



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY



BANAUE HOTEL AND YOUTH HOSTEL

CITIZEN'S CHARTER

2019 (1st Edition)



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THE BANAUE HOTEL & YOUTH HOSTEL

In the early 1950's, few knew about the existence of this unique "beauty-spot" which has since considered as the "8th Wonder of the World". Though some western anthropologists and linguists, including Christian missionaries have visited the area, very few tourists came to visit it due to the rugged roads and its remoteness from urban areas.

Back then, the only lodging place available was owned and managed by the family of the late William Beyer. Over time, foreign publications started to attract tourists from all over the world to Banaue.

Banaue Hotel & Youth Hostel was inaugurated on July 25, 1969 with the Honorable Gregorio Araneta II, the Secretary of the Bureau of Tourism and Trade Industry (Araneta took over Nieto and the Board was changed into a Bureau), as the guest of honor. The Youth Hostel was in operation 6 months ahead of the hotel, which in turn opened its doors on December of 1969 to accommodate more tourists coming in. Originally, the Youth Hostel had only 10 double-decked beds available for both the female and male dormitories, which are separate; two toilets and two-shower baths were provided for each dorm. It had a restaurant that served budget meals for its target clients, which was consisted of students and members of the International Youth Hostel Federation.

The Banaue Hotel & Youth Hostel (BHYH), was considered a "Home Away From Home" for travelers, after a long and weary trip through the narrow and rugged terrains of this region

Banaue Hotel & Youth Hostel is managed by the Tourism Infrastructure and Enterprise Zone Authority (formerly Philippine Tourism Authority).



VISION

By 2026, TIEZA is a globally recognized tourism development agency and a primary catalyst for inclusive and sustainable socio-economic growth.

MISSION

To contribute to national tourism development goals and showcase Philippine culture by designating, supervising, and regulating sustainable Tourism Enterprise Zones; undertaking viable Tourism Infrastructure Projects; and managing assets.

CORE VALUES

- Excellence
- Integrity
- Innovation



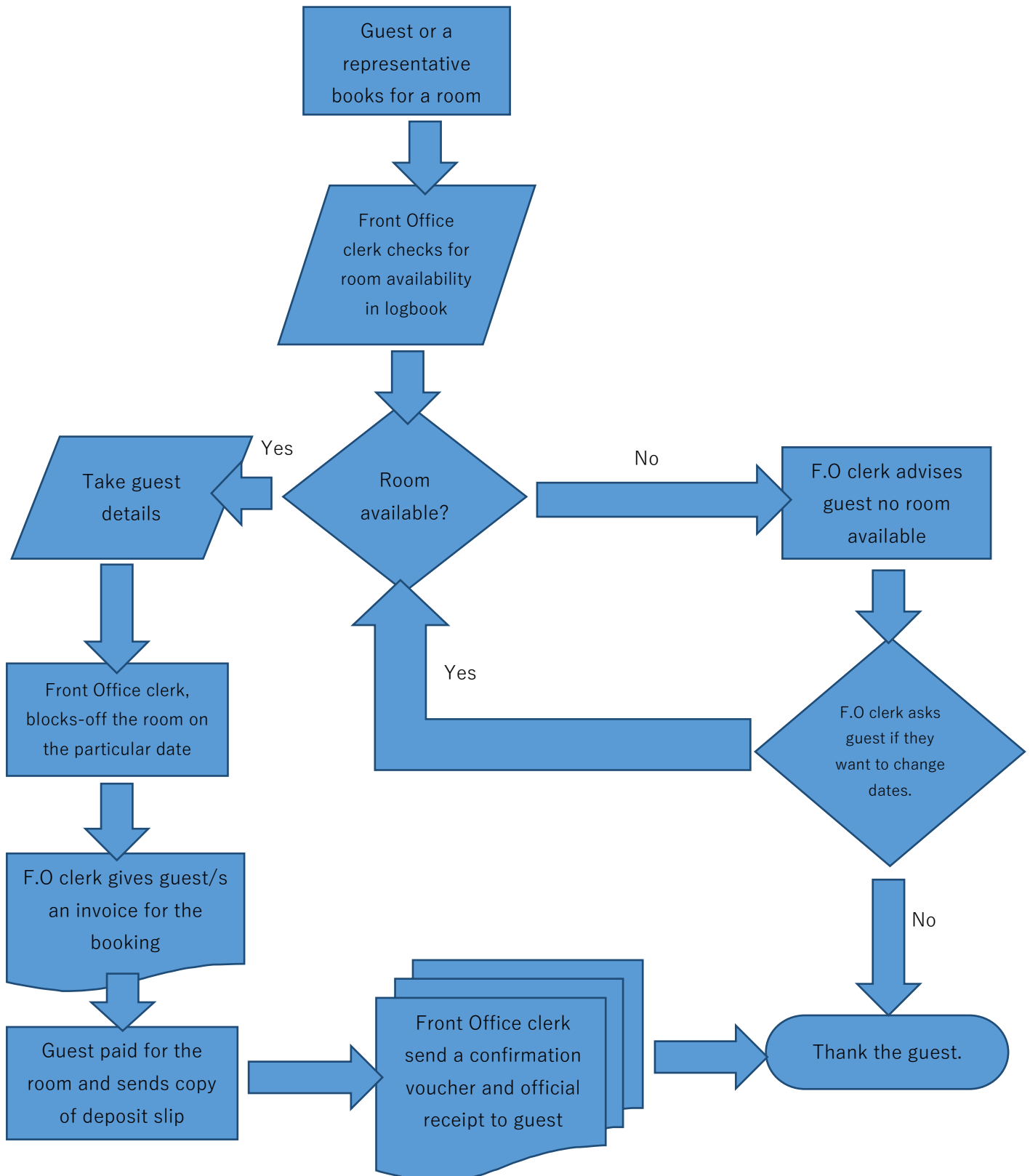
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RESERVATION

(If guest/s opted to reserve via call, text or e-mail)





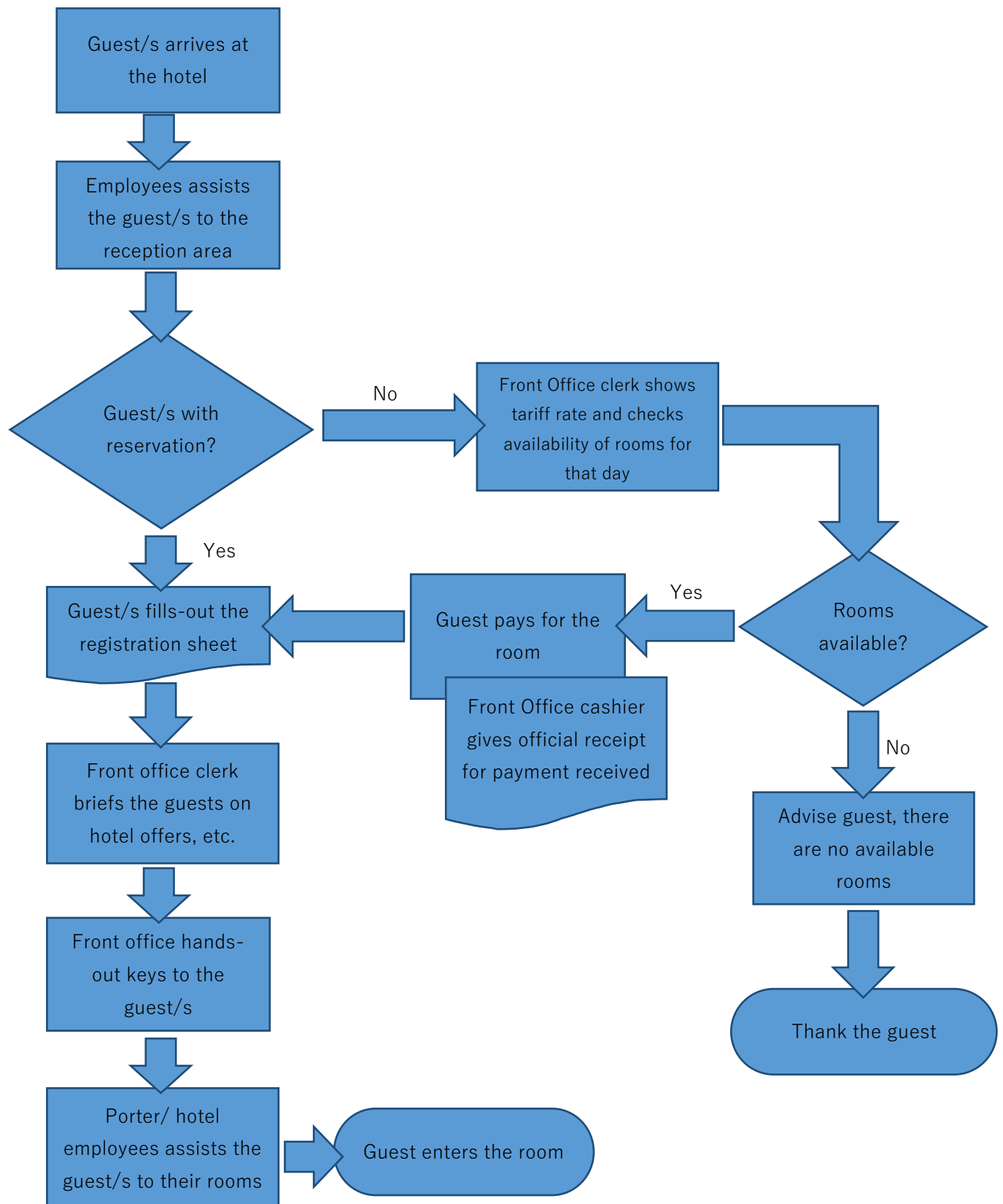
GUEST RESERVATIONS

Prior to checking-in guests are to reserve their rooms in advance to make sure that upon their arrival, a guest room is ready for them.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, text or e-mail the hotel for room booking	1. Front Office Clerk checks room availability 2. If room is available, F.O clerk blocks room on specified date 3. F.O clerk takes guest details 4. F.O clerk sends invoice to guest/s	None	For calls: Depending on guest queries, 5 minutes. For E-mails and text: Answer within 24 hours	Front Office Clerk on duty
2. Pay for the room deposit and send a copy of the deposit slip with name and dates of reservation, 2 weeks prior to the date of reservation.	1. Verify with the bank the deposit 2. F.O clerk sends a confirmation voucher and official receipt for deposit made	Dependent on the rate of the room (see attached tariff rates) booked and the deposit fee (all bank charges shall be to the guest's account)	Within 1 working day upon receipt of the deposit slip and verification of deposit to bank.	Front Office Clerk/ Cashier on duty
TOTAL:				



CHECK-IN





GUEST CHECK-IN (with Reservation)

Upon the guest/s arrival in the hotel, they proceed to the reception area to check-in and get their keys prior to going to their rooms. Standard check-in time is at 2:00 in the afternoon. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		Guest/s checking-in with reservations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Reception Area for check-in 2. Give a copy of the confirmation voucher to the F.O clerk (if no copy, an ID will do) 3. Fill-out the registration sheet	1. Welcome the guest/s. 2. Ask for confirmation voucher and check against records. 3. Give the guest a registration sheet to fill-out 4. Brief the guest on time of breakfast and other services of the hotel 5. Give the keys to the guest and show direction to where their room is located	None	3-5 minutes (for the whole transaction) or dependent if guest still has queries with regards to hotel facilities and services	Front Office Clerk on duty for the whole transaction
TOTAL:				



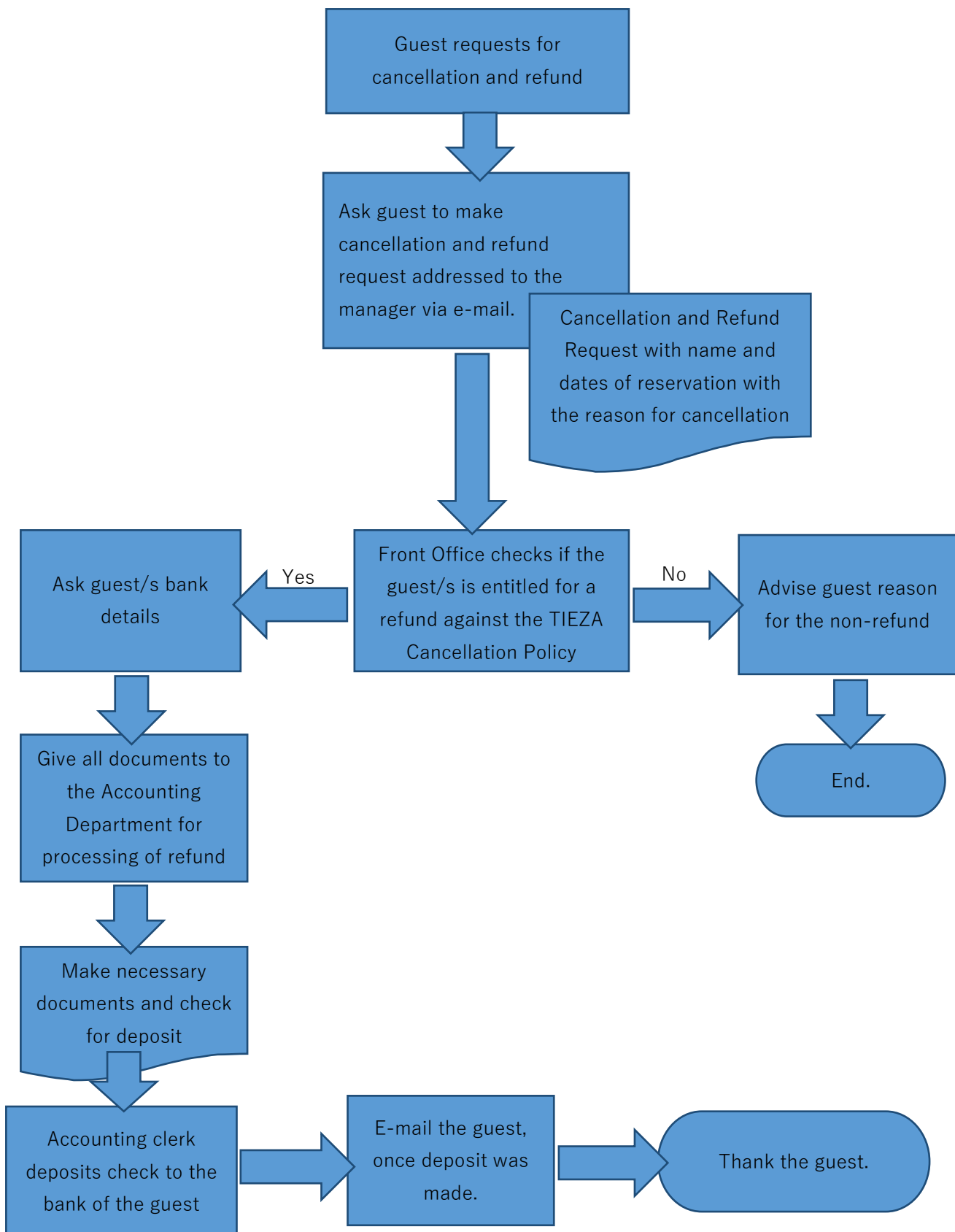
GUEST CHECK-IN (without Reservation)

Upon the guest/s arrival in the hotel, they proceed to the reception area to inquire for available rooms then check-in if they like the room. Standard check-in time is at 2:00 in the afternoon. Guest/s arriving earlier than 2:00pm will be accommodated if there are available rooms for check-in.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Reception Area for check-in 2. Fill-out the registration sheet 3. Pay for the rate of the room	1. Welcome the guest/s. 2. Show tariff rates and available room 3. If guest is okay with the rate and the room, F.O clerk gives the guest a registration sheet to fill-out 4. Brief the guest on time of breakfast and other areas and services of the hotel 5. Give the keys to the guest and show direction to where their room is located	Depending on the rate of the room availed (see attached tariff rates on rooms)	5 minutes (for the whole transaction) or dependent if guest still has queries with regards to hotel facilities and services	Front Office Clerk on duty for the whole transaction
TOTAL:				



BOOKING CANCELLATION AND REFUND

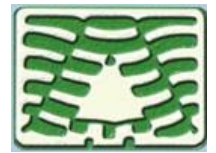




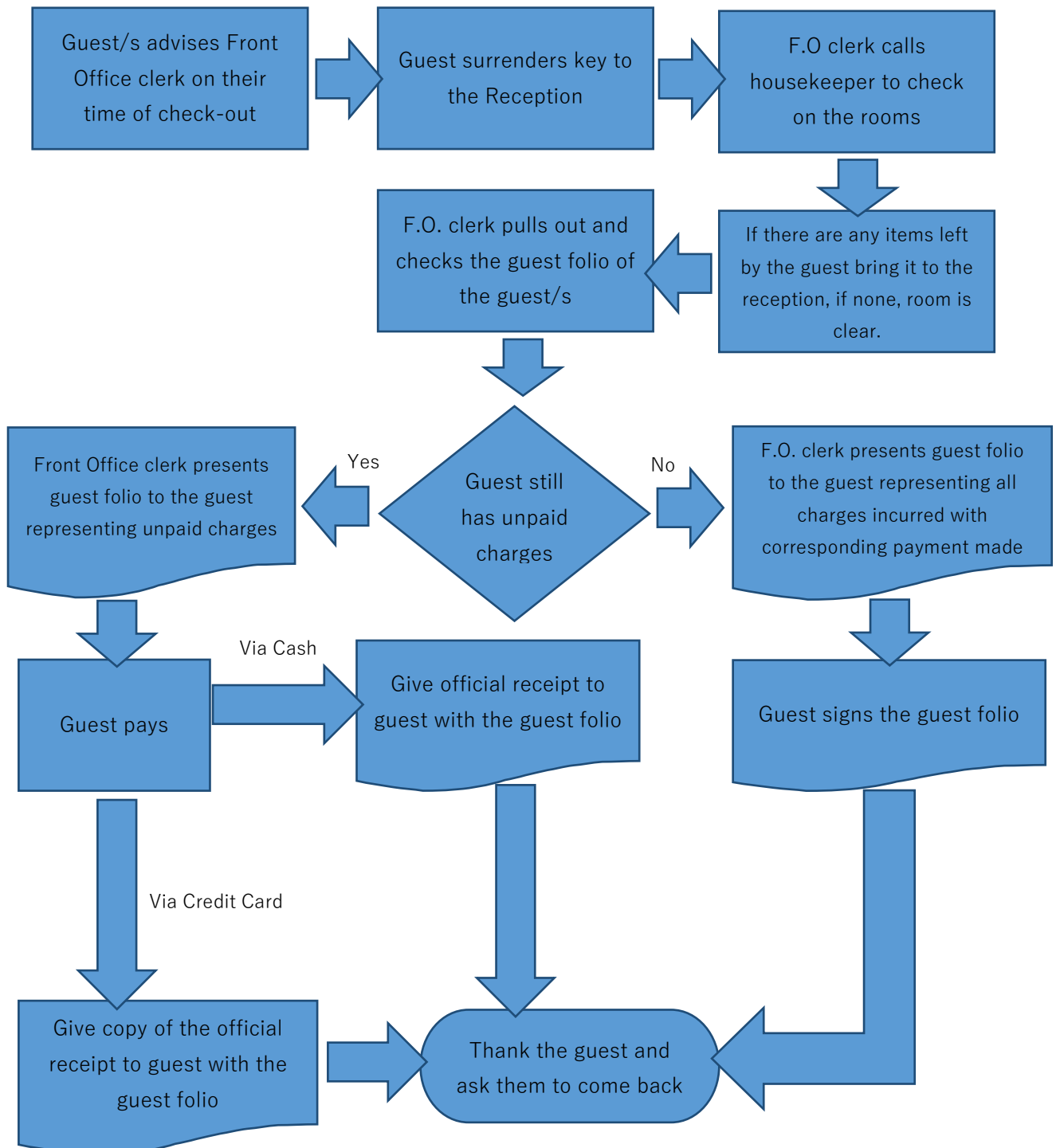
BOOKING CANCELLATION AND REFUND

If by fortuitous events, the guests have to cancel their trip and their room reserved in the hotel but have deposited their payment, the following are the steps to undertake.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		Guests with deposit who have to cancel booking		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Refund and Cancellation 2. Proof of Deposit 3. Official Receipt		1. Guest is to send an e-mail request. 2. The deposit slip from the bank when the guest deposited 3. From the hotel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mail request for cancellation and refund with the reason for cancellation 2. Provide further documentation as required by the hotel	1. Check if guest is entitled for refund (see attached TIEZA Reservation Policy) 2. If the guest is entitled for a refund based on policy, the front office clerk will give the request to the accounting department for processing 3. Once deposit was made, front office clerk to send e-mail to guest with the deposit slip	None	1 Week (for this whole transaction)	Front Office Clerk/ Accounting Clerk for the whole transaction
TOTAL:				



GUEST CHECK-OUT





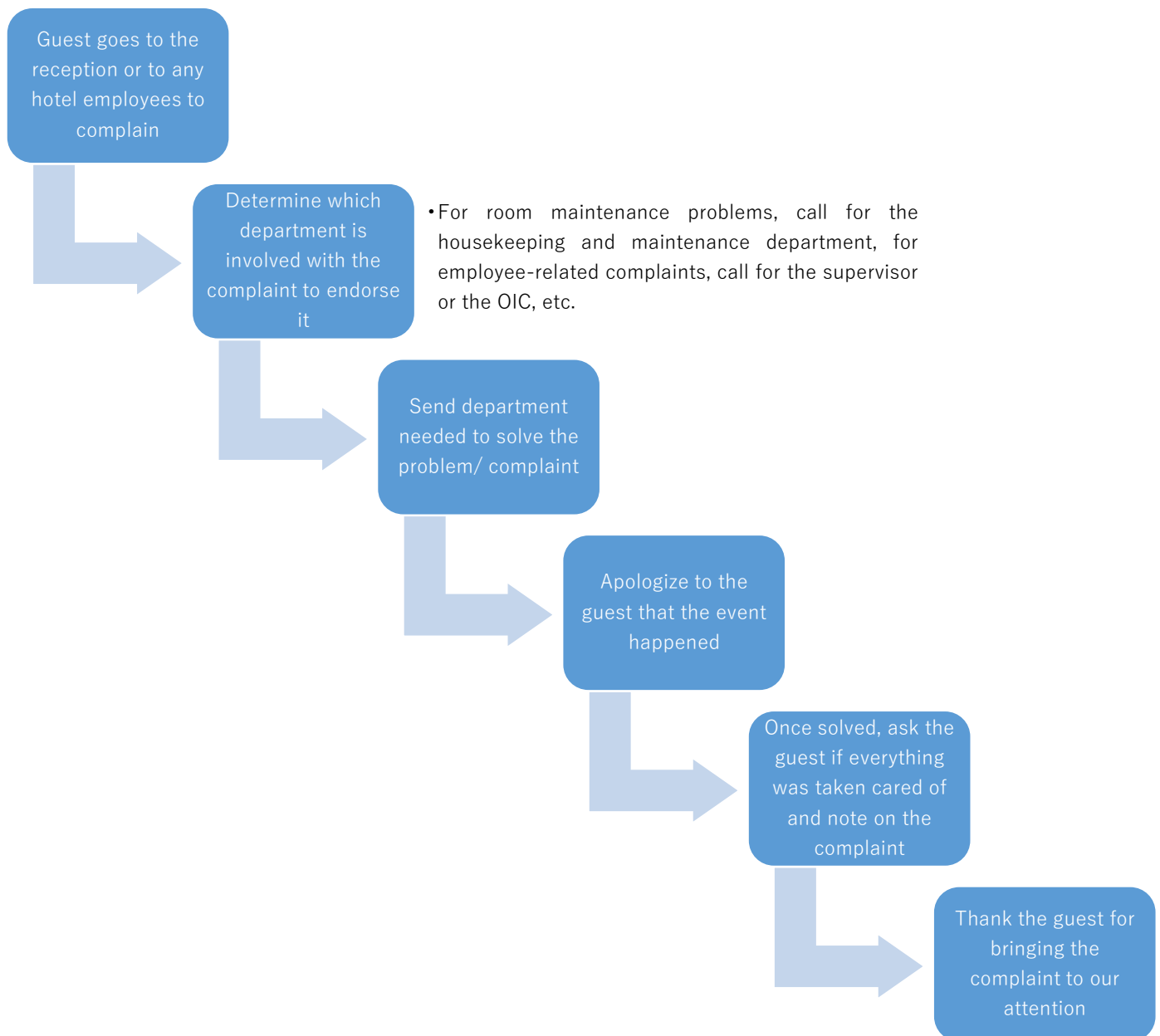
CHECK-OUT

Standard check-out time is at 12:00 noon. Before this time, guest are expected to check-out from their rooms and proceed to the reception to surrender their keys and pay for any unpaid charges.

Office or Division:		Front Office and Housekeeping Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		Checked-in guests due for check-out		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guest approaches the reception for check-out.			5-10 minutes (for the whole transaction)	Front Office Clerk and housekeeping for this whole transaction
2. Surrender the keys to the front desk.	1. Front Office clerk calls housekeeper to check room vacated by guest/s			
3. Check the guest folio and its attachments	1. Checks the guest folio of the guest/s checking out for any unpaid charges or incidentals.			
4. Pay for any unpaid charges via cash or credit card (if there are no incidental charges, proceed to step 5)	1. Gives the guest an official receipt (for cash) or the machine generated receipt for credit card for payment made	Dependent on the services incurred while in the hotel		
5. Sign the guest folio	1. Give a copy of the guest folio to the guest			
TOTAL:				



GUEST COMPLAINTS FLOWCHART





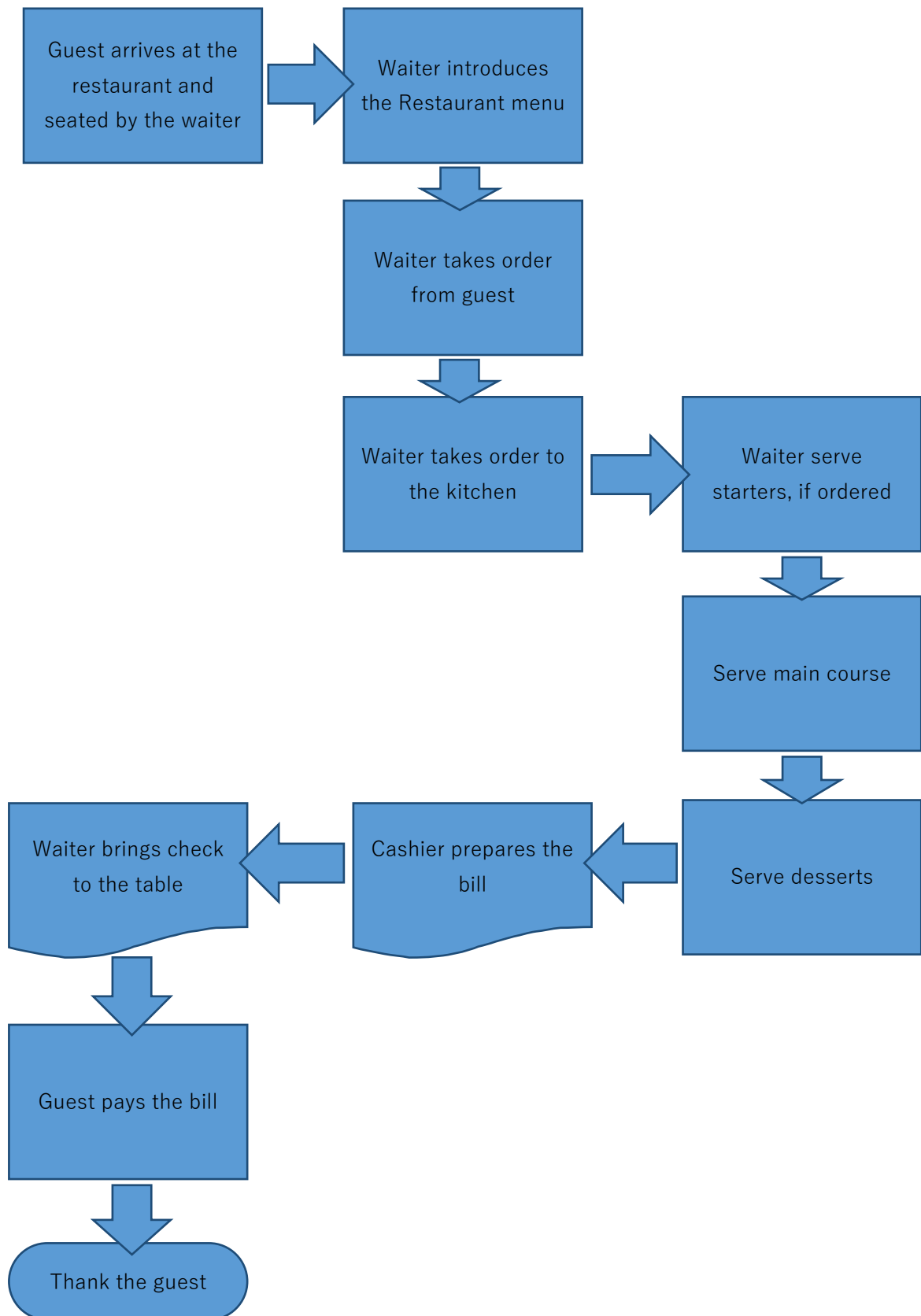
GUEST COMPLAINTS

For guests who are checked-in, complaints are handled as soon as possible to ensure that they will have an enjoyable stay in the hotel.

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the reception or approach any hotel employee of the problem encountered	1. Hear the complaint and investigate to know who and where to endorse the complaint to. 2. Send department needed to attend to the problem (Maintenance Department for any water or plumbing problems, or housekeeping for room cleanliness) 3. Resolve complaint 4. Check with the guest if the complaint was attended to and resolved.	None	15-30 minutes dependent on the complaint	Front Office to any department/person (i.e maintenance and housekeeping personnel for any problems in the rooms and the Officer-In-Charge or Supervisor for any employee complaint)
TOTAL:				



RESTAURANT ORDERING





DINING SERVICES

Restaurant opens at 6:00 in the morning to 10:00 in the evening.

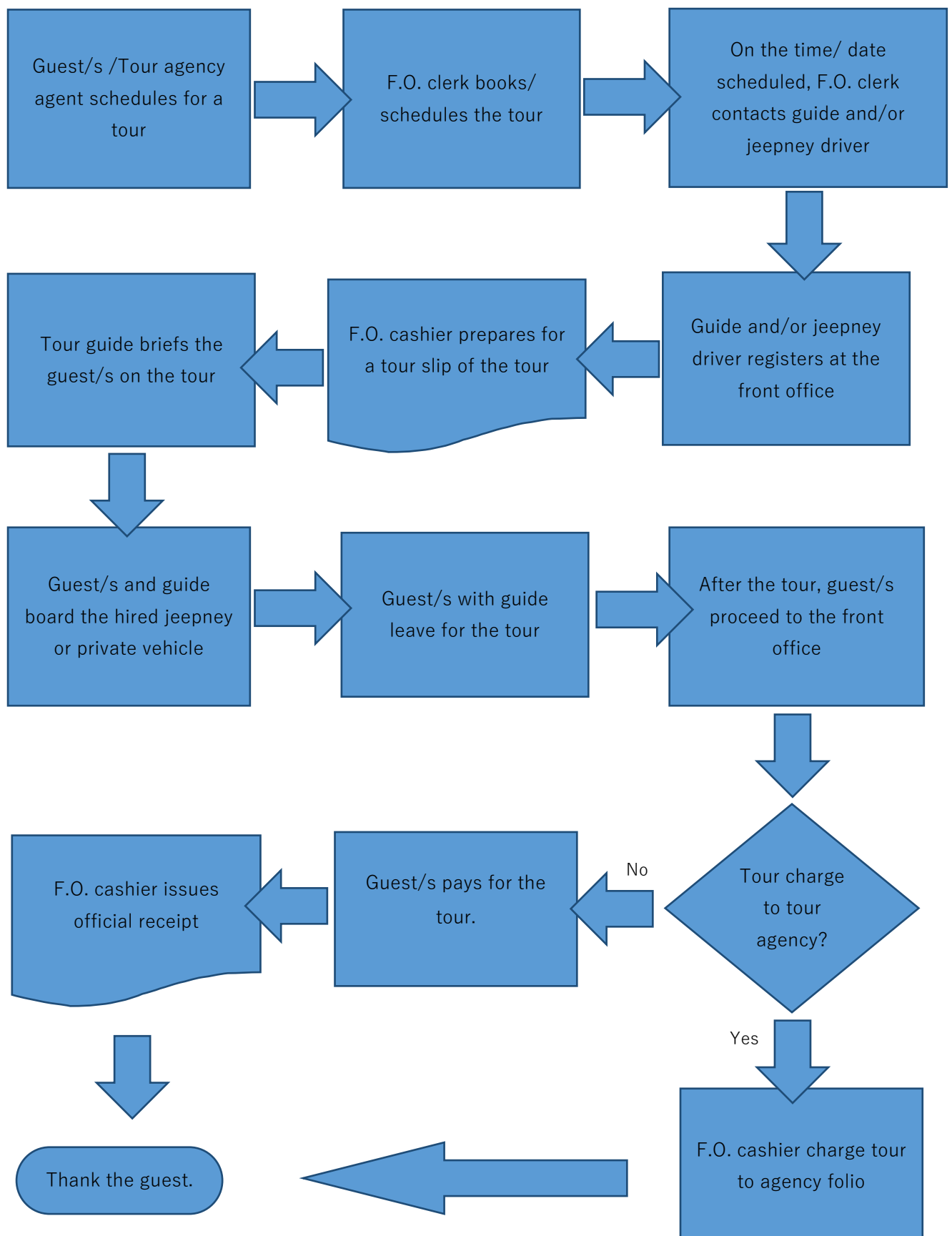
Office or Division:		Food and Beverage Service Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guest/s comes to the restaurant	1. Welcome and seat the guests 2. Waiter gives menu to the guest/s.		Immediate	Waiter
2. Place order to the waiter	1. Waiter takes order from guest/s then places orders to the kitchen 2. Kitchen prepares order of the guests		5-7 minutes or longer should the guest/s wanted more time to browse the menu (if there are more than 2 guests, order taking will take more time)	Waiter/ Cook
3. Enjoy the food	1. Waiter serve orders of guest/s			Waiter
4. Ask the waiter for the bill	1. Cashier prepares food check of the guests based on order slip from waiters		3-5 minutes	Waiter/ Cashier
5. Check the bill and pay either in cash or credit card	1. Waiter presents bill to the guest/s on their table 2. Waiter takes payment from the guest/s	Dependent on the ordered items	3-5 minutes	Waiter/ Cashier



	<div>3. Waiter gives payment to the cashier</div> <div>4. Cashier issues official receipt for payment made</div> <div>5. Waiter brings to the table the change (if there are any) with official receipt and copy of the food check to the guest/s</div>			
TOTAL:				



TOURS SERVICES





TOUR SERVICES

Office or Division:		Front Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guest/s / Travel agent goes to the front desk to book/ schedule for a tour	1. Book/ schedule the guest as to the time agreed for the tour		Immediate	F.O. clerk
2. Guest/s approach the front desk on the scheduled time/date of tour	1. F.O. clerk calls for the booked local tour guide and/or jeepney driver 2. F.O. clerk introduces local tour guide and/or jeepney driver to guest/s		10-15 minutes	F.O. clerk / Local tour guide/ Jeepney driver
3. Guest/s with guide and/or jeepney driver boards vehicle and leave for the tour.	1. F.O. cashier prepares for a tour slip of the tour	Dependent on the tour booked	Dependent on the tour booked	F.O. cashier / Local tour guide/ Jeepney driver
4. After the tour, guest/s proceeds to front office. If tour is on personal account, guest/s settles tour fees. If tour is pre-arranged with travel agency,	1. If tour is on guest/s pax account, F.O. cashier receives payment and issues official receipt to guest/s. If pre-arranged by guest/s with travel agency, F.O.		10-15 minutes	



guest/s will just inform front office that tour is finished.	cashier charges tour fees to travel agency folio			
TOTAL:				



TIEZA OFFICE

OFFICE	ADDRESS	CONTACT INFORMATION
Banaue Hotel & Youth Hostel	Ilogue, Tam-an, Banaue, Ifugao	Mobile Number: +63 9 08 4007596 E-mail: banauehotel@tieza.gov.ph
TIEZA – Operations Department, Assets Management Sector	7 th floor, Tower 1, Double Dragon Plaza, Double Dragon Meridian Park, Macapagal Avenue corner EDSA Extension, Bay Area, Pasay City 1302	Trunk Line: (02) 8249-5900 to 79 local 734
TIEZA – Marketing and Sales Division (Reservation)	7 th floor, Tower 1, Double Dragon Plaza, Double Dragon Meridian Park, Macapagal Avenue corner EDSA Extension, Bay Area, Pasay City 1302	Trunk Line: (02) 8249-5900 to 79 local 739 or 741 Direct Line: (02) 8249-5989 E-mail: sales@tieza.gov.ph