

Impact of Pan Pacific's Training Program to Hotel and Restaurant Management (HRM) Practicum Trainees

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Abstract : The purpose of this study is to determine if there is a significant difference between the training program of Pan Pacific Hotel to other Five Star Hotels in terms of the technical, professional and personal competencies before and after their training. The theoretical framework of this study is the practicum manual of the University of Santo Tomas College of Tourism and Hospitality Management, Hotel and Restaurant Management Program Practicum Manual. This study was conducted using survey questionnaires that were distributed to 50 respondents. The results showed that there is a significant difference with the level of competencies of the practicum trainee before and after the training regardless if the training is structured or unstructured. Results also showed that the structured training program of Pan Pacific Hotel significantly improved the Technical Competencies in the different departments of the hotel industry. On the other hand, the findings also showed that there is no difference between the structured and unstructured training program in terms of Professional Competencies and Personal Competencies. The proponents concluded the study by providing recommendations to the partner hotels of the University of Santo Tomas College of Tourism and Hospitality Management that there should be a structured training program for the practicum trainees.

Keywords : structured and unstructured training program, practicum trainees, competencies, tourism

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