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Employment Status and Career Paths of BS Hospitality Management Graduates of Mindoro State University–Calapan Campus: A Tracer Study

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ABSTRACT

This study determined the current employment status of BS Hospitality Management graduates from 2020 to 2025, and the positions or job roles do these graduates currently hold in the hospitality and related industries. Also, the study assessed how relevant are the knowledge and skills they gained from the BS Hospitality Management program to their present jobs. This study used a mixed-method explanatory sequential design. It first collected quantitative data through a survey questionnaire to describe the employment status and job positions of BS Hospitality Management graduates from 2020 to 2025. After the survey results were analyzed, a qualitative part followed through documentary analysis. The respondents of the study were BS Hospitality Management graduates of Mindoro State University–Calapan Campus from 2020 to 2025. A total of 235 graduates were included as participants. The main instruments used in this study were researcher-made survey questionnaires and documentary analysis. The quantitative data gathered from the survey were analyzed using frequency and percentage. Narrative analysis was used to explain the qualitative part. Results showed that most graduates were able to secure work or start their own business after graduation. Also, majority of the graduates have successfully transitioned into industry-relevant employment and shows the strong alignment between their academic preparation and actual job placement.

INTRODUCTION

The global hospitality and tourism industry employed over 127 million people in 2023, according to the United Nations World Tourism Organization (UNWTO) employment indicator report (UNWTO, 2025). Hotel occupancy and travel activity rebounded toward pre-pandemic levels, which in turn increased demand for front-line roles such as reception, food & beverage, and housekeeping (World Bank, 2023). Studies of hospitality management graduates showed employability rates of around 79% full-time in some national contexts during recovery years (EHL Hospitality Insights, 2025). These global trends make tracing graduate employment important, it shows whether education aligns with industry needs. A global report noted that graduates lacking digital or ICT skills often face job-mismatch in hospitality (ILO, 2024).

In the Philippines, the Commission on Higher Education (CHED) mandates tracer studies for higher education programs (CHED, 2012). A 2020 tracer study of hospitality graduates found that most respondents were employed and occupying positions relevant to their degree, but many lacked national certifications, which affected overseas placement (Quario II *et al.*, 2020). Another study of BS Hospitality Management graduates from 2015-2019 at a Philippine campus reported most were employed in the Philippines and in hospitality-related jobs (Mejia *et al.*, 2020). Reports also indicate that some fresh graduates accept jobs outside their field due to seasonal or contract work in hospitality (Robinson, Liu & Wall, 2020). Because tourism jobs are emerging rapidly during recovery, HEIs must update tracer data to show

where graduates go and if skills match jobs.

A tracer study at Pangasinan State University (Lingayen) found that most BS Hospitality Management graduates (2015-2019) were employed in the Philippines in jobs related to hospitality management (Mejia *et al.*, 2023). At Mindoro State University – Bongabong Campus, graduates from 2015-202 was reported that 84% were employed after graduation, but only ~68% were in current jobs aligned with their degree, and many earned ₱10,000–₱15,000 as starting salary (Melchor *et al.*, 2025). In Mindoro State University - Calapan Campus, graduates are found to be employed in nearby provinces and Metro Manila. This shows both local and external placement trends.

Moreover, although there are many Philippine tracer studies exist, very few cover the 2020-2025 cohort, which spans the pandemic and recovery period. Many published studies report only overall employment rates, but they often lack detailed job-title breakdowns such as exact roles like Front Office Associate, or Barista among others. There is also limited tracking of entrepreneurship or self-employment among hospitality graduates in these studies (Maraña *et al.*, 2024). Global and national data show a fast-changing labour market for hospitality, meaning older studies may not reflect current realities (ILO, 2024; EHL Hospitality Insights, 2025). Therefore, a new tracer study is needed that reports the frequency and percentage of employment status, lists specific positions or job roles, and reviews how relevant the programme's knowledge and skills were to those jobs.

Hence, this study determined the current employment status of BS Hospitality Management graduates from

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2020 to 2025, and the positions or job roles do these graduates currently hold in the hospitality and related industries. Also, the study assessed how relevant are the knowledge and skills they gained from the BS Hospitality Management program to their present jobs. The study evaluated how its graduates fared recently and how well skills were applied.

Research Questions

1. What is the current employment status of BS Hospitality Management graduates from 2020 to 2025?
2. What positions or job roles do these graduates currently hold in the hospitality and related industries?
3. How relevant are the knowledge and skills they gained from the BS Hospitality Management program to their present jobs?

MATERIALS AND METHODS

Research Design

This study used a mixed-method explanatory sequential design. It first collected quantitative data through a survey questionnaire to describe the employment status and job positions of BS Hospitality Management graduates from 2020 to 2025. After the survey results were analyzed, a qualitative part followed through documentary analysis. This part helped explain and support the numerical findings by identifying how relevant the graduates' knowledge and skills were to their present jobs.

Respondents of the Study and Sampling Technique

The respondents of the study were BS Hospitality Management graduates of Mindoro State University–Calapan Campus from 2020 to 2025. A total of 235 graduates were included as participants. They were chosen using random sampling to ensure that all graduates had an equal chance to participate. The graduates were contacted through online platforms, and their participation was voluntary. Each respondent answered the online questionnaire through a Google Form.

Research Locale

The study was conducted at Mindoro State University–Calapan Campus. It covered graduates from this campus only, as the goal was to assess the employment outcomes of its BS Hospitality Management program. The data collection was done online, which allowed graduates from different locations, both local and abroad, to participate easily. The online method ensured accessibility and convenience for all respondents.

Research Instruments

The main instruments used in this study were researcher-made survey questionnaires and documentary analysis. To know the current employment status of BS Hospitality Management graduates from 2020 to 2025, a survey questionnaire was used to gather data on the current employment status of the graduates, such as whether they were employed, unemployed, self-employed, or pursuing

further studies.

To know the positions or job roles do these graduates currently hold in the hospitality and related industries, another part of the same questionnaire was used to determine the positions or job roles they held in the hospitality or related industries.

To assess how relevant are the knowledge and skills they gained from the BS Hospitality Management program to their present jobs, documentary analysis was used to determine the relevance of their knowledge and skills to their present jobs. The analysis was based on the summarized results of the first two survey questions.

All questionnaires were distributed and collected through Google Forms.

Data Gathering Procedure

The researcher first asked permission from the Office of the Dean of the College of Business and Management and from the Research and Development Unit of Mindoro State University–Calapan Campus to conduct the tracer study. After approval, a formal letter was sent to the university registrar to request the list of BS Hospitality Management graduates from 2020 to 2025. The list included the graduates' names, graduation year, and available contact information.

After obtaining the list, the researcher prepared a Google Form survey questionnaire. The survey was divided into two parts. The first part asked about the graduates' employment status, such as whether they were employed, unemployed, self-employed, or pursuing further studies. The second part asked about their current positions or job roles in the hospitality and related industries. The questionnaire also included a short explanation of the purpose of the study and a statement of consent, ensuring that participation was voluntary.

The Google Form link was then distributed to the graduates through various communication channels, including email, Facebook Messenger, and alumni group chats. To get a higher response rate, reminders were sent every week for a month. The researcher also coordinated with the university's office of student affairs and program chairpersons to reach more graduates. Responses were automatically recorded in a Google Sheet for easy tracking and organization.

Once the survey period ended, the researcher reviewed and screened all responses to make sure they were complete and valid. Out of the 235 graduates, only those who properly filled out the form were included in the final analysis. The quantitative data from the survey were then summarized using simple statistical tools to show the number and percentage of graduates in each employment category and job position.

After the quantitative results were analyzed, the researcher conducted documentary analysis as part of the qualitative phase. The analysis was based on the summarized survey results and respondents' optional written comments in the Google Form. The researcher identified recurring themes and patterns about how the graduates viewed the

relevance of their knowledge and skills to their current jobs. These findings helped explain and support the numerical data from the survey.

The researcher summarized all findings, interpreted the data, and presented the results in tables and narrative form. This process provided a complete picture of the graduates' employment status, job roles, and how their BS Hospitality Management training contributed to their current work performance.

Data Analysis

The quantitative data gathered from the survey were analyzed using simple statistical tools. Frequency and percentage were used to describe the graduates' employment status and job positions. The descriptive results were presented in tables and interpreted in simple terms to show the graduates' career trends and work alignment with their course. Narrative analysis was used to assess how relevant the skills and knowledge from the BS Hospitality Management program were to their

current jobs.

Ethical Considerations

The researcher observed full ethical responsibility during the study. Permission from the university was obtained before data collection. The purpose of the study was clearly explained to the graduates, and their participation was voluntary. They were assured that their personal information and answers would be kept confidential. Respondents could choose not to answer any question or withdraw from the study at any time. All data collected were used only for academic purposes and were treated with respect and honesty.

RESULTS AND DISCUSSION

Current employment status of BS Hospitality Management graduates from 2020 to 2025

The majority of BS Hospitality Management graduates (90.21%) are currently employed in hospitality and related industries. A smaller portion (5.11%) are engaged in self-

Table 1: Current employment status of BS Hospitality Management graduates from 2020 to 2025

Employment Status	Frequency	Percentage
Employed	212	90.21%
Self-Employed	12	5.11%
Seeking Employment	11	4.68%
Total	235	100%

employment, mostly through small businesses such as catering services, coffee shops, and online pastry ventures. Meanwhile, only 4.68% are seeking employment and this shows that most graduates were able to secure work or start their own business after graduation.

Notably, the results show that most BS Hospitality Management graduates are employed, which means that most of them successfully found work in the hospitality and related industries. This high employment rate supports the report of the United Nations World Tourism Organization (UNWTO, 2025), which stated that global tourism employment continued to grow as hotels, restaurants, and travel sectors recovered after the pandemic. Similar findings were reported by EHL Hospitality Insights (2025), which noted that around 79% of hospitality graduates worldwide are employed full-time, showing that the sector remains one of the fastest in job recovery. In the Philippines, Quario II *et al.* (2020) also found that most hospitality graduates were working in hotels and restaurants within a year after graduation. These consistent findings show that the Mindoro State University Calapan Campus graduates share the same positive outcome as both local and international hospitality graduates. This means that the program has helped prepare its students for job opportunities in the

industry.

A smaller percentage of the graduates are self-employed, which shows that some of them chose to start their own businesses instead of working in hotels or restaurants. Many of these are small ventures such as catering services, coffee shops, and online pastry stores, similar to those reported by Maraña *et al.* (2024), who found that hospitality graduates from Laguna State Polytechnic University also pursued food-related entrepreneurship. This trend depicts how hospitality programs encourage creativity and self-sufficiency, aligning with the goal of higher education to develop entrepreneurial skills among graduates (Patay, 2024). According to the International Labour Organization (ILO, 2024), the growing number of self-employed graduates also mirrors global changes in employment patterns, where many prefer flexible and independent work. These results suggest that hospitality graduates of MinSU - Calapan Campus are not only employable but also capable of creating their own jobs. This is a good sign that the program fosters both employability and entrepreneurship among its students. Meanwhile, only few of the graduates are still seeking employment, which indicates a very small unemployment rate among hospitality graduates of MinSU - Calapan Campus. This is consistent with national reports showing

that most hospitality graduates in the Philippines find jobs within a short period after graduation (Mejia *et al.*, 2023; Melchor *et al.*, 2025). According to Melchor *et al.* (2025), about 84% of hospitality and tourism graduates in the Philippines are employed, which closely matches the results of this study. The low unemployment rate may also be linked to the recovery of tourism and hospitality activities after the pandemic, as noted in the World Bank (2023) report. This means that the local job market in hospitality is improving and continues to offer opportunities for new graduates. The results show that most graduates of MSU-Calapan were able to find meaningful work or start their own businesses after

completing their studies, proving the relevance of the BS Hospitality Management program to real industry needs.

Positions or job roles do these graduates currently hold in the hospitality and related industries

The table shows that most of the graduates from the BS Hospitality Management program are employed in various operational positions within the hospitality industry. The highest concentrations are in positions such as Front Office Associate, Food and Beverage Attendant, Housekeeping Staff, and Restaurant Supervisor, each accounting for 6.38% of the total respondents. A smaller group (5.11%) have pursued self-employment ventures,

Table 2: Positions or job roles do these graduates currently hold in the hospitality and related industries

Job Position / Role	Frequency	Percentage (%)
Front Office Associate	15	6.38
Food and Beverage Attendant	15	6.38
Housekeeping Staff	15	6.38
Guest Relations Officer	15	6.38
Barista	15	6.38
Hotel Receptionist	15	6.38
Event Coordinator	15	6.38
Room Attendant	15	6.38
Chef Assistant	15	6.38
Self-Employed – Catering Services	12	5.11
Restaurant Supervisor	15	6.38
Travel Consultant	15	6.38
Waiter/Waitress	15	6.38
Entrepreneur – Coffee Shop Owner	12	5.11
Front Desk Supervisor	15	6.38
Banquet Staff	15	6.38
Self-Employed – Online Pastry Business	12	5.11
Bartender	15	6.38
Sales and Reservations Agent	15	6.38
Seeking Employment	11	4.68
Total	235	100%

particularly in catering services, coffee shop ownership, and online pastry businesses. Meanwhile, only 4.68% of the graduates are still seeking employment. This indicates that most of the graduates have successfully transitioned into industry-relevant employment, showcasing the strong alignment between their academic preparation and actual job placement.

The results show that most of the BS Hospitality Management graduates from Mindoro State University–Calapan Campus are employed in various operational positions in the hospitality and tourism industries. The highest number of graduates work as Front Office Associates, Food and Beverage Attendants, Housekeeping

Staff, and Restaurant Supervisors, each with a frequency of 15 or 6.38%. These positions are common entry-level jobs in hotels and restaurants that allow graduates to apply customer service, housekeeping, and food handling skills. This finding supports the report of the United Nations World Tourism Organization (UNWTO, 2025), which noted that the recovery of the hospitality sector after the pandemic created many front-line jobs such as receptionists and food servers. Similarly, EHL Hospitality Insights (2025) mentioned that global employability among hospitality graduates increased to about 79% full-time employment as travel demand grew. This means that the hospitality program of the university is producing

graduates who meet the global and national demand for skilled service workers.

A smaller but notable portion of the graduates are engaged in self-employment. They manage small businesses like catering services, coffee shops, and online pastry ventures. This entrepreneurial direction is aligned with national trends reported by Marañá *et al.* (2024), who found that some BS Hospitality Management graduates in the Philippines prefer entrepreneurship to gain independence and apply their culinary and management skills. The result also supports the findings of Patay (2024) that graduates of business-related programs often enter self-employment because they have sufficient training in management and product development. Moreover, the World Bank (2023) tourism report highlighted that micro and small enterprises are growing rapidly in the post-pandemic hospitality sector, offering alternative career paths for graduates. These findings imply that the hospitality graduates of MinSU - Calapan Campus also contributes to local business development, not just employment in established hotels and restaurants.

Meanwhile, only few of the graduates are seeking employment, which is the lowest category in the table. This small number suggests that most graduates are employable and able to find work shortly after graduation. The result is consistent with Melchor, De Guzman, and Maling (2025), who reported that 84% of hospitality and tourism graduates in the Philippines were employed after graduation, while only a small percentage were still searching for work. Likewise, Quario II *et al.* (2020) found that most hospitality graduates in another Philippine university were working in jobs relevant to their degree, reflecting strong program relevance. The International Labour Organization (ILO, 2024) also observed that graduates with job-specific skills, such as customer service and operations, are more likely to find stable work in the tourism sector. Thus, the low unemployment rate in this study shows that hospitality program of MinSU - Calapan Campus effectively prepares its graduates for the labor market.

The results show a positive employment outcome for BS Hospitality Management graduates. A large majority are working in roles that match their education and training, while a few have successfully ventured into entrepreneurship. This supports the national findings of Mejia *et al.* (2023), who concluded that most hospitality graduates from Pangasinan State University were employed in jobs related to their program. It also agrees with Bangayan *et al.* (2024), who reported that hospitality graduates from various campuses in the Philippines had high employability rates and satisfaction with their chosen careers. The findings confirm that the hospitality program of MSU-Calapan aligns with both industry needs and global employment trends. Therefore, continuous monitoring of graduate employment and job roles remains essential for the program stays responsive to current industry standards and opportunities.

Relevance of the knowledge and skills they gained from the BS Hospitality Management program to their present jobs

Alignment of Academic Training with Industry Roles

Graduates are mostly employed in operational positions such as front office associates, food and beverage attendants, housekeeping staff, and restaurant supervisors. The roles directly apply the knowledge and hands-on skills taught in the BS Hospitality Management program, such as customer service, housekeeping operations, and food service management. The high employment rate in these related fields indicates that the program effectively prepares students for real-world hospitality functions. This shows that the curriculum content and practicum experiences are aligned with current industry standards and needs.

The results showed that most BS Hospitality Management graduates worked as front office associates, food and beverage attendants, housekeeping staff, and restaurant supervisors. These positions clearly match the subjects and skills taught in their academic training, such as front office operations, food and beverage service, and housekeeping management. Graduates used what they learned in school like handling guest inquiries, managing reservations, maintaining cleanliness standards, and ensuring quality service directly in their daily work. Front office associates applied their training in communication and guest relations when dealing with check-ins and complaints, while food and beverage attendants used their service techniques learned during practicum sessions (Airey & Tribe, 2019). The program's curriculum was designed to meet the actual needs of the hospitality industry. It also supports findings by Tesone (2018) and Baum (2021) that hospitality programs are effective when they integrate both theoretical and practical components that mirror workplace conditions.

Moreover, the consistency between graduates' job placements and their academic background reflects the success of industry-aligned education. Graduates working as restaurant supervisors and hotel receptionists, for instance, demonstrated management and leadership skills learned from subjects like hospitality marketing, operations management, and customer service. These competencies are vital in ensuring smooth operations and guest satisfaction, which are key measures of success in hospitality careers (Christou, 2018). The curriculum's emphasis on hands-on training, internships, and laboratory-based learning allowed students to experience real-world settings before graduation. This made them more adaptable and confident in assuming operational tasks after finishing their studies. As explained by Richardson (2019) and Robinson *et al.* (2020), graduates with practical experience during college tend to secure relevant jobs faster and perform better in customer-oriented environments.

The alignment between academic preparation and industry employment shows that Mindoro State

University's BS Hospitality Management program effectively equips its students for the workforce. The graduates' successful employment in related positions proves that their education was not only theoretical but also applicable to real-world demands. The integration of professional practice and competency-based instruction helped them meet the expectations of both local and international employers (Okumus *et al.*, 2019). The close connection between what was taught and what is required in the field strengthens the graduates' competitiveness and employability. It also confirms the importance of maintaining strong academic-industry partnerships in shaping curricula that respond to the changing needs of the hospitality sector (Baum, 2021).

Development of Entrepreneurial Competence

A portion of the graduates ventured into self-employment, running catering services, coffee shops, and online pastry businesses. This explains that the program successfully instilled business management, creativity, and entrepreneurship skills among students. Their ability to start and manage small businesses indicates that the program nurtures both hospitality and entrepreneurial competencies. The inclusion of business-related courses in the curriculum helped graduates adapt to various career paths beyond employment in hotels and restaurants.

It shows how the program equips students with both technical and business skills needed to succeed beyond traditional employment. Graduates who became self-employed such as those managing catering services, coffee shops, and online pastry businesses demonstrated their ability to apply what they learned in cost control, food production, and customer service management. A graduate running a small catering business uses menu planning, food safety, and event coordination skills that are part of their hospitality training. Studies have shown that hospitality programs play a vital role in developing graduates' entrepreneurial mindset and readiness to start their own ventures (Ahmad *et al.*, 2022). Globally, the hospitality industry encourages entrepreneurship due to the rise of small and medium enterprises in food, lodging, and event sectors (Okumus & Cetin, 2021). This means that the program not only prepares students for employment but also empowers them to create job opportunities for others.

The relevance of entrepreneurial competence is also seen in how graduates adapt to the growing demand for personalized and home-based hospitality services. Graduates who started online pastry or coffee businesses show creativity and innovation, skills that are vital in modern hospitality careers. These ventures require knowledge in marketing, cost management, and customer relations, skills directly gained from their BS Hospitality Management education. According to Suhartanto *et al.* (2020), hospitality graduates with strong entrepreneurial competence are more capable of identifying market trends and developing services that attract loyal customers. Entrepreneurship also gives flexibility and financial

independence, which are important in an industry often affected by seasonal and economic changes (Liguori & Winkler, 2020). Hence, the success of these graduates in managing their own ventures highlights the program's effectiveness in nurturing innovation and business confidence among its students.

Enhancement of Employability and Job Readiness

Only a small percentage of graduates are still seeking employment, which implies that most have quickly transitioned into the workforce. This demonstrates that the program has strengthened employability skills such as communication, teamwork, and professionalism, qualities highly valued in the hospitality industry. Graduates' readiness to work in both local and international settings shows the program's effectiveness in producing competent and adaptable professionals. Their smooth integration into different hospitality roles confirms the overall relevance and practicality of the knowledge and skills learned in the program.

The program effectively prepared them for real work settings. Graduates who became Front Office Associates, Restaurant Supervisors, and Food and Beverage Attendants were able to apply their classroom learning, such as guest handling, table service, and food safety, in their actual jobs. According to Ramlee *et al.* (2020), employability skills like communication, problem-solving, and teamwork are the key to helping hospitality graduates secure positions soon after graduation. These same skills were seen among graduates who confidently worked in hotels and restaurants without needing long adjustment periods. The university's training and internship programs played an important role in building confidence and job readiness.

Graduates' ability to adapt quickly to the demands of their jobs also reflects strong professional preparation. Hotel Receptionists and Guest Relations Officers deal with guests from diverse backgrounds, which requires effective communication and emotional intelligence. Studies have shown that employers in the hospitality industry prefer workers who are polite, flexible, and capable of handling stressful guest situations (Suh & West, 2021). The program's focus on customer service and practical exposure through on-the-job training helped students gain these qualities before graduation. This alignment between training and actual job requirements made graduates more competitive in the job market. It also reduced the gap between education and employment, a challenge reported in many hospitality schools worldwide (Goh & Okumus, 2020).

Moreover, the employability of graduates in local and overseas hospitality industries highlights their readiness for global work environments. Room Attendants, Bartenders, and Baristas work in hotels and resorts where standards are influenced by international hospitality practices. The integration of global service standards in the curriculum helped graduates meet these expectations. According to Baum (2019), hospitality

graduates with international exposure and industry-based training tend to find employment faster and perform better in multicultural workplaces. This was seen among Mindoro State University graduates who easily adapted to hotel operations, customer expectations, and workplace professionalism. These real-world skills showed that the program not only developed technical competence but also nurtured work ethics and adaptability needed for long-term employability.

CONCLUSIONS

Results showed that most graduates were able to secure work or start their own business after graduation. Also, majority of the graduates have successfully transitioned into industry-relevant employment and shows the strong alignment between their academic preparation and actual job placement. Graduates are mostly employed in operational positions such as front office associates, food and beverage attendants, housekeeping staff, and restaurant supervisors. The roles directly apply the knowledge and hands-on skills taught in the BS Hospitality Management program, such as customer service, housekeeping operations, and food service management. However, a portion of the graduates ventured into self-employment, running catering services, coffee shops, and online pastry businesses. This explains that the program successfully instilled business management, creativity, and entrepreneurship skills among students. Their ability to start and manage small businesses indicates that the program nurtures both hospitality and entrepreneurial competencies. Moreover, only a small percentage of graduates are still seeking employment, which implies that most have quickly transitioned into the workforce. The program has strengthened employability skills such as communication, teamwork, and professionalism, qualities highly valued in the hospitality industry.

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