



PRESS RELEASE
TOURISM DEVELOPMENT DEPARTMENT
MINISTRY OF PRIMARY RESOURCES AND TOURISM

CLOSING CEREMONY

TRAINING OF TRAINERS FOR ASEAN NATIONAL TRAINER IN HOTEL DIVISION FOR FRONT OFFICE

- 1. Bandar Seri Begawan, 17th December 2022** – A total of 13 participants from both academic and hospitality industry practitioners successfully completed the training of the ASEAN National Trainer In Hotel Division For Front Office. The Training of Trainers for ASEAN National Trainer in Hotel division for Front Office was held from the 12th until 17th December 2022 at Mulia Hotel Brunei, Bandar Seri Begawan.
2. Attending the ceremony was the Guest of Honour, Yang Mulia Hajah Tutiatty Haji Abdul Wahab, Permanent Secretary, Ministry of Primary Resources and Tourism and also present was Yang Mulia Salinah Haji Mohd Salleh, the Acting Director of Tourism Development Department and Yang Mulia Mohammad Iswandi bin Maaruf, the President of Brunei Association of Hotels (BAH). The training program another initiative of the Tourism Development Department and the Brunei Association of Hotels (BAH) conducted by two ASEAN Master Tourism Trainers from Indonesia, Dr. I Gede Darmawijaya, Bali Tourism Polytechnic and Muhammad bin Hamdani, Medan Polytechnic to train the frontliners on the importance and significance of providing good quality of hospitality services toward the visitors and international tourists.
3. According to Yang Mulia Acting Director that ‘when the Agreement of the ASEAN Mutual Recognition Arrangement on Tourism Professionals (MRA-TP) was signed in 2012, the objectives were aimed at facilitating the mobility of tourism professionals; exchange of information on best practices in competency-based education and training; as well as provide opportunities for cooperation and capacity building across the ASEAN Member States’. Through this program, it has become a stepping point for the tourism industry in Brunei Darussalam to reach further betterment and level of excellence especially the hotels and related tourism stakeholders.
4. This training program has engaged participants from both academic and hospitality industry practitioners to learn the essence of Competency Based Training and Competency Based Assessment. This also provides 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.

5. Certificates were presented to all participants for completing the training program by the Guest of Honour. The ceremony continued with the awarding of four best participants of the training which are Dayang Nur Fayyadhah binti Abdul Shaib from Laksamana College of Business (LCB); Dayang Nina Meliani binti Bahar from Institute of Brunei Technical Education (IBTE); Dayang Nur Badzlina Nabilah binti Ajang Subhan from Institute of Brunei Technical Education (IBTE) and Dayang Hajah Nur Fariza Munyati binti Haji Abd Aji from Tourism Development Department.

6. The outcome of ASEAN National Trainer in Front Office training has given participants the knowledge, skills and attitude to conduct training programs specifically designed training resources known as 'toolboxes' in the areas of front office in their respective hotels and organisations, to bridge the gap in skills and support the capacity needs of the industry across the country. Therefore, this program is organized for our participants today who will have the full competencies and play a crucial role to conduct National Trainers Program under the same framework in order to implement Hotel Division for Front Office nationwide.

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Prepared by:

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