

# Skills Inventory of BSHM Practicum Trainees

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**Abstract:** A skills inventory lists an employee's existing abilities, education, and experiences. Organizations use the lists to determine if recruits can reach corporate objectives. Additionally, skill inventories will identify capability gaps in current workers and areas where skills need to be enhanced via training. Practicum students will research and choose appropriate training programs that will assist them in improving their performance in a particular area of expertise to determine what training is required. The descriptive approach of research was used in this study. It intends to provide insights and ultimately suggest a viable database structure for a skill inventory of practicum trainees at the University of Cebu Lapu – Lapu and Mandaue's College of Hospitality Management. The survey was conducted in the form of a questionnaire distributed to the respondents, who were practicum students of the College of Hospitality Management. The statistical treatment used in this study was a simple percentage and mode. As shown in the findings, the overall result of the gathered response of the skills inventory of the BSHM practicum trainees in terms of technical skills, and supervisory skills are fully acquired. The skills inventory significantly impacts practicum trainees to assess that the students are compliant with the department's goals, the hospitality establishment corporate goals, and the students' pre-practicum and post-practicum skills.

**Keywords:** Skills, inventory, practicum, hospitality management

## 1. Introduction

The hospitality industry correlates to nearly any company dealing with customer satisfaction, meeting demands for leisure and enjoyment rather than basic needs. It is a broad category that comprises the service industry, including lodging, amusement park, restaurant, event planning, transportation, mice, cruise line, and many more.

According to the US Bureau of Labour Statistics gathered, data on the increasing population of workers in the hospitality industry. The US Bureau of Labour Statistics accounted for 13.13 million people working in the hospitality and leisure industry in December 2020. The data gathered further shows that the industry is dependent on human capital to efficiently and effectively deliver products and services. (Lock, 2021).

The Bachelor of Science in Hospitality Management (BSHM) is a degree program covering comprehensive training and development of skills such as planning and development and management of the different aspects of the hotel, restaurant, and resorts operations. The program provides students with technical skills and knowledge in

marketing, finance, interpersonal, staffing, and other fields of business. The program also aims to teach entrepreneurship skills. During this four-year journey, one of the degree requirements is that each student undergoes a practicum program to expose them to the field of work they are working in the future.

According to CHED Memorandum Order No.62 series of 2017 states that the hospitality program will equip students with competencies that are needed to execute operational tasks and management functions in food production (culinary), accommodation, food, and beverage service, tourism planning, and product development, events planning and management, transportation services management, travel and tour operations and other emerging sectors of hospitality and tourism industry.

Before practicum training, the second-year students must acquire skills based on the subjects enrolled—competencies under the housekeeping services, food and beverage services skills. The gifts are developed on the topics they enrolled in during the first and second years. On the other hand, fourth-year students acquired skills under leadership, management, and decision-making subjects.

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The practicum program of the hospitality management students helps develop the students' communication skills, leadership skills, decision-making skills, and social relations. This program identifies qualified and educated students for training as the quality of service depends on their job performances. Skill inventory is an arising issue within the practicum program for hospitality management students since it identifies their skills, education, and experiences as practicum trainees in a specific hospitality establishment.

A skills inventory is a compilation of existing employees' skills (Dedos&Fouskakis2021), education, and experiences. The lists are utilized by organizations to decide if new hires can achieve company goals. Understanding the company's current pool of skills/talents and future capability demands aids strategic planning (Cetin et al., 2016; Wolfe et al., 2014).

Skills inventories will also recognize ability deficiencies in existing staff and where skills need to be upgraded by training. Practicum trainees will look and choose suitable training plans to help improve their performance for a specific area of skills to identify what training is needed.

#### **Research Objectives**

This study determined the hospitality management students' technical, communication, and leadership skills in the College of Hospitality and Tourism Management of the University of Cebu Lapu-Lapu and Mandaue. The findings of this study will serve as a basis in crafting an intervention program as an integral part of the students' development program of the department.

## **2. Methodology**

#### **Research Design**

This study utilized the descriptive method of research. It gives inputs and eventually proposes a relevant database structure for a skill inventory of the practicum trainee of the College of Hospitality Management at the University of Cebu Lapu – Lapu and Mandaue. It further inputs preparing for the best and most appropriate action plan that fits the department's needs.

#### **Research Environment**

The research study was conducted at the University of Cebu Lapu-Lapu and Mandaue Campus. UCLM sits at the foot of the old Mactan Bridge, connecting Cebu and Lapu's cities. UCLM, in this sense, provides for its student's training and education responsive to the bigger picture of its locale that is thriving with endless opportunities.

The University of Cebu was founded in 1964. As an institution of higher learning, the university is committed to an authentic education founded on humanity, nationalism, and academic excellence. In May 1995, a satellite campus of UC was opened in Lapu-Lapu and Mandaue, hence UCLM. Still true to its origins, UCLM upholds and realizes the vision of UC through the formation of an empowered community of person who, through character formation and academic excellence, contributes to the development of society.

#### **Research Respondent**

The respondents of this study are the second-year students SY 2019-2020 of the College of Hospitality Management in the University of Cebu Lapu – Lapu and Mandaue. In particular, the respondents of this study are second-year students done in practicum training who are considered essential elements for the skills inventory of practicum students of the College of Hospitality Management in the University of Cebu Lapu – Lapu and Mandaue. In this study, the actual number of respondents was determined. The study focused on the skills inventory of the second-year students SY 2020-2021 in the practicum program.

#### **Research Instrument**

This study utilized a pattern based on the components of skills inventory. It is patterned to determine the acquired skills inventory of the BSHM practicum trainee under the technical skills, communication skills, and leadership skills.

#### **Statistical Treatment**

This study utilized weighted mean and mode to determine the skill inventory of the BSHM practicum trainees in terms of technical, and supervisory skills.

## **3. Results and Discussion**

Table 1 shows that the BSHM practicum trainees have developed all the required skills, such as technical skills, communication skills, and supervisory skills.

**Table 1**  
**Acquired Skills of the BSHM Practicum Trainees**

SKILLS	Fully acquired (4)	Acquired (3)	Less Acquired (2)	Not Acquired (1)
<b>2.1 Technical skills</b>				
2.1.1 Front Office	48	19	10	23
2.1.2 Housekeeping	61	24	3	12
<b>2.1.3 Food and Beverage</b>				
2.1.3.1 Bartending	66	19	6	9
2.1.3.2 Production	67	24	4	5
2.1.3.3 F&B Bartending	68	24	4	4
<b>2.2 Communication skills</b>	69	29	2	0
<b>2.3 Supervisory</b>				
2.3.1 Leadership Skills	70	28	1	1
2.3.2 Decision Making Skills	61	35	2	2
2.3.3 Interpersonal Skills	68	31	1	0

**Table 2**  
**Skills in Front Office**

2.1.1 Front Office	WM	Interpretation
• Welcome guests upon their arrival	2.68	Acquired
• Processes advance booking, check in and check out	1.44	Not Acquired
• Handles different mode of payments like credit card and cash	1.40	Not Acquired
• Keep front desk clean, tidy and supplied with all the necessary supplies	2.16	Less Acquired
• Handles front office computerized systems accordingly	1.68	Not Acquired
<b>Average Weighted Mean</b>	<b>1.92</b>	<b>Less Acquired</b>

**Legend:** 3.26 - 4.00 – Fully Acquired  
2.51 - 3.25 – Acquired

1.78 – 2.50 – Less Acquired  
1.0 – 1.77 – Not Acquired

Table 2 shows the practicum trainees' responses to the questionnaire's statements regarding the different skills in the front office. The highest mean was recorded at 2.68 for the first statement based on the information. When interpreted, this means that respondents acquired welcoming guests upon their arrival.

The second statement was recorded at 2.16; in interpretation, the respondents are less acquired when keeping the front desk clean, tidy, and supplies with all the necessary supplies. The third information is three statements that the respondents are not fully acquired in interpreting the handles front office computerized systems accordingly 1.68, processes booking, check-in and check-out 1.44, lastly handling different mode of payments like credit card and

cash 1.40. According to the theory, technical skills refer to the knowledge about and proficiency in a specific type of work or activity that includes competencies in a specialized area, analytical ability, and the ability to use appropriate tools and techniques (Ting et al., 2017; Bargau, 2015).

Most vocational and on-the-job training programs are concerned with developing this specialized technical skill (Cimatti, 2016; Madar, 2014). The theory explains how these skills help the person succeed for the organization's benefit. Moreover, it will serve as the basis for the researcher's reference in meeting the outcome of the inventory of skills for the hospitality management practicum students (Jiang&Alexakis2017; Bharwani& Talib2017).

**Table 3**  
**Skills in Housekeeping**

2.1.2 Housekeeping	WM	Interpretation
• Handles housekeeping request like make up room service	2.36	Less Acquired
• Prepares guestrooms with all amenities	2.32	Less Acquired
• Keep facilities and common areas clean and maintained.	2.6	Less Acquired
• Delivers guest requests on time	2.28	Less Acquired
• Clean up with appropriate equipment.	2.44	Less Acquired
<b>Average Weighted Mean</b>	<b>2.44</b>	<b>Less Acquired</b>

**Legend:** 3.26 - 4.00 – Fully Acquired  
2.51 - 3.25 – Acquired

1.78 – 2.50 – Less Acquired  
1.0 – 1.77 – Not Acquired

Table 3 shows the data on the practicum trainees' responses to the questionnaire's statements regarding the different skills in housekeeping. The highest mean was recorded at 2.44 for the last statement based on the information. When

interpreted, respondents have less acquired cleaning up with the proper equipment.

**Table 4**  
**Skills in Bartending**

<b>2.3.1.1 Bartending</b>	<b>WM</b>	<b>Interpretation</b>
• Prepares and present kinds of beverages	2.4	Less Acquired
• Interact with customers, take orders for drinks and snacks.	2.24	Less Acquired
• Serve customers in a friendly and helpful manner	2.92	Acquired
• Assess customers' needs and preferences and make recommendations	2.6	Acquired
• Keep the bar counter and work area neat and clean at all times	3.08	Acquired
<b>Average Weighted Mean</b>	<b>2.64</b>	<b>Acquired</b>
<b>Legend:</b>	<b>3.26 - 4.00 – Fully Acquired</b>	<b>1.78 – 2.50 – Less Acquired</b>
	<b>2.51 - 3.25 – Acquired</b>	<b>1.0 – 1.77 – Not Acquired</b>

Table 4 shows the practicum trainees' responses to the questionnaire's statements regarding the different skills in bartending. The highest mean was recorded at 3.08 for the fifth statement based on the information. When interpreted, this means that respondents acquired in keeping the bar counter and work area neat and clean. The following statement got a 2.92 result, and the respondents have acquired the skills to serve customers in a friendly and

helpful manner. Furthermore, the lowest interpretation acquired is assessing customers' needs and preferences and making recommendations; the result of this statement was at 2.6 in addition to this. There are two skills that the respondents failed to acquire fully, which is interacting with customers, taking orders for drinks and snacks that have a result of 2.24, lastly preparing and presenting kinds of beverages got 2.4

**Table 5**  
**Skills in Food Production**

<b>2.3.1.2 Food Production</b>	<b>WM</b>	<b>Interpretation</b>
• Demonstrating kitchen safety practices	2.68	Acquired
• Plans and implementing different events and activities	2.24	Less Acquired
• Preparing dishes in accordance with the hotel's standard recipes	2.56	Acquired
• Performing mise-en-place to ensure the smooth flow of operations.	2.88	Acquired
• Sorting, storing and distributing ingredients.	2.84	Acquired
<b>Average Weighted Mean</b>	<b>2.68</b>	<b>Acquired</b>
<b>Legend:</b>	<b>3.26 - 4.00 – Fully Acquired</b>	<b>1.78 – 2.50 – Less Acquired</b>
	<b>2.51 - 3.25 – Acquired</b>	<b>1.0 – 1.77 – Not Acquired</b>

Table 5 shows the data on the practicum trainees' responses to the questionnaire's statements regarding the different skills in food production. The highest mean was recorded at 2.88 for the fourth statement based on the information.

When interpreted, this means that respondents acquired performing mise-en-place to ensure the smooth flow of operations.

**Table 6**  
**Skills in Food and Beverage Service**

<b>Food and Beverage Service</b>	<b>WM</b>	<b>Interpretation</b>
• Takes and serves orders appropriately as needed on time	2.72	Acquired
• Prepares variations of dishes	1.48	Not Acquired
• Sets up table with all utensils	1.44	Not Acquired
• Clean and Prepare Tables	2.16	Less Acquired
• Process Payments	1.68	Not Acquired
<b>Average Weighted Mean</b>	<b>2.72</b>	<b>Acquired</b>
<b>Legend:</b>	<b>3.26 - 4.00 – Fully Acquired</b>	<b>1.78 – 2.50 – Less Acquired</b>
	<b>2.51 - 3.25 – Acquired</b>	<b>1.0 – 1.77 – Not Acquired</b>

Table 6 shows the data on the practicum trainees' responses to the questionnaire's statements regarding the different skills in food and beverage services. The highest mean was

recorded at 2.72 for the first statement based on the information. When interpreted, respondents acquired taking and serving guest orders appropriately as needed on time.

Table 7  
Communication Skills

2.2 Communication Skills		WM	Interpretation
• Applies and practices mode of communications		3.08	Acquired
• Comprehends accurately all instructions from customers		2.6	Acquired
• Receives and listens carefully all instructions from supervisors		3	Acquired
• Maintains eye contact while interacting with customers		2.68	Acquired
• Demonstrates positive facial expressions and posture while interacting with people		3	Acquired
• Disseminates information to customers about the hotel		2.64	Acquired
• Convey information regarding concerns of the customers		2.72	Acquired
• Clarifies unclear information from management and customers		2.68	Acquired
<b>Average Weighted Mean</b>		<b>2.76</b>	<b>Acquired</b>
<b>Legend:</b>	<i>3.26 - 4.00 – Fully Acquired</i>	<i>1.78 – 2.50 – Less Acquired</i>	
	<i>2.51 - 3.25 – Acquired</i>	<i>1.0 – 1.77 – Not Acquired</i>	

Table 7 shows the data on the practicum trainees' responses to the questionnaire's statements regarding the different communication skills. The highest mean was recorded at 3.08 for the first statement based on the information. When interpreted, this means that respondents acquired in applying and practicing mode of communications. According to S. Gibson (2015; Kijpoonphol et al., 2021), "Excellent communication skills can improve a guest's experience (Wang et al., 2018) by demonstrating that you pay attention to them, value their opinions, and communicate clearly. The excellent communication skills will lead to greater customer satisfaction, more customers, and thus more success for the hotel. "

Furthermore, Gibson (2015) asserts that it is not always an average ability to communicate constructively. Managers and employees must learn how to communicate efficiently. Effective hotel operators have honed their abilities to

articulate both the "how" and "why" of their operations. People will change how things are handled until they understand that something needs to be complete.

Rahim (2011). Listening to customers' inquiries, outlining hotel practices, and providing an oral report are only a few of the common skills needed in the hotel industry. To name a few examples. When listening to customers or hotel guests, interns require specific skills to develop communication skills in projects involving coworkers and supervisors. There are several mismatches between the qualifications needed for the career and the interns' abilities, as can be seen. Despite the hotel managers' opinions, the interns believe they have a greater level of talent in at least five skills. The interns' deficiencies and needs must be met to satisfy the tourism and hospitality management market.

Table 8  
Leadership Skills

2.3.1 Leadership Skills		WM	Interpretation
• Ensures to make the team or a group better through teamwork		2.6	Acquired
• Recognizes people for contributions and efforts		2.76	Acquired
• Supports management and organizational changes		2.64	Acquired
• Empowers people, co-employees or classmates		2.8	Acquired
• Gives classmates, peoples and co-employees a chance to be empowered		2.88	Acquired
• Ensures employees as internal customers		2.44	Less Acquired
• Works with people closely with compassion and care		2.88	Acquired
• Celebrates success and accomplishments with fun		2.84	Acquired
<b>Average Weighted Mean</b>		<b>2.73</b>	<b>Acquired</b>
<b>Legend:</b>	<i>3.26 - 4.00 – Fully Acquired</i>	<i>1.78 – 2.50 – Less Acquired</i>	
	<i>2.51 - 3.25 – Acquired</i>	<i>1.0 – 1.77 – Not Acquired</i>	

Table 8 shows the data on the practicum trainees' responses to the questionnaire's statements regarding the different leadership skills. The highest mean was recorded at 2.88 for both the fourth and sixth statements based on the information. When interpreted, this means that respondents acquired in giving classmates, people, and co-employees a chance to be empowered and working with people closely with compassion and care.

According to Sisson and Adams (2013, p.140), "these results confirm those of most other research, suggesting that the soft skills that are most important for managers to be effective in hospitality are soft skills. " The two most critical soft skills in this research were building good customer relationships and collaborating efficiently with peers. The results show that today's hospitality programs must produce students who understand interpersonal relationships and collaborate

effectively with visitors and peers. After establishing the value of soft skills for graduates to be effective in the hospitality industry, it is time to think about how those skills will support the student while on placement. (i. e., before they join the industry full-time). Placements are extremely

valuable. Lastly, based on the interpretation, only the Ensures employees as internal customers has less acquired and was recorded at 2.44 most of the respondents did not get the skills.

**Table 9**  
**Interpersonal Skills**

2.3.2 Interpersonal Skills	WM	Interpretation
• Establishes rapport to customers and employees	2.6	Acquired
• Maintains self-esteem and disciplines dealing with people	2.6	Acquired
• Adjusts to different level of personalities of customers	2.6	Acquired
• Embraces diverse culture of employees in the workplace	2.72	Acquired
• Maintains positive outlooks on a negative situations	2.76	Acquired
• Integrates local cultures and practices in a sociable manner	2.56	Acquired
• Maintains positive relationships with people on first meeting	2.8	Acquired
• Empathize difficult customers and situations	2.72	Acquired
<b>Average Weighted Mean</b>		<b>Acquired</b>
<b>Legend:</b>	<i>3.26 - 4.00 – Fully Acquired</i>	<i>1.78 – 2.50 – Less Acquired</i>
	<i>2.51 - 3.25 – Acquired</i>	<i>1.0 – 1.77 – Not Acquired</i>

Table 9 shows the data on the responses of the practicum trainees to the questionnaire's statements regarding the different interpersonal skills. The highest mean was recorded at 2.8 for the seventh statement based on the information. It means that respondents maintained positive relationships with people on first meeting when interpreted. Baum (1990) replicated a study conducted in the United States to determine the competencies expected of hospitality graduates. "Both studies classify what can be identified as

'soft' or human relations-related competencies as the most significant within the top-rated group," he said, using three categories (essential, considerable, and moderately important). (Baum, 1990, p.14). They included skills including "guest service," "employee relations," "professionalism," and "communication." He explains this by claiming that technical skills can be taught in-house while soft skills take much longer to learn.

**Table 10**  
**Decision Making Skills**

Decision Making Skills	WM	Interpretation
• Solicits feedbacks before making decisions	2.32	Less Acquired
• Ensures to involve everyone in making decisions	2.32	Less Acquired
• Makes decisions based on facts and situations	2.48	Less Acquired
• Disseminates decisions appropriately to people	2.16	Less Acquired
• Makes decisions on time as required in the operations	2.44	Less Acquired
• Takes full responsibilities for the decisions made	2.6	Acquired
• Makes emphasis on the decisions made	2.4	Less Acquired
• Makes decision based on standards and policies	2.56	Acquired
<b>Average Weighted Mean</b>	<b>2.8</b>	<b>Acquired</b>
<b>Legend:</b>	<i>3.26 - 4.00 – Fully Acquired</i>	<i>1.78 – 2.50 – Less Acquired</i>
	<i>2.51 - 3.25 – Acquired</i>	<i>1.0 – 1.77 – Not Acquired</i>

Table 10 shows the data on the responses of the practicum trainees to the questionnaire's statements regarding the different decision-making skills. The highest mean was recorded at 2.56 for the last statement based on the information. When interpreted, this means that respondents made decisions based on standards and policies.

According to Moshal (1998). Leaders who have practiced their decision-making skills will make wise, well-informed decisions from various options. Conceptual reasoning, strategy and coordination, and problem-solving are all used

in decision-making. Making the proper judgment when addressing the needs and desires of the community is essential for effective decision-making.

#### 4. Conclusion

The above data further imply that 48% of the BSHM practicum trainees have fully acquired and developed front office skills during their practicum. 61% of the practicum trainees have fully acquired and developed housekeeping skills during their practicum. 68% of the practicum trainees

have fully acquired and developed F & B Service skills during their practicum. 67% have fully acquired and developed F & B production during their practicum. 66% have fully acquired and developed F & B bartending skills during their practicum. Based on the data gathered about the technical skills of the practicum trainees, it shows that students are more exposed to F & B Services and are least exposed to Front Office.

The table also shows that 69% have fully acquired and developed communication skills during their practicum. It implies that trainees can deliver effective communication between the guests and co-employees.

It also shows that practicum trainees also develop different skills for supervisory. 70% have fully acquired and developed leadership skills during practicum training. 61% have fully acquired and developed decision-making skills, and 68% have fully acquired and developed interpersonal skills. Furthermore, it shows that in supervisory practicum, the student is engaged in a task that involves leadership, decision making, and interpersonal skills. The data shows that the practicum trainees' capacity to make judgments is a leadership attribute, which demonstrates their ability to think objectively and tie their ideas to the task's objectives.

Finally, the practicum trainees have developed all the skills required of a BSHM student during the apprenticeship.

## 5. Recommendation

In line with the results of the study, the following recommendations are profound:

- Prior to authorizing a practicum program, the Higher Educational Institution should thoroughly assess each requested practicum program and the establishment.
- Conduct on-site visits per establishment to assess further the practicum students regarding the training status of the student.
- Design a structured plan for a practicum and specification of required experience based on the pre-internship assessment.

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