinner	Raters: 1. DFA 2. OIMD Director/Div. Chief 3. NCR RD
September 26 (Tuesday) Day 18: Fieldwork Research Work Day 1		
September 27 (Wednesday) Day 19: Fieldwork Research Work Day 2		
September 28 (Thursday) Day 20: Fieldwork Research Work Day 3		
September 29 (Friday) Day 21: Fieldwork Research Reporting		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:00AM – 12:00NN	Fieldwork Research Reporting	Raters: 1. Mr. Bienvenido Claravall 2. Ms. Yael Fernandez 3. Mr. Pedro Young, Jr.
12:00NN – 1:00PM	Lunch Break	
1:00PM – 5:00PM	Fieldwork Research Critiquing	
October 02 (Monday) Day 22: Written Exam, 4 th Desktop Research Report, & Practical Tour Guiding		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 9:30AM	4 th Written Exam	Facilitators
9:30AM – 12:00NN	Reporting for Desktop Research 4 <ul style="list-style-type: none">Manufacturing IndustriesTrace & CommerceFood & CraftsBPOs & Electronics	Raters: 1. Mr. Bienvenido Claravall 2. Ms. Yael Fernandez 3. TBA
12:00NN – 1:00PM	Lunch Break	
1:00PM – 5:00PM	Lecture on Practical Tour Guiding onboard and afoot: <ul style="list-style-type: none">Natural SiteCultural Site	Ms. Yael Fernandez
October 03 (Tuesday) Day 23: Teaching Tour		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 5:00PM	Practical Application of Tour Guiding onboard / afoot: <ul style="list-style-type: none">Natural SiteCultural Site	Ms. Yael Fernandez
October 04 (Wednesday) Day 24: Briefing for Industry Immersion & Individual Assessment		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 10:00AM	Briefing on Industry Immersion & Final Practical Exam	Mr. Bienvenido Claravall
10:00AM – 12:00NN	Lunch break	

12:00NN – 5:00PM	Continuation of Individual Assessment	Mr. Bienvenido Claravall
October 05 (Thursday) Day 25: Immersion Day 1		
October 06 (Friday) Day 26: Immersion Day 2		
October 07 (Saturday) Day 27: Immersion Day 3		
October 08 (Sunday) Day 28: Immersion Day 4		
October 09 (Monday) Day 29: Sharing of Industry Immersion Experiences and Submission of Reports		
October 10 (Tuesday) Day 30: Final Practical Exam		
8:00AM – 8:30AM	Attendance/Assembly Time	Facilitators
8:30AM – 5:00PM	Final Practical Exam & Critique Mock City Tour	Raters: 1. Mr. Bienvenido Claravall 2. Mr. Pedro Young, Jr. 3. Ms. Maria Aurora Tadeo 4. OIMD or NCR Director/Div. Chief
October 13 (Friday) Graduation and Closing Ceremony		
3:00PM – 5:00PM	Closing Ceremony for Tour Guides	

***Schedules are subject to change*