



PRESS RELEASE  
TOURISM DEVELOPMENT DEPARTMENT  
MINISTRY OF PRIMARY RESOURCES AND TOURISM

CLOSING CEREMONY

TRAIN OF TRAINERS FOR ASEAN NATIONAL ASSESSORS IN HOTEL DIVISION FOR FRONT OFFICE

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- 1. Bandar Seri Begawan, 11<sup>th</sup> November 2023** – The Ministry of Primary Resources and Tourism through the Tourism Development Department successfully certified 11 participants from both academic and hospitality industry practitioners as ASEAN National Assessors in Front Office. The Train of Trainers for ASEAN National Assessors in Hotel division for Front Office was held from the 6<sup>th</sup> – 11<sup>th</sup> November 2023. Certificates were given by the Guest of Honour, Yang Mulia Hajah Tutiatty Haji Abdul Wahab, Permanent Secretary, Ministry of Primary Resources and Tourism.
- 2.** The aim of this training is to build the understanding and awareness of the ASEAN Mutual Recognition Arrangements for Tourism Professionals framework and implementation as well as the recognition of skills and qualifications of Tourism Professionals and enhance the competitiveness of the tourism workforce in Brunei Darussalam. The training is also to learn on specifically designed training resources known as ‘toolboxes’, the essence of Competency Based Training and Competency Based Assessment as well as provide the trainers and teachers with the opportunity to update their knowledge and acquire ‘industry-current’ Front Office skills, based on ASEAN Common Competency Standards for Tourism Professionals (ACCSTP) standards. Two ASEAN Master Trainer and ASEAN Master Assessors from Philippines and Indonesia was tasked by the Regional Secretariat to conduct the training.
- 3.** The Ministry of Primary Resources and Tourism through Tourism Development Department recognizes the importance in providing the quality services to our visitors and international tourists. This is also in line with the Strategic Objectives of the Tourism Development Department Strategic Plan and the Manpower Industry Steering Committee’s objective to upskill and reskill with the right competencies and attributes in order to stay relevant in the job market and ensure employability.
- 4.** The outcome of ASEAN National Assessors in Front Office training has given participants the relevant knowledge, skills and attitudes to evaluate and assess the front office operations, ensuring hoteliers adhere to the highest standard of quality and service. It is also with the aspiration in elevating the quality of tourism professionals as front liners in the hospitality industry towards increasing the skills and quality of tourism labour workforce, especially in the hotel division for Front office in Brunei Darussalam that provide excellent quality services and hold the image of the warm Bruneian

hospitality that can offer to tourists to have a more meaningful, pleasant and a truly memorable stay in our country.

5. 13 tourism professionals were certified last year, which focuses on tourism professionals to become ASEAN National Trainers in Front Office. The department also intends to conduct similar training next year for other labor divisions identified in the Mutual Recognition Arrangements.

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