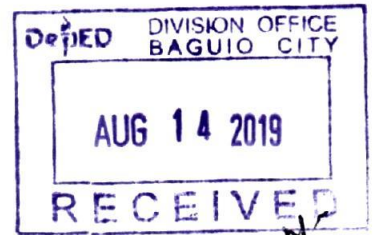




"We help create excellent and skilled professionals"

August 15, 2019



**Mr. FEDERICO P. MARTIN ED.D**  
Schools Division Superintendent  
DepED, Baguio

Dear Mr. Martin;

Greetings from Forest House Assessment and Training Center, Inc. (FHATCI).

I am writing you to let you know that FHATCI, in partnership with TESDA, offers training and assessments for different qualifications under Tourism and Entrepreneurship sectors, as well as Trainers Methodology. Here is a list of TESDA-qualifications that we offer:

1. **Front Office Services NCII**
2. **Housekeeping Services NCII**
3. **Food and Beverage Services NCII**
4. **Event Management Services NCIII**
5. **Tour Guiding Services NCII**
6. **Tourism Promotion Services NCII**
7. **Travel Services NCII**
8. **Bookkeeping Services NCII**
9. **Customer Services NCII (Training and Assessment)**
10. **Trainers Methodology 1 (Training and Assessment)**

The above-mentioned assessments and programs provide quality verification of candidates' skills and knowledge; and those who go through assessments are given relevant learning experiences as they are evaluated and coached by the specific experts of the industry.

These training and assessments can be offered to *senior high students, faculty, administration and staff*. The national certification will be an additional tool to help students get employed and for the teachers to gain additional credentials for teaching. This will enhance their skills and confidence as they serve as future employees, educators and front liners of different establishments.

In this light, I would like to request from your good office an endorsement of our Training and Assessment Center in the different above-mentioned programs for senior high students and public school teachers within the Division of Baguio who intend to be NC II/ NCIII holders.

For inquiries on the details of the programs, interested parties may communicate with Ms. Mahra Gracelle Banania at 0917-169-0384 or 0920-948-0384.

In this regard, may we also have a list of the different schools where we can offer our programs and assessment qualifications.

Thank you very much for the assistance that you can extend to us.

Sincerely yours,

  
**RAQUEL F. VERZOSA M.A. Lang Ed./ CTP**  
Administrator  
FHATCI  
09209640824/ 09178887961  
raquel.verzosa@gmail.com

To: All School Administrators, Principals & Teachers In-Charge  
(Elementary & Secondary)  
FOR YOUR INFORMATION & APPROPRIATE ACTION  
**FEDERICO P. MARTIN, Ed.D. CESO VI**  
Schools Division Superintendent

09171690824  
09209480384



fhatcibaguio@gmail.com



51 Greenwater Village,  
Baguio City, 2600





## FOOD & BEVERAGE SERVICES NCII

*This qualification consists of competencies that a learner must achieve to provide food and beverage to guest in various foodservice establishments. Anyone who proves to be competent in FBS NCII can work in hotels, restaurants, cafes, resorts and even cruise ships as a waiter, food and beverage service attendant, bus boy or room attendant.*

FBS NCII

## HOUSEKEEPING SERVICES NC II

*This qualification consists of competencies that a person must achieve to prepare guest rooms, clean public areas and equipment, provide housekeeping services, provide valet services, handle intoxicated guest, and laundry linen and guest clothes to a range of accommodation services. Anyone who proves to be competent in HSK NCII can work in hotels, resorts, other lodging accommodations and cruise ships.*

HSK NCII

## TOUR GUIDING SERVICES NCII

*TGS NCII assessment evaluates learners if they are knowledgeable about coordinating tour programs and in guiding and accompanying tourists according to tour itinerary. They must also know how to manage tourists on their day of arrival up to the day of departure. TGS NC II holders may land a job as tour guides and work for tour companies.*

TGS NCII

## CUSTOMER SERVICES NCII

*This qualification consists of competencies that a person must possess to be able to conduct the process of offering products and services to customers and assisting them in making a purchase in various retail store settings and other service providers. The principles evaluated and learned in this assessment are applicable to other service industries for as long as they deal with sales and interact with clients. Those who show competence in this field are able to meet the needs and desires of their customers, hence, they can work as sales people, product specialists, merchandisers, cashiers and service crew in different establishments.*

CSR NCII

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EMM NCII

## EVENTS MANAGEMENT SERVICES NC III

*This assessment evaluates learners' ability to coordinate events, functions and conferences. It includes competencies on event planning, developing event proposal, concept and program, selecting venue and site and updating industry knowledge. It also checks competencies on providing onsite event management services, managing contractors and updating knowledge on protocol.*

## FRONT OFFICE SERVICES NCII

*This qualification consists of competencies that a person must possess in order to be able to conduct the process of making a reservation, registering and checking-in and checking-out a guest in commercial accommodation establishments. Those who show competence are capable of working as front liners in hotels, inns, resorts, bed & breakfast establishments and even in cruise ships.*

FOS NCII

## TRAVEL SERVICES NCII

*This competency assessment qualifies a passer to become a part of the travel trade as travel agents, reservations staff or travel documentation staff. They show competence on providing travel and tourism-related services to tourists and manage their requests. They are competent in issuing necessary travel documents as they do travel counselling, give advice, suggestions and recommendations about destinations and other travel products.*

TSS NCII

## TOURISM PROMOTION SERVICES NCII

*This qualification consists of competencies that a person must achieve to advocate and sell tourism destination, products and services through technology-based information gathering and application of sales and promotions principles and techniques. Passers for this assessment can work in travel and tour companies, tourism bureaus as tourism information officer, travel adviser and concierge agents.*


TPS NCII







# FHATCI

 Forest House Assessment and Training Center Inc., (FHATCI) is a Tesda-accredited assessment and training center that enhances learners' skills and improves their capabilities as world-class industry practitioners in varied fields of entrepreneurship, hospitality and tourism industry. FHATCI takes pride in its top-caliber team of educators and professionals spearheaded by a seminar leader, author, educator and business owner of a multi-awarded establishment in Baguio City.

FHATCI offers one-day assessment to learners, workers and professionals to have a National Certificate (NCII/NCIII). This locally and internationally acknowledged certificate signifies that the holder has passed the competency assessment on skills, knowledge, attitude and work values of the given qualification. This is proof that learners are 'skilled' and 'qualified' for certain jobs; therefore, it helps them get employed easily both locally and abroad. The following are the competency assessments that FHATCI offers:

- Food & Beverage Services NCII
- Front Office Services NCII
- Housekeeping Services NCII
- Customer Services NCII
- Tourism Promotion Services NCII
- Travel Services NCII
- Tour Guiding Services NCII
- Events Management Services NCIII

## ASSESSMENTS & NATIONAL CERTIFICATES



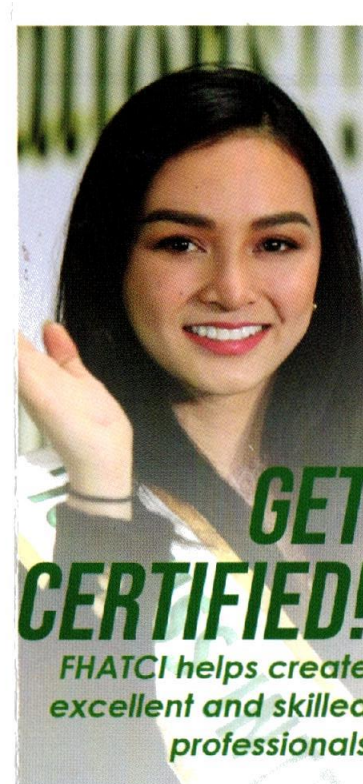
*FHATCI continues its mission on helping create excellent and skilled professionals in the field of hospitality and tourism. We believe in the learning & learner-centered approach and takes pride in our pleasant and welcoming environment with knowledgeable and professional assessors and friendly staff.*

# FHATCI

Follow us on Facebook:  
Forest House Assessment and Training Center Inc.

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**GET CERTIFIED!**  
FHATCI helps create excellent and skilled professionals

