

ABSTRACT

MUSICO, KATHELEEN JOIE S., HALLARE, FRANCES JOYCE R., MORANO, EDMAR., TEODORO, BEVERLY JOY., 2013. Mariners' Polytechnic Colleges, Panganiban Drive, Naga City. "AN ASSESSMENT OF COMPETENCIES OF THE GRADUATES OF HOSPITALITY PROGRAMS OF MARINERS' POLYTECHNIC COLLEGES, NAGA CITY."

Adviser : Mariel R. Estrella, Ph.D.

Keywords: Competency Assessment

The study primarily aimed to determine the competencies of the graduates under hospitality programs of Mariners' Polytechnic Colleges, Naga City. Specifically, it aimed to answer the following questions: 1) What is the profile of the respondents in terms of: (a) Age (b) Gender (c) Civil Status (d) Position in the Job (e) Working Experience in Hospitality Industry (f) Salary per Month (g) Type of Hospitality Industry Employed 2) What are the competencies learned in school by hospitality graduates along Housekeeping, Tour Guiding, and Food and Beverages Services? and 3) What are the training needs of hospitality graduates to match with their recent job in hospitality industry?

The study used the descriptive survey method of research. Survey questionnaire was used for the 98 respondents. The frequency count and percentage technique and weighted mean are the main statistical tools applied in the study. Tabular presentation was applied in order to arrive at a better conclusion and solutions.

The findings revealed that: 1) As to profile of respondents there were 69 or 70.40% females and 29 or 29.50% were males. Most of the respondent's age was 21 years old with 28 or 28.57% and the least was 26 years old with 7 or 7.14%. There were 70 or 71.43% single, 25 or 25.51% married and 3 or 3.06% were separated. Most of the respondents had been working for 2 years with 29 or 29.58% and least number of years was 5 years & up with 9 or 9.18%. Most of the respondents had a salary ranging from P10, 001-P15, 000 with 38 or 38.78% and the least were P30, 001- above with 9 or 9.18%. Many of the respondents were employed in restaurant/bar with 37 or 37.76% and the least were in teaching with 3 or 3.06%. 2) As to competencies, on Housekeeping, data show that all the competencies in

housekeeping learned in school and job were interpreted as Highly Competent by the respondents. Clean premises ranked 1 with a mean of 3.43 while the laundry, linen and guest clothes was lowest at rank 5 with a mean of 3.31. Along tour guiding, providing prompt and quality service to customers with a mean of 3.43 was ranked 1 with a qualitative descriptive description of Highly Competent. The least learned competency was coordinate tour program/itinerary with a mean of 3.06 and a qualitative description of Moderately Competent. Along food and beverages services, all were rated High by the respondents. Rank 1 with a weighted mean of 3.63 each were on Taking and processing food and beverages orders and Efficient hygienic handling and placing of orders. Rank 10 was Handling queries promptly and correctly with a mean of 27 respondents. The least training needed to match their job were the legal & safety policies and procedures training and ethical standard training with 2 respondents each as rank 7.5.