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**An Analysis of the Technical and Vocational Education Programs
in the Philippines and Selected Countries**

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Abstract

Technical and vocational education, more popularly referred to as Voc-Tech, plays a vital role in addressing the poverty alleviation. The primary objective of all technical and vocational education and training programs is the acquisition of relevant knowledge, practical skills and attitudes for gainful employment in particular trade or occupational area. In view of the rapid and technological advances adaptability and life-long learning have become the second major objectives of vocational and technical training and the third is to develop tech-voc education and training as vehicle for rapid industrialization, as well as economic development, empowerment and social mobility of the individual.

Keywords: TVET, curriculum, skilled individual, placement, apprentices

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**Extent of Implementation of Laboratory Activities of AIMS-HRM Department:
Guidelines for Skills Enhancement**

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Abstract

The Hotel and Restaurant Management course is available in almost all college institutions in the Philippines. Since it entails thorough knowledge and skills in the areas of hotel and restaurant, it is expected that the institution provides the most adequate facilities and resources so as to compensate laboratory or immersion phase of the degree. It is in this connection, this study was conducted to verify and enhance the efficiency of the present set-up of AIMS as to their laboratory preparedness which can be measured through evaluation by the users which are the students themselves.

Keywords: skills enhancement, laboratory activities, adequate facilities, HRM

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Acceptability of Yacon Rootcrop As Sweetener for Puto and Syrup (for Taho)

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Abstract

There is a new crop that goes by the unusual name of “yacon.” It is considered as a healthy food and it is also known as the apple of the earth because it is grown underground like the other root crops. Previous studies revealed that yacon can be alternative sweeteners not just for individual consumers but especially for food manufacturers, agricultural industry and the like. Yacon as sweetener for puto and syrup for taho and as sweetener can be considered as substitute to the regular sugar that is used to garnish sweet products.

Keywords: Yacon, root crop, alternative sweetener, healthy food, puto, taho

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**Digitization of AIMS Quality Documents: Towards Improving
Quality Control of Library Holdings**

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Abstract

Due to the increasing demand for any kind of books, articles, documents etc., a difficulty in storing and accessing for them is a common scenario in any campus library. To help solve this difficulty, this study aims to give convenient access of searching needed books and other library materials using the AIMS College of Business' Library and Media Center.

The focus was on digitization of the said library. A program was developed and was subjected to an evaluation involving both the end users (students), the administrators (library personnel) and other users (faculty members and administrative personnel).

Keywords: digitization, quality documents, library, quality control

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**Asian Institute of Maritime Studies' Faculty Performance and Subject Evaluation: An
Assessment of the Manual and Automated System of Evaluation**

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Abstract

The Asian Institute of Maritime Studies is one institution that always looks forward to maximizing technology and utilizing it as a part of its quest to delivering quality service to its customers. It is continually upgrading its computerized systems to gain competitive advantage and improve business decision making. As it pushes through with its goal for university status, it is but inevitable that technology plays a vital role in attaining its goals.

The institute already started with its drive for automation process like the Registrar and the Accounting System. AIMS has its existing computerized system in evaluating subjects and faculty performance hence further upgrading was proposed to make the assessment easier and faster.

Keywords: faculty performance, subject evaluation, automation

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**Management Strategies of Selected Restaurant Managers in Pasay City:
Its Effects to Store Affiliates**

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Abstract

In every organization, management is a crucial activity where every member should unify to attain its goals. Business entities, in particular, are organizations that really require strict adherence to the tenets of good management. This doesn't exempt restaurant establishments where interaction between personnel to personnel and personnel to customers are very high. To identify management strategies that restaurant managers implement in their respective work place, the study outlines various strategies innate in the following aspects: customer management, customer management, marketing management, menu management, facility management, supplier management, kitchen management, energy management, food sanitation management, and personnel management. Identifying the effects of the above strategies, specifically on the external affiliates (customer, supplier), internal affiliates (personnel), general affiliates (facility, equipment, energy), and product development (menu, marketing, food sanitation) of the respondent restaurants, will also aid future managers to outline specific aspects of restaurant units where intervention is needed. Lastly, such strategies and effects will serve as basis for identifying implications on the restaurant management learning of AIMS-HRM students.

Keywords: management strategies, restaurant managers, effects, store affiliates

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The Level of Impression of Selected Customers on the Old and New Restaurant Design of Selected Fastfood Restaurants in Metro Manila

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Abstract

Beyond the taste of every recipe is its presentation as this entices the desirability and appeal of every food served in a restaurant. But more to the taste and appeal is the restaurant ambience. The ambience of restaurants depends on many factors. One of which is its design. As food impresses the palate, so as the restaurant design which impresses the overall feel of customers dining in. Restaurants with old designs that span a number of years as against the new designs seem to yield a level of impression that customers try to base for their dining preference. With this parameter, customers are always of the impression that old design comes with the expectation of old service while new design goes with a renewed customer service partnering with the new look of the establishment.

Keywords: impression, restaurant design, fastfood, ambience, desirability, appeal

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**Student Population Retention and Growth Factors of BSBA Programs from Selected
Colleges in Metro Manila: Basis for Population
Enhancement of AIMS-BSBA Department**

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Abstract

Factors affecting the retention and growth of students in an institution lie mainly on major aspects that would entice students to enroll and remain in a particular institution. These aspects are tantamount to the effectiveness of an institution in complying the needed learning due to a student. With this understanding, the study aimed to focus on the student population retention and growth factors of BSBA Programs from selected colleges in Metro Manila and will be the basis for population enhancement of AIMS-BSBA Department. Specifically, the study outlined the following aspects as factors in the retention and growth of the respondent departments: 1) the complementing factors in the population growth of the respondent departments in terms of institutional support, educational standard, external compliance, and academic laboratory infrastructure, and 2) the efforts extended by the respondent departments in the retention of their students in terms of recruitment and admission, financial aid, student services, and academic services.

Keywords: retention factors, growth factors, BSBA program, population enhancement

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**EXTENT OF CUSTOMER SERVICE OF SELECTED
RESTAURANTS IN PASAY CITY**

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Abstract

A service-oriented company is replete with activities that are reflected on their day-to-day operation. In the food industry, restaurants are service-oriented establishments where services are extended from human to non-human form. As consumers dine in a restaurant, various aspects of customer service were extended so as to satisfy and retain loyalty. Beside the consumed food, these services account most of the experiences gained by a customer. At the onset of these experiences do lie most of the possibility for customer satisfaction and retention.

The study is then focused on the extent of customer service rendered by selected restaurants in Pasay City. Specifically, it seeks to determine the level of attainment of customer service in terms of interpersonal, food, order, facility, and security services. It further seeks to determine the order of priorities of the above stated services in terms of improvement.

Keywords: restaurant, customer service, dining experience, customer satisfaction

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