

Adherence of Employees in Selected Hotels in Reservation and Accommodation Reception Services Based on Front Office National Certificate II Standards

Bernadette C. Caballes*, Norman Rabang**

Abstract

The Philippine hospitality industry is a growing contributor to national tourism and economic development. At the center of hotel operations is the front office department, which serves as the first point of guest contact and shapes the overall customer experience. To promote consistent service quality and professionalism, the Technical Education and Skills Development Authority (TESDA) established the Front Office Services National Certificate II (NC II), a competency-based qualification outlining the skills required of front office personnel. This study examined the extent to which selected hotel employees adhere to TESDA NC II standards in receiving and processing reservations and providing accommodation reception services, as well as their standard front-office practices. Using a non-probability convenience sample of employees who were available and willing to participate, the research found that respondents consistently met TESDA NC II standards across reservation and accommodation reception competencies. While overall performance was high, minor gaps emerged in handling alternative bookings, registering walk-in guests, managing overbookings, ensuring accurate billing, and coordinating across departments. These findings highlight the value of targeted training to strengthen documentation, communication, and other complex front-office procedures.

Keywords: Reservation, Accommodation, Competencies, National Certificate, TESDA

Introduction

The Philippine tourism industry has long been recognized as a vital contributor to the country's socio-economic development, driven by its rich cultural heritage, natural attractions, and warm hospitality. However, at the core of this vibrant sector lies the need for competent human capital—professionals whose skills and knowledge align with global and regional standards. In response to this need, the Philippine government, through the Department of Tourism (DOT) and the Technical Education and Skills Development Authority (TESDA), has developed initiatives such as the Philippine Tourism Human Capital Development Plan (PTHCD) 2021–2025. This plan emphasizes competency-based training, education harmonization, and alignment with the ASEAN Common Competency Standards for Tourism Professionals (ACCSTP), particularly through programs like the Front Office National Certificate II (NCII).

The Front Office NCII standard is a critical benchmark for evaluating skills in reservation and accommodation reception services. It encapsulates competencies in guest registration, reservation management, telephone handling, customer service, and front desk operations. Ensuring that hotel employees adhere to these standards not only fosters service quality and customer satisfaction but also

* Lyceum of the Philippines University, Manila, Philippines. Email: badet.caballes@gmail.com; ORCID: 0009-0001-5228-8435

** Lyceum of the Philippines University, Manila, Philippines. ORCID: 0009-0004-9159-4955

enhances the international mobility and competitiveness of Filipino tourism professionals under the ASEAN Mutual Recognition Arrangement for Tourism Professionals (MRA-TP).

Despite the clear standards and guidelines established by TESDA and the Department of Tourism (DOT), several guest reviews and reports indicate that even DOT-accredited hotels in Metro Manila experience operational lapses in their front office services. For instance, guests at The Manila Hotel have reported poor service and ineffective communication at the reception, while some reviews of Hotel101 Manila describe inconsistent staff performance at the front desk. Additionally, an online discussion about a luxury resort revealed inefficient service protocols and poor communication resulting from hierarchical structures. Similarly, a research study cited a case where a receptionist exhibited an unfriendly demeanor during guest interactions. These examples highlight that there remains a gap in empirical data on how well these standards are implemented at the operational level, particularly in hotels. This study addresses this gap by examining the adherence of employees in selected hotels to the reservation and accommodation reception service competencies set by the Front Office National Certificate II (NC II). By assessing the level of compliance and identifying potential areas for improvement, the study aims to contribute to the broader goal of professionalizing the tourism and hospitality workforce in the Philippines.

Furthermore, this research aligns with national and regional efforts to ensure quality, consistency, and customer-focused service in the hospitality industry. It also supports the continuous improvement of tourism training and certification systems as envisioned in the PTHCD 2021–2025. The findings of this study are expected to provide insights for hotel managers, tourism educators, and policymakers in enhancing front office operations and human resource development aligned with recognized national and ASEAN standards.

The Front Office Services NC II qualification encompasses a comprehensive set of competencies that hotel employees must possess to effectively perform tasks such as receiving and processing reservations, operating computerized reservation systems, providing accommodation reception services, conducting night

audits, providing club reception services, delivering concierge and bell services and cashiering services.

These competencies are categorized into basic, common, and core areas, totaling 442 hours of training. The qualification is aligned with the Tourism Sector's competency map, ensuring that graduates meet industry standards and are equipped to work as front office agents in commercial accommodation establishments.

Since the overall mandate of TESDA is to formulate manpower and skills plan, set appropriate skill standards and tests, coordinate and monitors manpower policies and programs and provides policy direction and guidelines for resources allocation for the TVET institutions on both private and public sectors. On the National Level, TESDA is the lead as (TBCP) Tourism professional certification board. The TBCP is primary responsible in the assessment of qualifications and competencies tourism professionals as specified in the ASEAN common competency standard for tourism professionals.

Front office staff typically have the most direct contact with clients. For most businesses, the front office is the reception and sales area of the business. However, in the financial services industry, front-office employees are typically those experts that generate revenue for the company by providing direct client services, such as wealth management. Depending on the industry, the front office personnel of a company may be some of the lowest-paid employees, including receptionists.

In the hotel industry, the front office specifically refers to the area where customers first arrive at the hotel. This area is also called the reception area. A receptionist is typically employed to work in the front office; the role of a receptionist is to get in touch with the customers, confirm their reservation, and answer customers' concerns.

Theoretical Framework

This study is anchored in McClelland's Human Motivation Theory (McClelland, 1961), which posits that individuals are primarily motivated by three learned needs: achievement, affiliation, and power.

In the context of the hospitality industry, these needs help explain employees' adherence to the Front Office

Services National Certificate II (NC II) standards of the Technical Education and Skills Development Authority (TESDA). Front-office personnel who exhibit a high need for achievement are likely to pursue excellence in core competencies such as receiving and processing reservations, providing accommodation reception services, and ensuring consistent guest satisfaction. A strong need for affiliation supports effective teamwork and positive guest interactions, both critical to service quality and interdepartmental coordination. Meanwhile, the need for power motivates supervisory staff to implement

standards, mentor team members, and influence overall service performance.

By applying McClelland's theory, this framework underscores that adherence to TESDA NC II competencies is shaped not only by technical training but also by intrinsic motivational factors. Recognizing these motivational drivers provides hotel management with insights for designing training, performance recognition, and leadership opportunities that sustain high service quality.

Conceptual Framework

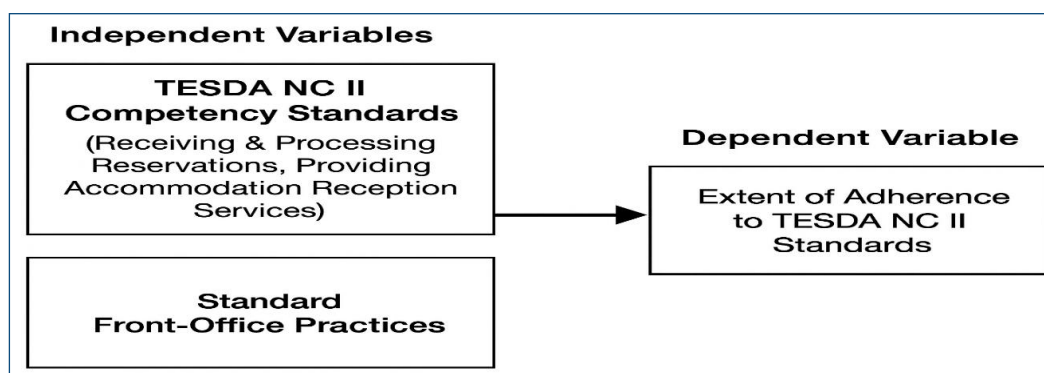


Fig. 1

This study focuses on how hotel front-office employees follow the TESDA Front Office Services NC II competency standards.

The independent variables are the TESDA NC II standards—receiving and processing reservations and providing accommodation reception services—together with the standard front-office practices.

The dependent variable is the employees' level of adherence to these standards.

The framework suggests that employees' compliance depends on how well the TESDA requirements and everyday front-office practices are applied, helping reveal both strengths and areas where further training can improve service quality and consistency.

Objectives of the Study

- To determine the extent of adherence of employees in selected hotels to the competency standards for

receiving and processing reservations based on National Certificate II of TESDA.

- To determine the extent of adherence of employees in selected hotels to the competency standards for providing accommodation reception services based on National Certificate II of TESDA.
- To determine the standard practice of front office employees in their workplace.

Scope and Limitations of the Study

This study focuses on two core competencies of the Front Office Services NC II program of TESDA: receiving and processing reservations, and providing accommodation reception services. The participants of the study were Front Desk Clerks and Reservation Agents who are directly engaged in these areas of work. Data collection was carried out from October 2024 to January 2025, with respondents chosen based on their availability and willingness to take part in the research during this period.

To keep the scope manageable and focused, the study was limited to selected hotels within Metro Manila.

Literature Review

The adherence of hotel employees to the standards set forth by the Front Office National Certificate II (NCII), as outlined by the Technical Education and Skills Development Authority (TESDA), is essential to ensuring high-quality guest services, operational efficiency, and professional competence in the hospitality industry. This review synthesizes relevant scholarly works under thematic categories to better understand the factors influencing employee adherence to NCII standards in reservation and accommodation reception services.

The Front Office NCII standard encompasses core competencies in reservation handling, guest check-in and check-out, communication, service etiquette, and problem-solving. It serves as a structured benchmark for professionalism in guest service roles. According to Taimenas et al. (2019), empowering front office employees through competency certification bridges the gap between practical hotel experience and formalized standards. Their study revealed that while many homestay employees were capable, a lack of certification limited their adherence to standardized procedures—emphasizing the need for formal training programs such as NCII. Similarly, Hidayat et al. (2024) highlighted that certified employees demonstrated superior communication, decision-making, and guest-handling abilities—skills that align directly with NCII competencies.

Training aligned with NCII standards is a critical factor influencing employee adherence. Chua et al. (2020) found a significant performance disparity between trained and untrained hotel employees. Those who underwent NCII-based instruction consistently showed higher compliance with front office procedures. Supporting this, Alzate-Galiza (2020) recommended continuous staff development and certification, especially in hotels in Northern Philippines where staff shortages and insufficient training undermined service quality. Wira Saputra and Dewi (2024) further demonstrated that when SOPs (Standard Operating Procedures) are aligned with NCII competency standards, front office operations become more accurate, efficient, and guest-centered.

SOPs are central to consistent service delivery and are inherently tied to NCII competencies. However, their implementation is often challenged by operational constraints. For example, Setyawan (2014) reported that although reservation SOPs were present at Cakra Kusuma Hotel, peak periods and insufficient staffing led to booking errors, revealing the need for robust training and contingency planning. Similarly, Dewi and Putu (2023) found that at Jambuluwuk Oceano Seminyak Hotel, four of fifteen check-in SOPs were regularly skipped due to manpower limitations. Neglected procedures included offering welcome drinks and verifying guest vouchers—both required steps under NCII protocols. Sintyawati and Andriani (2024) also noted time pressures during guest surges at Amandari Resort, which caused SOP lapses, highlighting the importance of flexibility and critical thinking—skills emphasized in NCII training. In another case, Sari et al. (2020) found that check-in/check-out SOPs were inconsistently applied in a five-star hotel, with staff often skipping steps like upselling and information verification, resulting in guest dissatisfaction and confusion.

Beyond technical training, employee attributes such as job satisfaction and customer service orientation play a pivotal role in procedural adherence. Al-Hassan et al. (2020) identified a strong correlation between customer service orientation and compliance with NCII standards, underscoring the role of positive workplace attitudes in service roles. A subsequent study by Al-Hassan et al. (2021) found that employees with higher job satisfaction were more diligent in following procedures, suggesting that motivation and emotional well-being significantly impact standard compliance.

Communication is another cornerstone of front office effectiveness. Jawabreh et al. (2022) emphasized that communication proficiency directly affects guest satisfaction—a key metric of service success. These skills are embedded in NCII training modules and are critical to maintaining service quality. Complementing this, Paparang et al. (2025) observed that while receptionists at Sutanraja Hotel Manado generally adhered to SOPs, managing unique guest concerns required adaptability and creative thinking—soft skills that go beyond procedural knowledge and are emphasized within the NCII learning framework.

Finally, continuous monitoring and structured feedback systems help sustain SOP adherence over time. Melia Nugrahani et al. (2022) applied the PDCA (Plan-Do-Check-Act) cycle to guest service agents and found it effective in reinforcing SOP compliance and service quality. Likewise, Tambunan et al. (2015) observed that while grooming and hygiene standards were generally upheld, regular managerial supervision was necessary to maintain consistency in adherence and performance.

Methodology

The researchers will use quantitative research to gather measurable data for statistical analysis of a population sample. Creswell (2002) noted that quantitative research is the process of collecting, analyzing, interpreting, and writing the results of a study, while qualitative research is the approach to data collection, analysis, and report writing differing from the traditional, quantitative approaches.

This study utilized purposive sampling to identify and select employees from selected hotels who are directly involved in reservation and accommodation reception services. The respondents were chosen based on their active engagement in front office operations, particularly

in tasks related to receiving and processing reservations, guest check-ins, and other reception-related services.

The sampling method was chosen to ensure that the participants possess the relevant knowledge and responsibilities necessary to provide meaningful responses concerning their adherence to the Front Office National Certificate II (NCII) standards set by TESDA. To facilitate accessibility and data collection, hotels within Metro Manila were granted permission to conduct the study were included. Only employees assigned in departments related to front desk, reservations, guest reception, were invited to participate 100 respondents in the survey. Data was gathered through a structured questionnaire aligned with the core competencies outlined in the NCII standards, enabling the researchers to assess the level of adherence to TESDA-prescribed procedures and practices.

Results

1. To determine the extent of adherence of employees in selected hotels to the competency standards for receiving and processing reservations based on National Certificate II of TESDA.

Table 1: Demographic Profile of the Respondents of Selected Hotels

<i>Profile of the Respondents</i>	<i>Frequency</i>	<i>Percentage</i>	<i>Rank</i>
Age			
Male	30	30%	1
Female	70	70%	2
Total	100	100%	
Employment Status			
Regular	59	59%	1
Probationary	20	20%	3
Contractual	21	21%	2
Total	100	100%	
Work Position			
Reservation Agen	84	84%	1
Front Desk	16	16%	2
Total	100	100%	
Length of Service			
1 year below	47	47%	1
2 to 5 years	35	35%	2
6 to 9 years	11	11%	3
10 years and above	7	7%	4
Total	100	100%	

Table 1 shows the demographic profile of the respondents. The majority of hotel employees surveyed are female. Females make up more than twice the number of males, indicating a female-dominated workforce in the selected hotels. Most employees have regular (permanent) employment status, suggesting job stability for a significant portion of the staff. Contractual and probationary employees make up about 41%, indicating a notable presence of non-regular staff. A large majority

of respondents are assigned to reservation-related duties. This could reflect either a higher demand for reservation services or possibly a sample that is more representative of back-end operations than front-line ones. Nearly half of the respondents have less than a year of service, and most (82%) have worked for five years or less. This suggests a young or recently hired workforce and possibly high turnover or expanding hotel operations.

Table 2: Competency Standards for Receiving and Processing Reservations Based on National Certificate II of TESDA

<i>Receive and Process Reservation</i>	<i>Weighted Mean</i>	<i>Interpretation</i>	<i>Rank</i>
1. RECEIVE RESERVATION REQUEST			
1.1 Acknowledge customer making a reservation using property standards	3.91	SA	1
1.2 Determine request availability of room	3.90	SA	2.5
Offer alternatives, including wait list options, if requested booking is not available.	3.86	SA	4
1.4 Answer inquiry regarding rates and other product features accurately	3.90	SA	2.5
Total Weighted Mean	3.89	SA	
2. RECORD DETAILS OF RESERVATION			
2.1 Record complete customer details in the system accurately	3.90	SA	1.5
2.2 Check and use guest profile/history if available in making the reservation	3.87	SA	5
2.3 Record special request clearly in accordance with establishment requirements	3.88	SA	4
2.4 Complete, explain, and confirm reservation details of customer bookings	3.89	SA	3
2.5 File reservation according to property standards.	3.90	SA	1.5
2.6 Prepare and issue documents and other materials to the customer in accordance with the requirements of the specific reservation.	3.84	SA	6
Total Weighted Mean	3.88	SA	
3. UPDATE RESERVATIONS			
3.1 Record or update reservation payments and deposits of the reservation accurately in accordance with the property standards.	3.87	SA	2
3.2 Receive, process, and record amendments and cancellations of reservations in accordance with customer request and property standards.	3.90	SA	1
Total Weighted Mean	3.89	SA	
4. ADVISE OTHERS ON RESERVATION DETAILS			
4.1 Communicate general and specific customer requirements and reservation details to appropriate departments and colleagues.	3.87	SA	1
4.2 Address follow up on customer requests and ensures that all specific requirements in his reservation details are prior to guest arrival.	3.85	SA	2
Total Weighted Mean	3.86	SA	
Overall Weighted Mean	3.88	SA	

Legend: 1.0 - 1.75 Strongly Disagree (SD), 1.76 - 2.50 Disagree (D), 2.51 - 3.25 Agree (A), 3.26 - 4.0 Strongly Agree (SA)

Based on Table 2, the respondents demonstrated a high level of competency in performing tasks related to receiving and processing reservations, as aligned with the National Certificate II standards of TESDA. All areas

received overall weighted means ranging from 3.84 to 3.91, falling within the “Strongly Agree” (SA) category, which indicates that the hotel staff feel confident and capable in their respective roles. The highest-rated

competency under “Receive Reservation Request” was the ability to acknowledge customers using property standards (3.91), while the lowest was in offering alternatives such as wait list options when a requested booking is not available (3.86). In recording reservation details, staff showed strong performance in accurately entering customer information and properly filing reservations (both 3.90), although preparing and issuing reservation-related documents scored slightly lower (3.84). When it comes to updating reservations, employees rated themselves highly in processing amendments and cancellations (3.90), suggesting a strong ability to manage changes efficiently. Lastly, under “Advise Others

on Reservation Details,” staff agreed most strongly with their ability to communicate customer requirements to relevant departments (3.87), though there was slightly less agreement in terms of ensuring that all customer requests are addressed before arrival (3.85). Overall, the results reflect a competent and well-trained workforce, with minor areas that could benefit from further improvement, particularly in handling alternative booking options, documentation, and guest request follow-ups.

2. To determine the extent of adherence of employees in selected hotels to the competency standards for providing accommodation reception services based on National Certificate II of TESDA.

Table 3: Competency Standards for Providing Accommodation Reception Services Based on National Certificate II of TESDA

<i>Accommodation Reception Services</i>	<i>Weighted Mean</i>	<i>Interpretation</i>	<i>Ranking</i>
1. PREPARE RECEPTION AREA FOR GUEST ARRIVAL			
1.1 Prepare and check functionality of reception area and all necessary equipment.	3.87	SA	2.5
1.2 Check and review daily arrival details prior to guests arrival.	3.92	SA	1
1.3 Allocate rooms in accordance with guest requirements.	3.8	SA	4
1.4 Follow up uncertain arrivals or reservations in accordance with property standards.	3.78	SA	6
1.5 Compile and distribute arrival list to relevant personnel.	3.79	SA	5
1.6 Inform colleagues on special situations in a timely manner.	3.87	SA	2.5
Total Weighted Mean	3.84	SA	
2. WELCOME AND REGISTER GUESTS			
2.1 Welcome guests.	3.89	SA	2
2.2 Confirm reservation details with guest.	3.93	SA	1
2.3 Register guests with or without reservations according to establishment systems and procedures.	3.75	SA	
2.4 Apply correct accounting procedures.	3.79	SA	
2.5 Issue room key/electronic cards, guest mail and messages to guest.	3.84	SA	
2.6 Follow procedures where rooms are not immediately available or overbooking has occurred. Monitor and reports discrepancies in guest arrivals.	3.85	SA	4
2.7 Monitor and reports guest arrivals and discrepancies between actual and expected arrivals are reported in accordance with property standards.	3.80	SA	3
Total Weighted Mean	3.84	SA	
Overall Weighted Mean	3.84	SA	

Legend: 1.0 - 1.75 Strongly Disagree (SD), 1.76 - 2.50 Disagree (D), 2.51 - 3.25 Agree (A), 3.26 - 4.0 Strongly Agree (SA).

Based on Table 3, the respondents strongly agreed with the competency standards for providing accommodation reception services, as outlined in the National Certificate II of TESDA. The overall weighted mean for the two

main categories—“Prepare Reception Area for Guest Arrival” and “Welcome and Register Guests”—was 3.84, which falls within the “Strongly Agree” (SA) range. This suggests that front office staff perceive themselves as

highly competent in performing the core tasks required in hotel reception services.

In the area of preparing the reception area, the highest-rated competency was the review of daily arrival details prior to guest arrival (3.92), indicating a strong emphasis on preparedness and attention to detail. Competencies such as preparing the reception area and informing colleagues of special situations were also highly rated (both 3.87), highlighting effective coordination and operational readiness. However, tasks like following up on uncertain arrivals (3.78) and compiling and distributing arrival lists (3.79) received slightly lower scores, suggesting potential areas for procedural improvement.

In the welcome and registration category, confirming reservation details with guests received the highest score (3.93), showing that accuracy in check-in procedures is a clear strength among the staff. Welcoming guests (3.89) and handling room availability issues (3.85) also scored

well, indicating good customer service and problem-solving capabilities. On the other hand, registering guests without prior reservations (3.75) and applying correct accounting procedures (3.79) received lower ratings, pointing to areas where further training may enhance consistency and confidence.

Overall, the data reflects that hotel front office personnel are performing at a high level of competence, particularly in guest interaction and preparation processes. While all competencies were rated within the “Strongly Agree” range, there remains room for development in more complex or less routine tasks such as handling uncertain arrivals, overbookings, and guest registration without prior bookings. Addressing these areas can help further strengthen the effectiveness and efficiency of front office operations.

3. To determine the standard practice of front office employees in their workplace.

Table 4: Standard Practice of Front Office Employees in their Workplace

Indicator	Weighted Mean	Interpretation	Rank
Perform “During Stay” Functions			
1.1 Address all guest requests during in-stay according to property standards.	3.90	SA	2
1.2 Respond promptly to inquiries to guests’ satisfaction	3.92	SA	1
Total Weighted Mean	3.91	SA	
2. Organize Guest Departure			
2.1 Review and check departure list.	3.88	SA	1
2.2 Gather information on departing guests from other departments to facilitate the preparation of account	3.78	SA	4
2.3 Facilitate information of departing guest from other departments.	3.76	SA	6
2.4 Generate and explain guests’ accounts	3.73	SA	7
2.5 Recover key electronic card from guest	3.81	SA	3
2.6 Act or refer guest request to appropriate department	3.83	SA	2
2.7 Process express and group express check outs	3.77	SA	5
Total Weighted Mean	3.79	SA	
3. Prepares Front Office Records and Reports			
3.1 Prepare and updates front office records.	3.82	SA	1.5
3.2 Follow establishment policies with regards to room changes, no shows, extensions and early departures	3.82	SA	1.5
3.3 Distribute reports and records to appropriate departments.	3.73	SA	3
Total Weighted Mean	3.79	SA	
Overall Weighted Mean	3.83	SA	

Legend: 1.0 - 1.75 Strongly Disagree (SD), 1.76 - 2.50 Disagree (D), 2.51 - 3.25 Agree (A), 3.26 - 4.0 Strongly Agree (SA).

Based on Table 4, the respondents strongly agreed (SA) with the standard practices observed by front office employees in their respective workplaces, as indicated by the overall weighted mean of 3.83. This suggests that front office staff consistently adhere to established property standards and procedures in the performance of their duties.

Among the three main areas, “Perform ‘During Stay’ Functions” received the highest overall weighted mean of 3.91, indicating that employees are highly responsive and attentive to guests’ needs during their stay. The highest-rated indicator was the ability to respond promptly to guest inquiries (3.92), followed closely by addressing guest requests according to property standards (3.90). This reflects strong customer service skills and a commitment to guest satisfaction during their stay.

In the area of “Organize Guest Departure,” the total weighted mean was 3.79, indicating that while staff still strongly agree with the standards, this area is relatively less developed compared to others. Reviewing the departure list (3.88) and referring guest requests to the appropriate department (3.83) were rated the highest, showing that staff are generally well-prepared for guest departures. However, competencies such as generating and explaining guest accounts (3.73) and facilitating information from other departments (3.76) received lower scores, suggesting potential gaps in interdepartmental coordination and billing procedures.

Similarly, under “Prepares Front Office Records and Reports,” the total weighted mean was also 3.79, with the highest scores given to preparing and updating records and following policies on room changes and no-shows (both at 3.82). The lowest rating in this section was for distributing reports and records to appropriate departments (3.73), which again highlights a possible need for improved communication and document flow between departments.

Overall, the data indicate that front office employees demonstrate a strong commitment to standard practices, especially in guest interactions during their stay. However, areas related to departure procedures, coordination with other departments, and documentation could benefit from further refinement and training to enhance overall service efficiency and accuracy.

Discussion and Conclusion

Discussion

The findings of this study offer a comprehensive insight into the adherence of employees in selected hotels to the competency standards outlined in the TESDA National Certificate II for Front Office Services, specifically focusing on Reservation and Accommodation Reception Services.

Adherence to Competency Standards for Receiving and Processing Reservations

The results presented in Table 2 demonstrate a remarkably high level of self-reported adherence to the TESDA NC II competency standards for receiving and processing reservations. With an overall weighted mean of 3.88, consistently interpreted as “Strongly Agree,” it is evident that the surveyed hotel employees perceive themselves as highly proficient in this critical area. The top-rated competencies, such as “Acknowledge customer making a reservation using property standards” (3.91) and accurately “Record complete customer details in the system” (3.90), underscore a strong foundation in customer service and data management. This suggests that the initial touchpoints of the guest journey – from the first contact to accurate data entry – are handled with a high degree of professionalism and adherence to established protocols.

However, slight variations within this domain indicate areas for potential refinement. For instance, while offering alternatives, including waitlist options (3.86), and preparing/issuing documents (3.84) still fall within the “Strongly Agree” category, their relatively lower rankings suggest that these more nuanced aspects of reservation management might benefit from targeted training or reinforcement. This could be particularly relevant in optimizing guest satisfaction during periods of high demand or when managing complex booking scenarios. The demographic profile, particularly the high percentage of Reservation Agents (84%), likely contributes to this strong performance in reservation-related tasks, as their roles are directly aligned with these competencies.

Adherence to Competency Standards for Providing Accommodation Reception Services

Similarly, Table 3 reveals a strong perceived adherence to the competency standards for providing accommodation reception services, with an overall weighted mean of 3.84, consistently interpreted as “Strongly Agree.” The highest-rated competency, “Confirm reservation details with guest” (3.93), highlights the importance placed on accuracy during the check-in process. This, coupled with high scores for “Welcome guests” (3.89) and reviewing “daily arrival details prior to guests arrival” (3.92), indicates a well-prepared and guest-centric approach to welcoming visitors.

Nonetheless, areas for development exist within reception services. “Register guests with or without reservations according to establishment systems and procedures” (3.75) and “Applying correct accounting procedures” (3.79) received the lowest scores in this section. This suggests that while routine check-ins are handled effectively, situations involving walk-in guests or intricate billing might present more challenges for some employees. The relatively high proportion of employees with shorter lengths of service (nearly half with less than a year) could contribute to these slightly lower scores, as experience often plays a crucial role in mastering more complex and less frequent scenarios, especially those involving financial transactions or non-standard guest arrivals.

Standard Practice of Front Office Employees in Their Workplace

Table 4, focusing on the standard practices of front office employees, further reinforces the general positive trend of adherence, with an overall weighted mean of 3.83, again interpreted as “Strongly Agree.” The “Perform ‘During Stay’ Functions” category stands out with the highest weighted mean (3.91), driven by exceptional performance in “Respond promptly to inquiries to guests’ satisfaction” (3.92) and “Address all guest requests during in-stay according to property standards” (3.90). This indicates a highly proactive and efficient approach to addressing guest needs throughout their stay, which is crucial for overall guest satisfaction and loyalty.

Conversely, the “Organize Guest Departure” and “Prepares Front Office Records and Reports” categories, both with a total weighted mean of 3.79, show relatively lower, albeit still strong, adherence. Within guest departure, “Generating and explaining guests’ accounts”

(3.73) and “Facilitating information of departing guest from other departments” (3.76) were identified as areas with room for improvement. Similarly, for records and reports, “Distribute reports and records to appropriate departments” (3.73) was the lowest-rated item. These findings suggest that while direct guest interaction during stay is a strength, inter-departmental coordination, particularly concerning information flow for departures and comprehensive financial explanations, may require further attention. This could stem from a need for more streamlined communication protocols or additional training on cross-functional processes. The demographic data, showing a significant portion of employees with shorter tenures, might also explain these nuances, as newer staff may still be integrating into the broader operational ecosystem of the hotel beyond their immediate front office duties.

Conclusion

The study concludes that the findings confirm that the respondents are highly competent in reservation-related tasks, aligning with TESDA NC II benchmarks. Minor gaps—particularly in providing alternative booking options, refining documentation, and ensuring complete follow-up of guest requests—highlight opportunities for targeted training to further enhance service quality.

The results indicate that front office staff demonstrate strong competence in accommodation reception services, consistently meeting TESDA NC II standards. Their strengths lie in guest interaction, check-in accuracy, and thorough preparation of the reception area. Although all competencies were rated “Strongly Agree,” slightly lower scores in handling uncertain arrivals, registering walk-in guests, and managing overbookings suggest that focused training in these less routine tasks would further enhance overall service quality and operational efficiency.

Front office employees show excellent customer service and attentiveness during guests’ stays, reflecting strong adherence to TESDA NC II standards. However, slightly lower scores in departure procedures, interdepartmental coordination, and documentation highlight the need for targeted training to strengthen billing accuracy, communication, and report distribution for smoother overall operations.

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