



**WINGSPAN**

CONSULTING PTE. LTD.

# Boosting tourism in Portugal

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Sustainable workforce solutions  
to help travel and tourism companies  
in Portugal achieve global standards



## Who We Are

Wingspan Consulting Pte Ltd is an international consulting firm specializing in international human resources recruitment and management. We are present in Singapore, the Philippines and Portugal.

Startups and multinationals alike have worked with us to find the right talent across a range of industries, from travel, tourism and hospitality to food and beverage, from healthcare and IT to mining and construction.

The high-caliber talent we have found over the years continue to bring value in places such as the United Kingdom, European Union, North America, Australia, New Zealand, Japan and ASEAN countries.

### **Sustainable, ethical hiring**

Sustainability is the core of what we do, and it drives every hiring decision we make. We aim to promote human capital formation and equitable growth in both sending and receiving countries. We exercise ethical practices in hiring, making sure our recruitment and selection process stays compliant with local and international laws and regulations.

From decades of experience in talent acquisition, our consultants know that no two clients are the same, and each company's needs are unique. We make sure we thoroughly understand our client's requirements so we can tailor our hiring approach and strategy.

## How Wingspan Can Benefit Portugal's Travel and Tourism Industry

As borders around the world start to reopen and Portugal restarts its travel and tourism industry, you'll want to be prepared to sustain the momentum in the next six months. And this starts by hiring the right talent.

Wingspan Consulting Pte Ltd makes it easy for you to hire travel and tourism workers in the Philippines:

- **We sort out the complexities so you do not have to.** As experts in this field, we know that hiring and immigration requirements vary across countries. Our job is to understand local policies and advise you on best practices so you can stay compliant.
- **We perform due diligence for you.** We screen local partner agencies to ensure you're hiring ethically.
- **We help you make the right connections.** By choosing us, you can tap into the strong partnerships we've built with government and NGOs over the years.
- **We see each hire through the end.** Our work doesn't end when we deploy talent. We provide advice and assistance to ensure our hires adjust easily in their new environment.



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- Business consulting
- Business strategy
- Environmental, Social and Governance (ESG)
- International human resources management and overseas placement



# Why Hire Travel and Tourism Workers in the Philippines

The Philippines has one of the biggest numbers of overseas workers in the world, deploying more than 2 million in 2019. There is a Filipino worker in almost every country in the world except for North Korea. Healthcare, construction, travel and tourism, production and services are sectors in which overseas Filipino workers (OFW) have excelled.

Close to 50 percent of Filipinos deployed abroad are employed in the service sector, particularly travel and tourism. In Italy, where Filipinos are one of the biggest ethnic groups, the Philippines deploys domestic workers and restaurant staff equally.

There is a reason many of the world's leading hotels and resorts are turning to the Philippines for their staffing needs:



**Excellent English communication skills.** The Philippines is one of the largest English-speaking countries in the world, with more than 70 percent of the population fluent in the language. English is the medium of instruction in schools, and the language of commerce and law. Filipinos' neutral accent in English is comprehensible, and makes them easy to train for work in call centers.



**High literacy rate.** The Philippines has the highest literacy rate in Southeast Asia, at more than 97 percent, according to a report by the United Nations. Filipinos above 15 years old, whether employed or unemployed, had almost the same literacy rate, at 96.1 percent. A huge percentage of overseas Filipino workers are degree holders, driven abroad because of the lack of employment opportunities in the Philippines.



**Certified and trained to world-class standards.** The Philippines has a strong local tourism industry, with more than 4 million employed in this sector, consisting of international chains of four- to five-star hotels and resorts. Prior to working in travel and tourism industry, candidates undergo rigid training and secure certification from the government's Technical Education and Skills Development Authority (TESDA) that they are skilled in hotel housekeeping, valet servicing, bartending, cookery, food and beverage, and front office services.



**Outstanding customer service.** Filipinos are naturally warm, friendly, patient, and hospitable people, and they bring these personal traits to the workplace. They are dedicated to their jobs, driven to excel, and always aim to provide a good customer service experience.

Becoming the brand of choice in the travel and tourism sector goes beyond investing in luxurious amenities and strategic locations. Companies also need a highly trained and certified workforce who will breathe life into their service excellence.

Wingspan Consulting Pte Ltd can be your partner in finding highly trained travel and tourism workers in the Philippines to help you elevate your brand to global standards. Contact us at [solution@wingspan-consulting.com](mailto:solution@wingspan-consulting.com) to see how we can help.



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*“I’ve worked with many hiring consultants in Asia Pacific, and I always keep coming back to Wingspan. Efficient, easy to work with. They deliver results.”*

- Hiring director for UAE hotel

*“They act fast and waste no time in delivering the results you need. They’re the people you need to have in the room when a crisis comes up.”*

- Hotel manager, Singapore



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