Webliography

The Webliography is an electronic bibliographic listing of topics related to the qualification titles of a particular TVET priority sector, with pre-searched *URLs* (uniform resource locators) and descriptions (abstracts).

The pre-searched *URLs* provide contents in reference to the title of promulgated Training Regulations (TR). By clicking the weblinks (underlined URLs in blue text), your internet browser will direct you to the website/webpage where you can find the topic related to the title you selected. The Webliography is a useful tool for trainers who are designing and developing competency-based curriculum and learning materials.

Technical Education and Skills Development Authority

TESDA » Webliography » Tourism Sector

INTERNET RESOURCES

Tourism sector

Scope:

Travel and Tourism as one of the world's largest foreign exchange earner among industries, provides employment directly to millions of people worldwide and indirectly through many associated service industries. As a very large industry, it includes Government tourism departments, Immigration and customs services, travel agencies, airlines, tour operators, hotels etc. and many associated service industries such as airline catering or laundry services, guides, interpreters, tourism promotion and sales executives etc. Travel and tourism enterprises include major internationals with thousands of workforce, though small private travel agent have handful of employees.

Source::

http://aviationherald.org/2010/05/scope-in-travel-and-tourism-industry/

❖ **Definition of Tourism**
 https://en.wikipedia.org/wiki/Tourism
This webpage provides a definition of the word tourism. It also gives related information like history, significance, recent developments, and references.
(Retrieved: February 2016)

❖ **Types of Tourism**
 http://www.hkhk.edu.ee/natureguide/types_of_tourism.html
This webpage defines and explains the different types of tourism and includes a simple quiz.
(Retrieved: February 2016)

❖ **Theguardianjobs**
 https://jobs.theguardian.com/jobs/tourism/
This webpage provides a list of career opportunities in tourism with job description and link to an application form.
(Retrieved: February 2016)

❖ **It's more fun in the Philippines**
http://tourism.gov.ph/Pages/default.aspx
This webpage provides information about the Philippine tourism industry, with links to festivals in the Philippines, business and investments, strategy, marketing, statistics and media.
(Retrieved: February 2016)

❖ **Laimoon online courses**
https://courses.laimoon.com/online/travel-and-tourism?gclid=CPTop5GY7MoCFQukvQodpqINyg
This webpage provides a list of online courses in travel and tourism industry with links to specific online courses and related information.
(Retrieved: February 2016)

❖ **Study.com list of free tourism courses and classes**
http://study.com/articles/List_of_Free_Tourism_Courses_and_Classes.html
This webpage provides a list of free courses and classes offered in various countries and universities around the world.
(Retrieved: February 2016)

List of qualifications:

- Attractions and Theme Parks NC II
- Barista NC II
- Bartending NC II
- Bread and Pastry Production NC II
- Commercial Cooking NC III and IV
- Cookery NC II
- Events Management Services NC III
- Food and Beverage Services NC II, NC III and NC IV
- Front Office Services NC II
- Housekeeping NC II, III & IV
- Local Guiding Services NC II
- Tourism Promotion Services NC II
- Travel Services NC II

Attractions and Theme Parks NC II
Core Competencies:

1. Provide on-site information and assistance
2. Monitor entry to venue
3. Provide a site briefing or scripted commentary

Elective Competencies:

1. Operate a ride location
2. Load and unload a ride
3. Maintain safety in water-based rides
4. Operate a games location
5. Promote at a games location
6. Operate animal enclosure/exhibit
7. Provide general animal care
8. Rescue animals
9. Provide customers with information on animals

Barista NC II
Core Competencies:

1. Prepare espresso
2. Texture milk
3. Prepare and serve coffee beverages
4. Perform basic maintenance of machine and equipment
5. Perform basic cashiering and general control procedures

INTERNET RESOURCES

❖ **Amusement park definition**
https://en.wikipedia.org/wiki/Amusement_park
This webpage defines amusement or theme park.as a group of entertainment attractions, rides and other events in a location for the enjoyment of large numbers of people.
(Retrieved: February 2016)

❖ **Theme park jobs**
http://www.careerbuilder.com/jobs/keyword/theme-park/
This webpage provides a list of career opportunities for job seekers of theme park jobs in America.
(Retrieved: February 2016)
(Retrieved: February 2016)

❖ **Provide information to clients**
https://books.google.com.ph/books/about/Provide_Information_to_Clients.html?id=5wKq1-JH718C&redir_esc=y
This webpage provides comprehensive information for business studies students on greeting clients, determining their needs and serving them well. It also discusses core customer service skills vital to any job and include exercises.
(Retrieved: February 2016)

❖ **Monitor entry to a venue**
http://training.gov.au/TrainingComponentFiles/CUE03/CUEFOH10B_R1.pdf
This webpage presents a competency standard of "CUEFOH10B Monitor entry to a venue" from the Australian Government Department of Education, Employment and Workplace Relations.
(Retrieved: February 2016)

❖ **Provide a briefing or scripted commentary**
hhttp://www.boardofstudies.nsw.edu.au/syllabus_hsc/pdf_doc/tourism-and-events-2008/50-SITTVAF002A-provide-a-briefing-or-scripted-commentary.pdf
This webpage provides a training package on the unit title "provide a briefing or scripted commentary" describing the requirements and advice in learning the unit of competency.
(Retrieved: February 2016)

❖ **Amusement ride general information**
http://www.tdi.texas.gov/commercial/lcamuseinfo.html
This webpage provides general information and regulations on rides offered by the tdi.texas.gov.
(Retrieved: February 2016)

❖ **Barista**
http://www.tdi.texas.gov/commercial/lcamuseinfo.html
This webpage defines barista as a person, usually a coffeehouse employee who prepares and serves espresso-based coffee drinks.
(Retrieved: February 2016)

❖ **Barista & coffee school**
http://onlinebaristatraining.com/#take-tour
This website presents a coffee education platform and training methodology to the digital age.
(Retrieved: February 2016)

❖ **Barista training courses**
http://www.baristatrainingcourses.co.uk/
This website presents various barista online training courses with course overview,
(Retrieved: February 2016)

❖ **Barista training basics**
https://www.espressoparts.com/baristatrainingbasics
This webpage provides information and procedures in preparing various espress-based coffee drinks.
(Retrieved: February 2016)

❖ **Espresso: a coffee like no other**
http://www.illy.com/wps/wcm/connect/en/coffee/how-prepare-espresso
This webpage presents video clips in preparing authentic coffee products based on espresso.
(Retrieved: February 2016)

❖ **How to make an espresso (espresso machine coffee)**
http://www.wikihow.com/Make-an-Espresso-%28Espresso-Machine-Coffee%29
This webpage explains the procedure in making espresso using only ground espresso beans and purified water.
(Retrieved: February 2016)

❖ **The milk frothing guide**
http://www.coffeegeek.com/guides/frothingguide
This webpage provides information and a guide in preparing frothing, a method of texturing milk for addition to coffee drinks.
(Retrieved: February 2016)

❖ **Latte art**
http://www.coffeeresearch.org/espresso/milktexture.htm
This webpage provides detailed information and instructions in preparing coffee drinks with artistic touch.
(Retrieved: February 2016)

❖ **How to clean and maintain your equipment after closing**
http://www.thecoffeebrewers.com/howtoclandma.html
This webpage provides procedures and tips on how to maintain and preserve the coffee machine to top condition after each service.
(Retrieved: February 2016)

Bartending NC II
Core Competencies:

1. Clean bar area
2. Operate bar
3. Prepare and mix cocktails and non-alcoholic concoctions
4. Provide basic wine service

Elective Competencies:

1. Prepare espresso
2. Texture milk
3. Prepare and serve coffee beverages

❖ **Bartending/Work/Responsibilities and Duties**
https://en.wikibooks.org/wiki/Bartending/Work/Responsibilities_and_duties
This webpage provides information on work responsibilities and duties of a bartender, including personality, quality of service, and conduct of activities in a bar among others.
(Retrieved: September 3, 2018)

❖ **Clean and Tidy Bar Areas**
https://clubtraining.com.au/clean-and-tidy-bar-areas/
This webpage from Club Training Australia provides an online course material with explanatory links on cleaning, sanitizing and keeping areas clean and hygienic in hospitality environments. Interested students may register to the course with fees to gain certification.
(Retrieved: September 3, 2018)

❖ **How to Open A Bar**
https://casual.pm/how-to/open-a-bar
This webpage provides a project plan and everything you wanted to know about opening your own bar; finding the best concept, getting licenses, hiring the tem and marketing your venue explained step-by-step with video clips and illustrations/pictures.
(Retrieved: September 3, 2018)

❖ **The 30 Best Mocktail Recipes**

https://www.townandcountrymag.com/leisure/drinks/how-to/g785/best-mocktail-recipes/
This webpage presents recipes for 30 of the most delicious and hydrating non-alcoholic drink ideas to serve at your next brunch, lunch, dinner party or at the bar.
(Retrieved: September 3, 2018)

❖ **How to Run a Proper Wine Service**
https://www.webstaurantstore.com/article/133/proper-wine-service.html
This webpage provides guidelines on delivering elegant and sophisticated wine service in the bar or restaurant.
(Retrieved: September 3, 2018)

❖ **How to Make Espresso**
https://prima-coffee.com/learn/article/making-espresso
This webpage provides instructions on how to make espresso. Some texts are highlighted to show additional information and images are also provided to support the instruction.
(Retrieved: September 4, 2018)

❖ **How to Texture Milk Like a Barista**
http://sacredgroundsorganic.com/texture-milk-like-a-barista/
This webpage provides instructions on how to texture milk to required consistency. Various techniques are shown from flat white, latte and cappuccino with illustrations.
(Retrieved: September 4, 2018)

❖ **Prepare and Serve Espresso Coffee**
https://prezi.com/q1g9wacdfyh_/prepare-serve-espresso-coffee/
This webpage provides instructions on how to prepare espresso coffee using a Prezi presentation with instructional video.
(Retrieved: September 4, 2018)

❖ **Prepare and Produce Bakery Products**
https://vdocuments.mx/prepare-and-produce-bakery-products.html
This webpage provides instructions on how to prepare and produce bakery products using online PowerPoint presentation with downloadable PDF links.
(Retrieved: September 4, 2018)

❖ **Prepare and Produce Bakery, Pastry & Cakes Products**
https://www.scribd.com/document/311723512/Prepare-produce-bakery-pastry-cakes-products
This webpage provides information and downloadable module in preparing and producing bakery, pastry and cake products. The module was prepared by the Polytechnic .College of Davao del Sur, Inc.
(Retrieved: September 4, 2018)

❖ **Prepare and Produce Pastry Products**
https://www.scribd.com/document/311723512/Prepare-produce-bakery-pastry-cakes-products
This webpage provides information and downloadable module in preparing and producing pastry products. The module was prepared by the Polytechnic .College of Davao del Sur, Inc.
(Retrieved: September 4, 2018)

❖ **Prepare and Present Gateaux, Tortes and Cakes**
http://www.academia.edu/10040868/CBLM_-_BPP_Prepare_and_Present_Gateaux_Tortes_and_Cakes_
This webpage provides information and downloadable module in

Bread and Pastry Production NC II
Core Competencies:

1. Prepare and produce bakery products
2. Prepare and produce pastry products
3. Prepare and present gateaux, tortes and cakes
4. Prepare and display petit fours
5. Present desserts

preparing and presenting gateaux, tortes and cakes. The module was prepared by the Polytechnic .College of Davao del Sur, Inc.
(Retrieved: September 4, 2018)

❖ **Prepare and Present Gateaux, Tortes and Cakes**
https://www.yumpu.com/en/document/view/51711462/prepare-and-present-gateaux-tortes-and-cakes
This webpage provides several related links in preparing and presenting gateaux, tortes and cakes using animated slide presentations.
(Retrieved: September 4, 2018)

❖ **Prepare and Display Petit Fours**
https://slideplayer.com/slide/13897955/
This webpage shows a video slide presentation and transcript in preparing and displaying petit fours.
(Retrieved: September 4, 2018)

❖ **Present Desserts**
https://slideplayer.com/slide/7685618/
This webpage shows a video slide presentation and transcript in presenting desserts.
(Retrieved: September 4, 2018)

Commercial Cooking NC III

Core Competencies:

1. Plan and prepare food for ala carte and buffets
2. Plan and control menu-based catering
3. Organize bulk cooking operations
4. Prepare pates and terrines
5. Plan, prepare and display a buffet
6. Select, prepare and serve specialized food items
7. Select, prepare and serve specialty cuisines
8. Monitor catering revenue and costs
9. Establish and maintain quality control
10. Apply cook-chill-freeze production processes

❖ **Plan and Prepare Food for Ala Carte and Buffets**
https://slideplayer.com/slide/7685618/
This webpage shows a Prezi slide presentation and transcript in planning and preparing food for ala carte.
(Retrieved: September 4, 2018)

❖ **Plan and Control Menu-Based Catering**
https://slideplayer.com/slide/1644863/
This webpage shows a video slide presentation and transcript in planning and controlling menu-based catering.
(Retrieved: September 4, 2018)

❖ **Organise and Prepare Food Products and Services**
http://waseantourism.com/ft/Toolbox%20Development%20II:%2098%20toolboxes%20for%20Front%20Office,%20F&%20B%20Services%20and%20Food%20Production/Submission%20to%20ASEC/2nd%20submission%20of%2024%20draft%20TBs_210113/Organise%20and%20prepare%20food%20products%20and%20services/TM_Organise_&_prepare_food_products_&_services_180113.pdf
This downloadable PDF is a trainee's manual on organizing and preparing food products and services.
(Retrieved: September 4, 2018)

❖ **How to Make Terrines**
http://chefsblade.monster.com/training/articles/711-how-to-make-terrines
This webpage provides information in making forcemeat and aspic-bough terrines. The traditional methods are described in text and pictures .
(Retrieved: September 5, 2018)

❖ **How to Make Pate at Home and Be a Person Who Eats Liver**
https://www.bonappetit.com/story/homemade-chicken-liver-pate-easy
This webpage describes the process in preparing, mixing and cooking the ingredients to make pate.
(Retrieved: September 5, 2018)

❖ **Liver Pate**
https://www.allrecipes.com/recipe/14821/liver-pate/

INTERNET RESOURCES

This webpage identifies the ingredients and directions in preparing and serving liver pate.
(Retrieved: September 5, 2018)

❖ **Plan, Prepare and Display a Buffet Service**
https://slideplayer.com/slide/7276297/
This webpage shows a video slide presentation (15 slides) and transcript in planning, preparing and displaying a buffet service.
(Retrieved: September 5, 2018)

❖ **Specialized Nutritious Foods**
https://www.wfp.org/nutrition/special-nutritional-products
This webpage from the World Food Programme provides information on food with high nutritional value. A list of food types and their description are also provides..
(Retrieved: September 5, 2018)

❖ **Monitor Catering Revenue and Costs**
https://studylib.net/doc/9220106/monitor-catering-revenue-and-costs
This webpage shows an online slide presentation (49 slides) and links to revenue and cost exercise pages.
(Retrieved: September 5, 2018)

❖ **Checklist for Restaurant Quality Control**
https://bizfluent.com/list-7664753-checklist-restaurant-quality-control.html
This webpage provides a checklist with images to complement the explanation in implementing quality control in restaurant environment.
(Retrieved: September 5, 2018)

❖ **7 Step Cook Chill Process**
https://www.plascongroup.com/food-solutions/the-cook-chill-system/7-step-cook-chill-process/
This webpage provides the 7 steps of cook chill process with explanation and images.
(Retrieved: September 5, 2018)

❖ **Special Dietary and Cultural Needs**
http://health.gov.au/internet/publications/publishing.nsf/Content/canteen-mgr-tr2~special-dietary
This webpage provides information on food safety and suggestions on special dietary and cultural needs of indigenous peoples and cultural communities.
(Retrieved: September 5, 2018)

❖ **Trainer Guide: Design Meals to Meet Specific Dietary or Cultural Needs**
http://www.waseantourism.com/ft/Toolbox%20Development%20II:%2098%20toolboxes%20for%20Front%20Office,%20F&%20B%20Services%20and%20Food%20Production/Submission%20to%20ASEC/4th%20submission%20of%2025%20draft%20TBs_030813/Design%20meals%20to%20meet%20specific%20dietary%20or%20cultural%20needs/TG_Design_meals_to_meet_specific_dietary_Final.pdf
This downloadable document is a trainer guide for designing meals to meet specific dietary or cultural needs.
(Retrieved: September 5, 2018)

❖ **Level 2 Food Safety and Hygiene for Catering**
https://www.dayjob.com/content/safe-food-handling-1150.htm
This webpage provides information and guide on safe handling of food.
(Retrieved: September 5, 2018)

Commercial Cooking NC IV
Core Competencies:

1. Prepare foods according to dietary and cultural needs
2. Transport and store food in a safe and hygienic manner
3. Apply catering control principles
4. Develop menus to meet special dietary and cultural needs
5. Select catering systems
6. Manage facilities associated with commercial catering contracts
7. Plan the catering for an event or function
8. Design menus to meet market needs

| 9. Develop a food safety program | ❖ **Professional Catering: The modern caterer's complete guide to success**
https://books.google.com.ph/books?id=zz6t2ojJvZkC&pg=PA146&lpg=PA146&dq=catering+control+principles&source=bl&ots=qmG5dqbtlH&sig=EumLNGKmKxVGjOEaJzbUqtJIdjw&hl=en&sa=X&ved=2ahUKEwjui5aQpKXdAhUFat4KHcgYAWE4ChDoATADegQIBxAB#v=onepage&q=catering%20control%20principles&f=false
This webpage presents information about modern catering in an online book format. Part one of the book have three chapters and a total of 71 pages providing reference to types of catering, clients and the ideal catering type.
(Retrieved: September 6, 2018)

❖ **A Restaurant's Guide to Dietary Requirements & Restrictions**
https://www.nisbets.com.au/restaurant-dietary-requirements-guide
This webpage provides information and advice on different conditions that may result from eating certain foods. It also features an infographic on Modern Eating which emphasizes allergy and intolerance awareness.
(Retrieved: September 6, 2018)

❖ **Food Safety Management: A practical guide for the food industry**
https://books.google.com.ph/books?id=AqDjTV8QSGIC&printsec=frontcover&dq=select+catering+systems&hl=en&sa=X&ved=0ahUKEwj4-Km7qaXdAhVGbbwKHcc7ABIQ6AEILTAB#v=onepage&q&f=false
This webpage provides information and guide on food safety management. The online book have four chapters and a total of 1124 pages dealing with risks and controls in the food supply chain, technologies and food safety, food safety and assurance systems, and sustainability and ethics.
(Retrieved: September 6, 2018)

❖ **Precision Facilities Management**
http://www.precisionfm.co.uk/catering/
This webpage promotes precision facilities management for the food industry. It also provides links to various aspects of facilities management such as cleaning, security and technology.
(Retrieved: September 6, 2018)

❖ **What are the 7 Functions of Catering?**
https://johnfoodcaterer.wordpress.com/2013/10/08/what-are-the-7-functions-of-catering/
This webpage provides information on the seven functions of catering, i.e. planning, operations, organization, equipment, implementation, control and legal/insurance issues.
(Retrieved: September 6, 2018)

❖ **How Catering Works**
https://money.howstuffworks.com/catering3.htm
This webpage provides information on the benefits of technology when planning the catering event. The CAD software can be used to create various room designs to meet the requirements of the clients.
(Retrieved: September 6, 2018)

❖ **Menu Design That Enhances Your Customer Base**
https://www.designhill.com/design-blog/menu-design-enhances-customer-base/
This webpage shows the importance of Menu Card in enhancing the delivery of services in restaurant businesses. The purpose of the menu card is not limited to the list of food and drink items served and |

their prices but also conveys a brand message to the customers.
(Retrieved: September 6, 2018)

Cookery NC II
Core Competencies:

1. Clean and maintain kitchen premises
2. Prepare stocks, sauces and soups
3. Prepare appetizers
4. Prepare salads and dressing
5. Prepare sandwiches
6. Prepare meat dishes
7. Prepare vegetable dishes
8. Prepare egg dishes
9. Prepare starch dishes
10. Prepare poultry and game dishes
11. Prepare food dishes
12. Prepare desserts
13. Package prepared food

❖ **Menu Design: Why It's Important and How to Do It Right**
https://aaronallen.com/blog/restaurant-menu-design-engineering/restaurant-menu-design
This webpage provides suggestions and some things to think about when designing the menu. This suggests that a good restaurant menu design is key to any restaurant marketing plan.
(Retrieved: September 6, 2018)

❖ **Cleaning & Maintain Kitchen Premises**
http://www.academia.edu/14683050/Cleaning_and_Maintain_Kitchen_Premises
This webpage from K to 12 Basic Education Curriculum provides a downloadable learning module in home economics about the module in cleaning and maintaining kitchen premises under Cookery NC II.
(Retrieved: September 6, 2018)

❖ **How to Make Stocks for Soups and Sauces**
https://www.wikihow.com/Make-Stocks-for-Soups-and-Sauces
This webpage provides information about the ingredients and procedures in preparing stocks for soups and sauces
(Retrieved: September 6, 2018)

❖ **Preparing Appetizers**
https://www.slideshare.net/GirlDrumer/preparing-appetizers
This webpage provides online slide presentation in preparing appetizers. The presentation has 18 slides and transcript to describe its contents.
(Retrieved: September 6, 2018)

❖ **Preparing and Dressing a Salad: Gourmet Tips**
https://www.zucchi.com/en/magazine/nutrition/dressing-salad-tips/
This webpage provides information about salads and suggestions on how to enhance the flavor and appearance of salads using dressings or other ingredients
(Retrieved: September 6, 2018)

❖ **How to Make Salad Dressing**
https://www.foodnetwork.com/recipes/articles/how-to-make-salad-dressing
This webpage provides information and procedure in making salad dressing with simple rules and tips.
(Retrieved: September 6, 2018)

❖ **5 Sandwich-Making Tips**
https://www.foodnetwork.com/recipes/articles/5-sandwich-making-tips
This webpage provides the procedures in preparing sandwiches.
(Retrieved: September 6, 2018)

❖ **Sandwich Basics**
https://www.wikihow.com/Make-a-Sandwich
This webpage provides information in preparing basic sandwiches with instructional video guides.
(Retrieved: September 6, 2018)

❖ **How to Prepare Meat**
http://www.professionalsecrets.com/en/ps/ps-university/chef-de-partie-meat/preparing-meat/
This webpage provides information in preparing different kinds of meat with tips in preparation and cooking.

INTERNET RESOURCES

❖ **5-Ingredient Meat Recipes**
http://www.professionalsecrets.com/en/ps/ps-university/chef-de-partie-meat/preparing-meat/
This webpage provides information about the ingredients and procedures in preparing meat dishes.

❖ **Top 10 Healthy Ways to Cook Fruits & Vegetables**
https://www.fruitsandveggiesmorematters.org/top-10-healthy-ways-to-cook-fruits-and-vegetables
This webpage provides information about the 10 healthy ways in cooking fruits and vegetables and additional tips in their preparation.

❖ **Preparing Vegetables**
http://www.healthcommunities.com/cooking-healthy/preparing-vegetables.shtml
This webpage provides information in the preparation of vegetables to maximize its nutritional contents. It also includes the methods of cooking and vegetables.

❖ **50 Egg Ideas**
https://www.foodnetwork.com/recipes/articles/50-egg-ideas
This webpage provides 50 ways of preparing eggs dishes with pictures of selected dishes.

❖ **Starch Recipes 27,037**
https://cookpad.com/us/search/starch
This webpage provides 27,037 kinds of starch recipes including some methods of preparation and cooking

❖ **How to Select and Prepare Poultry**
https://www.pgeveryday.com/home/cooking-recipes/article/how-to-select-and-prepare-poultry
This webpage provides information in selecting and preparing chicken, Cornish game hen, turkey and duck.

❖ **Prepare and Cook Poultry and Game Meats**
https://slideplayer.com/slide/4685968/
This webpage provides an online video slide presentation with audio narration in preparing and cooking poultry and game meats. It has 30 slides and presentation transcript describing the contents of slides.

❖ **Dinner Recipes**
https://www.countryliving.com/dinner-recipes/
This webpage provides 60 easy slow cooker recipes for busy weeknights with pictures.

❖ **Filipino Recipes**
https://www.allrecipes.com/recipes/696/world-cuisine/asian/filipino/
This webpage provides more than 180 Filipino recipes with pictures and links to instruction video of selected recipes.

❖ **Quick and Easy Dessert Recipes**

https://www.allrecipes.com/recipes/2821/everyday-cooking/quick-and-easy/desserts/
This webpage provides recipes of easy homemade pies, cookies, cakes and more. The desserts can be prepared in 30 minutes without the need for baking. The pictures are linked to instructional video materials in the preparation of desserts.
(Retrieved: September 6, 2018)

❖ **How to Package Food To Sell**
https://smallbusiness.chron.com/package-food-sell-12763.html
This webpage provides information and tips in packaging foods for selling using food packaging and containers. It also provides information on facilities, and laboratory testing.
(Retrieved: September 6, 2018)

❖ **Ready and Cooked Meals Packaging Solutions**
https://www.ulmapackaging.com/packaging-solutions/food-packaging/ready-meals
This webpage provides information about packaging materials using different packaging methods with pictures.
(Retrieved: September 6, 2018)

❖ **Bidding for Events**
http://www.leoisaac.com/evt/top074.htm
This webpage provides information about bidding for a sports event with event bid analysis checklist and the procedures of the bid process.
(Retrieved: September 6, 2018)

❖ **The Complete Event Planning Guide: How to Plan An Event**
https://www.wildapricot.com/articles/how-to-plan-an-event
This webpage provides information and guide on how to plan an event in 10 steps.
(Retrieved: September 6, 2018)

❖ **How to Develop An Event Theme**
http://pnventerprises.com/2014/09/10/how-to-develop-an-event-theme/
This webpage provides information and guide on how to develop a theme for an event with samples.
(Retrieved: September 6, 2018)

❖ **Planning a Program or Event**
https://www.whitman.edu/student-life/student-activities/information-for-clubs-and-organizations/planning-a-program-or-event
This webpage provides information and guide in planning a program or event. Links of sample student activities are also included.
(Retrieved: September 7, 2018)

❖ **How to Develop an Event Programme**
https://www.koganpage.com/article/how-to-develop-an-event-programme#
This webpage provides information on how to develop an event program.
(Retrieved: September 7, 2018)

❖ **The Event Programme**
http://www.leoisaac.com/evt/top087.htm
This webpage provides information and guide on how to develop a program for a sport event.
(Retrieved: September 7, 2018)

❖ **Ten Things to Consider When Choosing Your Event Venue**

Events Management Services NC III

Core Competencies:

Event Planning Services

1. Plan and develop event proposal and bid

2. Develop an event

3. Develop event program

4. Select event venue and site

5. Develop and update event industry

On-site Event Management Services

6. Provide on-site event management services

7. Manage contractors for indoor event

8. Develop and update knowledge on protocol

https://whova.com/blog/things-consider-when-choosing-event-venue/
This webpage provides information and guide on how to choose a venue for an event.
(Retrieved: September 7, 2018)

❖ **Emerging Knowledge and Innovation in Event Management**
https://www.emeraldinsight.com/doi/full/10.1108/IJEFM-06-2013-0010
This webpage provides information on international journal of event and festival management. It highlights the emerging knowledge areas and innovations in the field of event studies taking place between academe and industry
(Retrieved: September 7, 2018)

❖ **8 Tips on Successful Onsite Management on Event Day**
https://www.gevme.com/blog/8-tips-successful-site-management-event-day/
This webpage provides information on onsite management of an event. Onsite management entails being responsible for the setup and details of the event facility, on the day of the event.
(Retrieved: September 7, 2018)

❖ **Contractors in Event Management**
http://www.leoisaac.com/evt/top310.htm
This webpage provides information about hiring contractor to plan, organize and manage the whole of the event, or just some particular aspects of the event.
(Retrieved: September 7, 2018)

❖ **Event Infrastructure**
https://www.slideshare.net/MilcahJoyBaculo/event-infrastructure
This webpage shows an online slide presentation on event infrastructure. The presentation has 26 slides with transcript
(Retrieved: September 7, 2018)

❖ **6 Tips to Help You Better Manage Event Contractors**
https://www.tsnn.com/blog/6-tips-help-you-better-manage-event-contractors
This webpage provides information and tips in managing event contractors.

❖ **Dining Room Preparation**
https://www.slideshare.net/diegomarvin/dining-room-preparation-37558377
This website shows an online slide presentation in preparing dining room. It consists of 36 slides with a presentation transcript.
(Retrieved: September 12, 2018)

❖ **5 Hospitality Customer Habits – Warm & Welcoming**
http://smartguests.com/blog/5-hospitality-customer-service-habits-warm-welcoming/#.W5ifZuhLiUk
This website provides information in providing customer service in a warm and welcoming manner.
(Retrieved: September 12, 2018)

❖ **Best ways to promote a food and beverage brand**
https://www.elevatemybrand.com/blog-and-press/best-ways-to-promote-a-food-and-beverage-brand
This website provides information in promoting a food and beverage brand by way of letting the customer taste the product and spread the information to other people.
(Retrieved: September 12, 2018)

Food and Beverage Services NC II
Core Competencies:

1. Prepare the dining room/restaurant area for service
2. Welcome guests and take food and beverage orders
3. Promote food and beverage products
4. Provide food and beverage services to guests
5. Provide room service

INTERNET RESOURCES

Food and Beverage Services NC III

Core Competencies:

1. Direct and lead service team in the dining area/ restaurant
2. Oversee dining area operations
3 Oversee banquet and/or catering function

❖ **Provide food and beverage service to guests**
https://www.scribd.com/doc/311689743/Provide-food-and-beverage-services-to-guests
This website provides a competency-based learning material in providing food and beverage service to guests. Contents of the module can be learned by following the instructions and learning activities provided in a self-learning approach.
(Retrieved: September 12, 2018)

❖ **Provide room services**
https://www.scribd.com/doc/311689743/Provide-food-and-beverage-services-to-guests
This website provides a competency-based learning material in providing room services. Contents of the module can be learned by following the instructions and learning activities provided in a self-learning approach.
(Retrieved: September 12, 2018)

❖ **Basic Waitering Service**
http://www.visitmyphilippines.com/images/ads/c1456905391eff8802fefa653a227f24.pdf
This website provides an overview of the basic waitering services and its requirements.
(Retrieved: October 1, 2015)

❖ **Principles of Food Sanitation, Safety & Hygiene**
http://www.slideshare.net/anasomoray/principles-of-food-sanitation-safety-hygiene
This webpage contains sanitary health habits that include keeping the body, hair, teeth, the telephone etiquettes, using handkerchief or tissue, handling inventory and handling raw foods.
 (Retrieved: October 1, 2015)

❖ **Preparation for Service**
http://parikshitsharma.blogspot.com/2012/10/preparation-for-service.html
This webpage includes Mise-en-place. Each day on completion of all duties, line up tables and chairs for laying up and Gueridon service."
(Retrieved: October 1, 2015)

❖ **Introduction to Hospitality industry**
http://www.slideshare.net/SunilKumar148/all-fb-1-yr-basics
This webpage discusses about setting up tables with proper appointments. Removing dirty dishes, linens and so on from tables. Also perform mise en place before the meal period and guests seats.
(Retrieved: October 1, 2015)

❖ **Professionalism (How to Conduct Yourself at Work)**
http://careerplanning.about.com/od/workplacesurvival/a/professionalism.htm
This webpage pertains to professionalism as one's conduct at work and those which require a high level of education and have high earnings.
(Retrieved: October 1, 2015)

❖ **Food and beverage service-I**
http://b-u.ac.in/sde_book/bsc_beverage.pdf
This webpage from Bharathiar University, Coimbatore-641046 features lessons in hotel industry, restaurant, waiter, equipment, departments, service, menu and techniques of service.
(Retrieved: February, 2016)

❖ **Types of food and beverage services**
http://www.slideshare.net/jha69/types-of-food-and-beverage-services
This webpage from Amaresh Jha presents a PowerPoint of various

types of food services offered in the restaurant business.
(Retrieved: February, 2016)

Food and Beverage Services NC IV
Core Competencies:

1. Operate a food outlet
2. Prepare tenders for catering contracts
3. Develop a food safety program

❖ **Food and beverage serving and related workers**
http://www.bls.gov/ooh/Food-Preparation-and-Serving/Food-and-beverage-serving-and-related-workers.htm
This webpage provides quick facts on food and beverage serving and related workers with emphasis to workers in fast-food chains.
(Retrieved: February, 2016)

❖ **How to Start a Restaurant**
https://www.entrepreneur.com/article/73384
This webpage provides information in starting a new restaurant focusing on new generations of customers.
(Retrieved: September 12,, 2018)

❖ **How to Own and Manage a Fast Food Restaurant**
https://smallbusiness.chron.com/own-manage-fast-food-restaurant-18323.html
This webpage provides information in managing a fast food restaurant by providing simple, satisfying menu and a profitable business model.
(Retrieved: September 12,, 2018)

❖ **How to Tender a Catering Contract**
http://www.bartlettmitchell.co.uk/expert-guides/how-to-tender-a-catering-contract/l
This webpage provides information in catering that follows a similar process to buying many goods and services. Its detailed process and adequate time needs to be allowed.
(Retrieved: September 12,, 2018)

❖ **Food Safety in the Philippines: Problems, Issues and Opportunities for the Small Farmers and Producers**
http://www.foodstandards.gov.au/publications/pages/frameworkforthedevel859.aspx
This webpage provides information about food safety in the Philippines that aims to ensure that the food supply is safe for consumption and does not pose any unacceptable risk to human health
(Retrieved: September 12,, 2018)

❖ **Food Hygiene Training**
https://www.sgs.ph/en/health-safety/quality-health-safety-and-environment/health-and-safety/hospitality-services/food-hygiene-training
This webpage provides information on SGS's food hygiene training services that ensures that organizations complies with industry-standard food hygiene regulations.
(Retrieved: September 12,, 2018)

❖ **RA 10611: Strengthening the Philippine Food Safety Regulatory System**
http://ap.fftc.agnet.org/ap_db.php?id=214
This webpage provides information about the republic act to strengthe the country's food safety regulatory system. The law primarily adheres to the Philippine Constitution's declaration to protect and promote the right of the people to health and avoid the threat of trade malpractices and substandard and hazardous products.
(Retrieved: September 12,, 2018)

INTERNET RESOURCES

Front Office Services NC III

Core Competencies:

1. Receive and process reservations
2. Operate computerized reservations system
3. Provide accommodation reception services
4. Conduct night audit
5. Provide club reception services
6. Provide concierge and bell services
7. Provide cashiering services

❖ **Hotel Front Office Reservation Procedure**
https://smallbusiness.chron.com/hotel-front-office-reservation-procedures-64861.html
This webpage provides information on common procedures of making reservations from a hotel front office.
(Retrieved: September 7, 2018)

❖ **Receive and Process Reservations**
ttps://sielearning.tafensw.edu.au/MTH/7017/7011A_v4/index.htm
This webpage provides information in receiving and processing reservations with links to relevant topics.
(Retrieved: September 7, 2018)

❖ **Operate a Computerized Reservations System**
ttps://sielearning.tafensw.edu.au/MTH/7017/7011A_v4/index.htm
This webpage shows an online slide presentation on operating a computerized reservations system. The presentation has 95 slides and a presentation transcript.
(Retrieved: September 7, 2018)

❖ **Provide Accommodation Reception Services**
https://slideplayer.com/slide/7789037/
This webpage shows an online slide presentation on providing accommodation reception services. The presentation has 74 slides and a presentation transcript.
(Retrieved: September 7, 2018)

❖ **Hotel Night Audit Procedures**
https://bizfluent.com/info-8672761-hotel-night-audit-procedures.html
This webpage provides information and guide on how to conduct hotel night audit with links to relevant topics.
(Retrieved: September 7, 2018)

❖ **Front Office Management – Night Audit**
https://www.tutorialspoint.com/front_office_management/front_office_management_night_audit.htm
This webpage provides information on the conduct of front office management - night audit. The topics include an explanation of night audit, basic activities during night audit, purpose, and responsibilities of a night auditor.
(Retrieved: September 7, 2018)

❖ **Provide Accommodation Reception Services**
http://waseantourism.com/ft/Toolbox%20Development%20II:%2098%20toolboxes%20for%20Front%20Office,%20F&%20B%20Services%20and%20Food%20Production/Submission%20to%20ASEC/1st%20submission%20of%202024%20draft%20TBs_280912/Provide%20accommodation%20reception%20services/TM_Provide_accomm_reception_services_220812.pdf
This webpage provides a downloadable training material in the form of trainee manual entitled Provide Accommodation Reception Services published by Australian AID, William Angliss Institute of TAFE.
(Retrieved: September 7, 2018)

❖ **Concierge Service in Hotel**
http://www.hospitality-school.com/hotel-concierge-service
This webpage provides information on concierge service in hotel which include the duties and responsibilities of concierge.
(Retrieved: September 7, 2018)

❖ **Front Desk & Concierge/Bell Services**
https://prezi.com/v-mhisa56nu7/front-desk-conciergebell-services/
This webpage provides a Prezi slide presentation of front desk and concierge/bell services with a short presentation transcript.
(Retrieved: September 7, 2018)

❖ **Resort Guest Services Jobs**
https://www.jobmonkey.com/resorts/guest_services/
This webpage provides information on resort guest services jobs

INTERNET RESOURCES

Housekeeping NC II
Core Competencies:

1. Provide housekeeping services to guests
2. Clean and prepare rooms for incoming guests
3. Provide valet/butler services
4. Laundry linen and guest clothes
5. Clean public areas, facilities and equipment
6. Deal with/handle intoxicated guests

❖ **Provide Housekeeping Services to Guests**
https://slideplayer.com/slide/5859697/
This webpage shows an online slide presentation on providing housekeeping services to clients with presentation transcript. There are 91 slides in this presentation which can also be downloaded.
(Retrieved: September 7, 2018)

❖ **Clean and Prepare Rooms for Incoming Guests**
https://www.slideshare.net/wannurhidayati/clean-prepare-rooms-for-incoming-guests
This webpage shows an online slide presentation on cleaning and preparing rooms for incoming guests with presentation transcript. There are 188 slides in this presentation which can also be downloaded.
(Retrieved: September 7, 2018)

❖ **Provide Valet Services to Guests**
https://www.slideshare.net/wannurhidayati/clean-prepare-rooms-for-incoming-guests
This webpage shows an online slide presentation on providing valet services to guests with presentation transcript. There are 156 slides in this presentation which can also be downloaded.
(Retrieved: September 7, 2018)

❖ **Valet Service – Butler Training**
http://www.thebutlerschool.com/valet-service-butler-training/
This webpage provides information and video on butler training from International Butler Training Academy.
(Retrieved: September 7, 2018)

❖ **Launder Linen and Guests' Clothes**
https://slideplayer.com/slide/3903514/
This webpage shows a video slide presentation on laundering linen and guests' clothes with presentation transcript. The video length is 18 minutes and 31 seconds.
(Retrieved: September 7, 2018)

❖ **Clean Public Areas, Facilities & Equipment**
https://prezi.com/1scmxfbj1ryo/clean-public-areas-facilities-amp-equipment-d1hhkcl302/
This webpage shows a Prezi slide presentation in cleaning public areas, facilities and equipment with transcript.
(Retrieved: September 7, 2018)

❖ **How to deal with an intoxicated guest**
https://www.typsy.com/lessons/how-to-deal-with-an-intoxicated-guest
This webpage shows a video presentation in dealing with intoxicated guests and some tips in managing guests' intoxication level.
(Retrieved: September 7, 2018)

Housekeeping NC III
Core Competencies:

1. Plan and schedule routine maintenance, repairs and modifications
2. Contribute to the implementation of emergency procedures
3. Observe and monitor people
4. Escort, carry and store valuable

❖ **Maintenance Planning and Scheduling**
https://slideplayer.com/slide/1478195/
This webpage shows a video slide presentation in planning and scheduling maintenance activities to increase productivity. A presentation transcript is also included.
(Retrieved: September 7, 2018)

❖ **Contribute to the Implementation of Emergency Procedures**
www1.rmit.edu.au/courses/c4235ohth5491c1245/
This webpage provides a curriculum from RMIT University of Australia. The curriculum includes the required elements as well as the assessment tasks and course overview.
(Retrieved: September 7, 2018)

items

❖ **Learn about people by observing them**
https://www.noldus.com/blog/learn-about-people-observing-them/
This webpage presents a paper on observation research that aimed at providing data on characteristics of people using proven methods of psychology.
(Retrieved: September 7, 2018)

❖ **Monitor behavior of the client**
https://sielearning.tafensw.edu.au/MCS/9362/Sterilisation%20disk%203/lo/7379/7379_00.htm
This webpage provides information on formal and informal methods to observe and monitor client behavior to prevent small problems from becoming large problems.
(Retrieved: September 10, 2018)

❖ **Escort, Carry and Store Valuable Items**
https://slideplayer.com/slide/4541610/
This webpage provides an online slide presentation on escorting, carrying and storing valuable items for the hospitality industry which includes a .presentation transcript. There are 143 slides in this presentation that suggests on the best practices in performing the activities.
(Retrieved: September 10, 2018)

Housekeeping NC IV
Core Competencies:

1. Manage physical assets
2. Manage stock purchases and inventory
3. Provide for the safety of VIPs
4. Provide a lost and found facility

❖ **Organizing Function of Managing Physical Assets**
https://smallbusiness.chron.com/organizing-function-managing-physical-assets-30762.html
This webpage provides information in managing physical assets of an organization. . The organizing function of management involves the designation of departments and staff for specific functional roles and assigning the roles of supervisory personnel in each department
(Retrieved: September 10, 2018)

❖ **Stock Control and Inventory**
https://www.infoentrepreneurs.org/en/guides/stock-control-and-inventory/
This webpage provides information on stock control and inventory. Efficient stock control allows you to have the right amount of stock in the right place at the right time. It ensures that capital is not tied up unnecessarily, and protects production if problems arise with the supply chain
(Retrieved: September 10, 2018)

❖ **What are the Differences Between Inventory and Stock**
https://smallbusiness.chron.com/differences-between-inventory-stock-24880.html
This webpage provides explanation on the difference between inventory and Stock. Inventory and stock control are terms used interchangeably in business accounting and product monitoring. In fact, the term "stock inventory control" is the proper term.
(Retrieved: September 10, 2018)

❖ **Provide for the Safety of VIPs**
https://slideplayer.com/slide/5981481/
This webpage shows an online slide presentation in providing. For the safety of VIP's. The presentation has 150 slides and a presentation transcript.
(Retrieved: September 10, 2018)

❖ **VIPs and Persons At Risk (PAR)**
https://www.bbc.co.uk/safety/security/generalsecurity/vips-and-persons-at-risk.html
This webpage provides a guide for the safety and security of VIPs and persons at risk through information and exercises.

INTERNET RESOURCES

Local Guiding NC II
Core Competencies:

1. Research information relevant to locality and tour itinerary
2. Coordinate tour arrangements for clients
3. Accompany and guide clients in accordance with the tour itinerary

❖ **How to Manage Security at an Event with Big-Name VIPs**
http://emrgmedia.com/articlesDetail/security
This webpage provides information in managing security at an event with popular guests from hiring reputable security to performing property assessment.

❖ **SOP – Housekeeping – Lost and Found Procedures**
https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/254-lost-and-found.html
This webpage provides information and procedures when dealing with lost and found items. The document includes a sample lost and found register to help learners classify lost and found items.

❖ **Local Guiding Services**
http://www.olympictours.gr/guiding-services
This webpage features the experience of a local guide at an Olympic site in Greece as an example of local tour guiding service.

❖ **Tour guiding research: insights, issues and implications**
https://www.tandfonline.com/doi/pdf/10.1080/11745398.2015.1093951
This webpage provides information and guide on conducting research work on tourist location to come up with an itinerary that will satisfy the needs of the clients.

❖ **Tour Guide Performance and Tourist Satisfaction: a Study of the Package Tours in Shanghai**
https://www.researchgate.net/publication/235640219_Tour_Guide_Performance_and_Tourist_Satisfaction_a_Study_of_the_Package_Tours_in_Shanghai
This webpage provides a study examines tour guide performance and its relationship with tourist satisfaction in the context of package tours in Shanghai. A multilayer framework of tourist satisfaction in the package tour context is proposed.

❖ **Guide: Planning a Tour Itinerary**
http://www.tourismcouncilwa.com.au/guide-planning-tour-itinerary
This webpage provides information and guide on how to plan a tour itinerary. The 10 step guide will help you in organizing the tour with less to no problem at all.

❖ **Creating Packages That Attract Customers – Part 1**
https://www.tripadvisor.com/TripAdvisorInsights/w806
This webpage provides information on creating themed packages that boosts profits and drive sales of companies in tourism industry.

❖ **Tour Operations Management**
https://www.slideshare.net/prejimp/tour-operations-management
This webpage shows an online slide presentation that describes the concept of tour operation, role of tour operators and other aspects of tour operations management. The presentation has 66 slides and a presentation transcript.

❖ **How to become a Tourist Guide**
https://www.tourismtattler.com/articles/guiding-articles/tourist-guides-in-

south-africa/2474
This webpage provides a guide that details the competencies of a tourist guide. Included in this guide are categories, qualifications, training and assessment, registration, and code of ethics.
(Retrieved: September 11, 2018)

Tourism Promotion Services NC II
Core Competencies:

1. Operate technology-based information system
2. Provide information and advice on a destination, product or services
3. Promote tourism products and services

❖ **Tour Operations Management**
https://www.slideshare.net/prejimp/tour-operations-management
This webpage shows an online slide presentation that describes the concept of tour operation, role of tour operators and other aspects of tour operations management. The presentation has 66 slides and a presentation transcript.
(Retrieved: September 11, 2018)

❖ **Tourism Promotion and Marketing**
https://smallbusiness.chron.com/tourism-promotion-marketing-57157.html
This webpage defines tourism promotion and marketing is the business of selling a place and everything it has to offer. Links to related articles is also included to further enhance knowledge on tourism promotion.
(Retrieved: September 11, 2018)

❖ **Tourism Promotion Operations**
https://study.com/directory/category/Business/Specialized_Sales/Tourism_Promotion_Operations.html
This webpage shows an online slide presentation that describes the concept of tour operation, role of tour operators and other aspects of tour operations management. The presentation has 66 slides and a presentation transcript.
(Retrieved: September 11, 2018)

❖ **Source and Provide Destination Information and Advice**
https://slideplayer.com/slide/5954461/ l
This webpage shows an online slide presentation to source and provide destination information and advice for the hospitality industry. It has 14 slides and a presentation transcript to elaborate the facts presented.
(Retrieved: September 11, 2018)

❖ **5 Tips for Researching Your Destination**
https://www.worldnomads.com/create/learn/writing/5-tips-for-researching-your-destination
This webpage provides information and tips for researching travel destination. Links to related topics are also included in this article.
(Retrieved: September 11, 2018)

❖ **5 Best Marketing Strategies to Promote Tourism In Your Area**
http://economicdevelopment.org/2015/07/5-best-marketing-strategies-to-promote-tourism-in-your-area/
This webpage provides information and strategies in promoting tourism. The strategies include the best practices to help anyone promote tourism products and services.
(Retrieved: September 11, 2018)

Travel Services NC II
Core Competencies:

1. Create travel-related reservations and transactions
2. Provide assistance in travel documentation preparation
3. Issue international Air Transport

❖ **Reservation Transactions**
http://economicdevelopment.org/2015/07/5-best-marketing-strategies-to-promote-tourism-in-your-area/
This webpage provides information and strategies in promoting tourism. The strategies include the best practices to help anyone promote tourism products and services.
(Retrieved: September 11, 2018)

❖ **Adding and Associating Travel Reservation to Expense Reports**

Association (IATA)-Billing Settlement Plan (BSP) documents and other passage documents	https://docs.oracle.com/cd/E39583_01/fscm92pbr0/eng/fscm/fexp/task_AddingandAssociatingTravelReservationstoExpenseReports-9f57ae.html/ This webpage provides overviews of adding and associating travel reservations to expense reports, and associating travel authorizations to expense resorts. **(Retrieved: September 12, 2018)** ❖ **Travel Documentation** https://international.uiowa.edu/study-abroad/study-abroad-resources/travel-documentation This webpage provides information on travel documentation. Travel requirements i.e. passport, visa, passport and visa photos, and residence permits are explained. **(Retrieved: September 12, 2018)** ❖ **DSWD Travel Clearance for Filipino Minors** https://www.philippine-embassy.org.sg/the-philippines-2/dswd-travel-clearance-for-filipino-minors-2/ This webpage provides information on travel requirements for Filipino minors with clearance provided by the Department of Social Welfare and Development (DSWD) to avoid the incidence of child abductions. Links to related topics are also included. **(Retrieved: September 12, 2018)** ❖ **Application for a Travel Document** http://www.philippineconsulatela.org/consular-services-2/passport/applicant-for-a-travel-document This webpage provides information about travel document requirements for applicants that cannot be issued a Philippine passport and have an emergency travel to the Philippines such as due to medical or legal reasons or death in the family. **(Retrieved: September 12, 2018)** ❖ **Passport Assistance via Cebu Travel Agency** https://www.greenearth.com.ph/blog/passport-assistance-via-cebu-travel-agency/ This webpage provides information on assistance extended by the travel agency to individuals applying for a Philippine passport. **(Retrieved: September 12, 2018)** ❖ **The complete guide to get your Schengen visa** https://travelvisabookings.com/the-complete-guide-for-schengen-travel-visa/ This webpage provides information about the Schengen visa and ways on how to acquire it. The Schengen visa allows an individual to Travel to top European countries (26) except the UK. **(Retrieved: September 12, 2018)** ❖ **IATA Billing Settlement Plan** https://www.iata.org/services/finance/bsp/Pages/index.aspx This webpage provides information about the billing and settlement plan (BSP) provided by the International Air Transport Association to facilitate and simplify the selling, reporting and remitting procedures of IATA Accredited Passenger Sales Agents, as well as improve financial control and cash flow to BSP Airlines. **(Retrieved: September 12, 2018)** ❖ **BSP Data Interchange Specifications Handbook - DISH** https://www.iata.org/publications/Pages/bspdish.aspx This webpage provides information about the global data interchange standard implemented by all billing settlement plans (BSPs), to ensure consistency and the exchange of the highest possible quality data between BSPs and GDSs airlines and business partners. **(Retrieved: September 12, 2018)**