



TOURISM SERVICES

TECHNICAL-PROFESSIONAL

Grade 12

**Three-Term Budget Of Work (BOW)
for Learning Competencies**

**TECHNICAL-PROFESSIONAL
HOSPITALITY AND TOURISM
Grade 12**

**Three-Term Budget of Work
For Learning Competencies**

Please note that each Tech-Pro elective is completed within one term if delivered at Grade 12.

Elective	Tourism Services
Prerequisite	None

Performance Standard	The learner will design travel intermediaries to promote attractions, tourism, culture and activities of specific places that highlight the Philippines' unique offerings at specific destinations.
Content Standard	The learners will develop comprehensive travel intermediaries, attractions and activities by proposing well-structured itineraries that showcase the unique offerings of the Philippines at specific destinations.

Week	Learning Competency	Suggested Activities
1	Discuss the scope, types, and history of the travel and tourism industry	Activity 1: Tourism Timeline Task: Create a timeline showing major events in the development of global and Philippine tourism. Activity 2: Tourism Scope Map Task: Prepare a concept map illustrating the different types and scope of travel and tourism.
	Explain career opportunities, global, and local trends in tourism services	Activity 1: Career Insight Report

Week	Learning Competency	Suggested Activities
		○ Task: Select one tourism career and write a brief report on its duties and qualifications. ● Activity 2: Trends Infographic ○ Task: Create an infographic highlighting global and local tourism trends.
2	● Discuss travel and tourism industry stakeholders and their role	● Activity 1: Stakeholder Listing ○ Task: Identify major tourism stakeholders and describe their roles. ● Activity 2: Stakeholder Interaction Case ○ Task: Analyze a scenario showing stakeholder interaction and explain their contributions.
	● Discuss travel intermediaries	● Activity 1: Intermediary Comparison ○ Task: Compare wholesale and retail travel intermediaries in a short chart. ● Activity 2: Travel Inquiry Simulation ○ Task: Simulate how a travel intermediary handles a customer inquiry.
3	● Design a travel and tour package with itineraries	● Activity 1: 1-Day Itinerary Drafting ○ Task: Prepare a simple one-day itinerary for a Philippine destination. ● Activity 2: Complete Tour Package

Week	Learning Competency	Suggested Activities
		○ Task: Create a 3D2N tour package with inclusions and costing.
	● Analyze the legal and ethical considerations in travel service	● Activity 1: Ethical Case Reflection ○ Task: Read a case involving an ethical issue and write your recommended solution. ● Activity 2: Legal Consideration Checklist ○ Task: Create a checklist of legal considerations when providing travel services.

Suggested Performance Task	Individual Performance Task: ● Travel Package Design ○ Task: Create a simple travel and tour package for a chosen destination. Your package must include: ■ Tour name and description ■ 2-3 day itinerary ■ Inclusions (meals, transportation, entrance fees) ■ Estimated cost Group Task: ● Legal & Ethical Travel Service Analysis ○ Task: As a group, analyze the legal and ethical responsibilities of travel agencies.
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	- Identify at least five considerations (e.g., contract transparency, consumer protection, safety, truthful advertising, privacy). - Provide real or hypothetical examples showing how agencies should handle these responsibilities.
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Performance Standard	The learner demonstrates solutions and alternatives to address a customer's ticket concerns, integrate the process of ticketing for travel transactions, and performs the procedures for providing compensation entitlements to guests affected by travel disruptions aligned with ASEAN MRA Toolbox
Content Standard	The learner understands travel preliminaries, the ticketing process, completing travel service transactions, and crisis management in travel.

Week	Learning Competency	Suggested Activities
4	Explain the travel preliminaries	Activity 1: Pre-Departure Checklist Task: Prepare a checklist of documents and requirements needed before traveling. Activity 2: Airport Procedures Simulation Task: Simulate airport procedures from check-in to boarding.
	Discuss the uses and functions of the Global Distribution System used in the tourism industry	Activity 1: GDS Summary Task: Write a short explanation of what GDS is and why it is used. Activity 2: GDS Comparison Chart Task: Compare three GDS providers and list their key features.

Week	Learning Competency	Suggested Activities
5	Discuss the process of providing travel service requirements in other travel and tour products	Activity 1: Travel Requirements Checklist Task: Identify basic travel service requirements and list them in a checklist. Activity 2: Service Flowchart Task: Create a flowchart showing the steps in providing travel service assistance.
	Demonstrate ways of providing solutions and alternatives to address customer ticket concerns	Activity 1: Ticket Concern Response Task: Write a sample message responding to a customer ticket issue. Activity 2: Ticket Issue Scenario Task: Role-play or describe a scenario where a ticket concern is resolved using proper procedures.
6	Discuss the stages involved in processing payments for travel transactions	Activity 1: Payment Method Comparison Task: Create a table comparing cash, card, and online payment methods. Activity 2: Payment Processing Simulation Task: Demonstrate the steps in verifying payment and issuing a receipt.
	Perform the procedures for providing compensation entitlement to guests affected	Activity 1: Passenger Rights Summary

Week	Learning Competency	Suggested Activities
	by flight disruptions	○ Task: Summarize the Air Passenger Bill of Rights. ● Activity 2: Disruption Handling Scenario ○ Task: Simulate handling a flight disruption and providing compensation entitlements.

Performance Standard	The learners will be able to develop tour packages, appropriately dealing with customers, in performing product marketing using promotional tools and techniques.
Content Standard	The learners understand the key concepts of tourism promotions, products and services, tour packages, ways of promoting tourism, dealing with customers, and the health, safety, and security of tourism services.

Week	Learning Competency	Suggested Activities
7	● Discuss the concepts, characteristics of tourism products, and the marketing mix	● Activity 1: Tourism Product Description ○ Task: Choose a tourism product and describe its characteristics. ● Activity 2: 7Ps Marketing Plan ○ Task: Create a mini-marketing plan using the 7Ps for a destination.

Week	Learning Competency	Suggested Activities
	Explain the roles of stakeholders in tourism promotion, trends, and ethical considerations	Activity 1: Stakeholder Role Chart Task: Identify stakeholders involved in tourism promotion and list their roles. Activity 2: Ethics Case Review Task: Analyze a promotion-related ethical issue and explain proper conduct.
8	Discuss the different sectors of tourism promotion	Activity 1: Sector Identification Table Task: List the sectors involved in tourism promotion and their functions. Activity 2: Sector Relationship Diagram Task: Create a diagram showing how tourism sectors work together.
	Discuss tourism products and services in tourism promotion	Activity 1: Product Comparison Task: Compare two tourism products based on features and benefits. Activity 2: Product Showcase Task: Prepare a simple presentation introducing a tourism product or service

Week	Learning Competency	Suggested Activities
	Discuss types of tour package	Activity 1: Package Definitions Task: Define the major types of tour packages. Activity 2: Package Comparison Chart Task: Create a chart comparing the characteristics of tour packages.
	Demonstrate tour packages promotion	Activity 1: Promotional Caption Writing Task: Write promotional captions for a chosen tour package. Activity 2: Promotional Video Draft Task: Prepare a short script or layout for a tour package promo video.
	Perform tourism promotion using promotional tools and techniques	Activity 1: Destination Poster Task: Create a poster promoting a Philippine destination. Activity 2: Promotion Strategy Plan Task: Develop a basic multi-platform promotional strategy.

Suggested Performance Task	Individual Performance Task: • Tourism Promo Material Creation ◦ Task: Choose one local destination and create one promotional tool (poster, social media post, brochure, or short video script). Group Task: • Tourism Promotion Campaign ◦ Task: As a group, design a mini tourism promotion campaign for a chosen destination. Your campaign must include at least three promotional tools
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9	• Demonstrate appropriate dealing with customers applying ethical and responsible customer engagement	• Activity 1: Customer Engagement Script ◦ Task: Write a sample dialogue showing ethical customer service. • Activity 2: Customer Interaction Simulation ◦ Task: Perform or describe a scenario showing proper engagement.

	Discuss the health, safety, and security in tourism services	Activity 1: Safety Guidelines Checklist Task: Create a checklist of safety and security guidelines for tourism settings. Activity 2: Emergency Drill Simulation Task: Simulate a tourist safety emergency and demonstrate proper response.
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Performance Standard	Learners show the characteristics and roles of a tour guide, the Filipino brand of service excellence, the stages of tour guiding, and the ability to assess risks in tour guiding and implement appropriate procedures for handling unforeseen events.
Content Standard	The learners demonstrate an understanding of the overview of local guiding services, tour guiding as a profession, tourism in the Philippines, the different stages of tour guiding, tour documents, logbooks, and suppliers, and Risk Management in Tour Guiding.

Week	Learning Competency	Suggested Activities
9	Discuss an overview of local guiding services.	Activity 1: Tour Guiding Summary Task: Write a short summary explaining the purpose of local guiding services. Activity 2: Guide Profile Poster

Week	Learning Competency	Suggested Activities
		○ Task: Create a poster featuring well-known Filipino tour guides and their contributions.
	• Demonstrate the characteristics and roles of a tour guide including the Filipino brand of service excellence	• Activity 1: Characteristics Checklist ○ Task: Create a checklist of essential tour guide qualities. • Activity 2: Guided Tour Simulation ○ Task: Perform a mini-guided tour demonstrating Filipino service excellence.
	• Differentiate the different types of tourists, the Philippine geography, and its tourism culture	• Activity 1: Tourist Type Matching ○ Task: Match different types of tourists with their characteristics. • Activity 2: Cultural & Geographic Presentation ○ Task: Present key cultural and geographic features relevant to tourism.

Week	Learning Competency	Suggested Activities
	Demonstrate the stages of tour guiding	Activity 1: Stages Outline Task: Outline the pre-tour, during-tour, and post-tour guiding stages. Activity 2: Tour Stage Demonstration Task: Conduct a short demonstration covering all guiding stages.
10	Develop tour commentaries	Activity 1: Commentary Writing Task: Write a 1-minute commentary for a famous Philippine attraction. Activity 2: Commentary Delivery Task: Deliver or record a short live commentary using storytelling.
	Explain the use of tour logbooks	Activity 1: Tourism Document Listing Task: Identify and explain common documents used in tour operations. Activity 2: Sample Logbook Entry Task: Create a sample tour log entry with complete details.

Week	Learning Competency	Suggested Activities
	documents and the importance of tour suppliers	Activity 1: Tourism Document File Task: Identify and describe important documents used in tour operations (e.g., tour vouchers, itinerary, waiver, logbook, booking confirmation). Compile them into a simple document file with brief explanations of their purpose. Activity 2: Supplier Mapping Task: Create a diagram or chart showing different tour suppliers (e.g., hotels, transport companies, attractions, restaurants) and explain how each supplier contributes to the success of a tour.
	Assess risk in tour guiding and implement appropriate procedures in handling unforeseen events	Activity 1: Risk Assessment Checklist Task: Prepare a checklist identifying possible risks during a tour. Activity 2: Emergency Scenario Response Task: Demonstrate procedures for addressing an

Week	Learning Competency	Suggested Activities
		unforeseen event such as a lost tourist or health incident.

Suggested Performance task	Individual Performance Task: • Tour Risk Assessment Sheet ○ Task: Choose one tour destination (e.g., museum, beach, heritage site). Identify five possible risks (weather, lost tourist, injury, transportation delay, etc.) and write the appropriate procedures to handle each. Group Task: • Emergency Response Simulation ○ Task: As a group, create and perform a short simulation of an unforeseen event during a tour (e.g., guest fainting, sudden rain, lost item, transportation breakdown).
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