



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

CITIZEN'S CHARTER

2020 (1st Edition)



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FOREWORD

With the completion of the Citizen's Charter Handbook, 1st Edition, the Authority has reaffirmed its absolute commitment to the service of the people – the noble reason and purpose for which government was created and is existing.

In reminding our clients of the manner we conduct our business as detailed in our various Citizen's Charters, we should constantly remind ourselves accordingly of our mission to deliver constantly, properly, respectfully, and with a sense of urgency the services needed by the public. As we've underlined our Pledge of Service in this document, I enjoin all my fellow employees at the Tourism Infrastructure and Enterprise Zone Authority to embed every word not only in our minds but, most importantly, in our hearts in order for our tenure in government to be fruitful and lasting.

To our beloved clientele, both external and internal, let us join hands in making a success of the commitment to service contained in this Handbook. The processes and procedures were painstakingly drawn up to elicit a standard and orderly execution of our systems and practices. It is our fervent hope that every transaction abides by these established flow of necessary steps to make your dealings with us more efficient. We will always be ready to address your needs and concerns. In unfortunate instances of shortcomings by any of us at TIEZA, we will make the appropriate rectification at the most expedient time and to the satisfaction of all concerned. It is our prime objective to continually improve the delivery of services by our multifarious organization, and this can be best achieved with the support and cooperation of the various communities we serve.

Altogether, we can create an environment where Ease of Doing Business is a reality and not a mere wish!


MARK T. LAPID
Chief Operating Officer



I. **Mandate**

The TIEZA shall be a body corporate which shall:

- designate, regulate and supervise the Tourism Enterprise Zones with the primary objective of encouraging investments
- develop, manage and supervise tourism infrastructure projects
- ensure strict compliance of the TEZ operator with the approved development plan
- continue to exercise functions previously exercised by the PTA under Presidential Decree No. 564, unless otherwise inconsistent with the other provisions of this Act:
 - implementing arm of the Department of Tourism
 - develop tourist zones
 - assist private enterprise
 - operate and maintain tourist facilities
 - assure land availability
 - coordinate all tourist project plans and operations

II. **Vision**

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

III. **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.

IV. **Pledge of Service**

We at TIEZA, in the pursuit of our mandate and to align our organizational objectives with national goals, are fully committed to:

1. Implement quality infrastructure and development projects to spur inclusive tourism growth;
2. Continually improve systems, processes, and prudent management of travel tax, assets, tourism enterprise zones, infrastructure projects, and other financial resources for the satisfaction of our stakeholders;
3. Enhance competencies, provide a conducive work environment, and encourage employees engagement in quality management;
4. Comply with public policies and all statutory and regulatory requirements, and the requisites of the ISO 9001 Standards of Quality Management Systems; and
5. Review periodically the suitability of our quality policy to make it adaptive and resilient through the changing times. We affirm to adopt this policy as we uphold our corporate values of excellence, integrity, and innovation.

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Head Office External Services



Travel Tax Department



1. PROCESSING OF FULL TRAVEL TAX PAYMENT

Office or Division:	Travel Tax Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizens of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Presents original passport and airline ticket to travel tax counter	1.1 Receives and evaluates the applicant's documents 1.2 Encodes pertinent data 1.3 Releases the original passport and documents to the applicant 1.4 Electronically tags the data to the cashier	N/A	2 mins	Travel Tax Officer C
2. Pays the full travel tax rate	2.1 Collects the full travel tax payment 2.2 Issues, signs, and releases the Receipt (passenger copy and airline copy)	First Class: Php 2,700.00 Second Class: Php 1,620.00	0.5 mins	Cashier



2. PROCESSING OF TRAVEL TAX EXEMPTION

Office or Division:	Travel Tax Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Persons qualified to be exempted from Travel Tax Payment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Presents the original passport and the documentary requirements as stated	1.1 Receives, evaluates, and duplicates the applicant's documents 1.2 Encodes pertinent data 1.3 Prints the Travel Tax Exemption Certificate (TEC) 1.4 Releases the original passport and documents to the applicant 1.5 Electronically tags the data to the Travel Tax supervisor for approval	None	2.5 mins	Travel Tax Officer C
	1.6 Reviews the documents 1.7 Signs the Travel Tax Exemption Certificate (TEC)	None	0.5 mins	Travel Tax Supervisor



3. PROCESSING OF REGULAR TRAVEL TAX REFUND

Office or Division:	Travel Tax Department					
Classification:	Simple					
Type of Transaction:	Government to Citizen					
Who may avail:	Persons qualified to avail Regular Travel Tax Refund					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)		
<p>1. Fills up and submits the TIEZA Refund Application Form No. 353</p> <p>Presents the original passport, airline ticket, and documentary requirements as stated</p> <p>Submits a Special Power of Attorney if the claimant is not the passenger</p>	<p>1.1 Receives, evaluates, and duplicates the applicant's documents</p> <p>1.2 Prepares the Acknowledgment Receipt (AR)</p> <p>1.3 Releases the AR, original passport, and other documents to the applicant</p> <p>1.4 Verifies the travel tax collection</p> <p>1.5 Posts the refund in the collection report or airline sales report, whichever is applicable</p>	None		Travel Tax Officer C		
	<p>1.6 Reviews the documents</p> <p>1.7 Recommends the payment of the refund</p>					Travel Tax Supervisor
	<p>1.8 Prepares the travel tax refund voucher</p>					



	<p>1.9 Reviews the documents</p> <p>1.10 Affixes initials on the travel tax refund voucher</p>			Division Manager
	<p>1.11 Signs the travel tax refund voucher</p>			Department Manager
	<p>1.12 Segregates copies of the travel tax refund voucher and supporting documents</p> <p>1.13 Releases the travel tax refund voucher and supporting documents to the Accounting Division for preparation and releasing of refund check</p>			Travel Tax Officer C



4. PROCESSING OF REDUCED TRAVEL TAX

Office or Division:	Travel Tax Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Persons qualified to avail Reduced Travel Tax			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Presents the original passport and the documentary requirements as stated	1.1 Receives, evaluates, and duplicates the applicant's documents 1.2 Encodes pertinent data 1.3 Prints the Reduced Travel Tax Certificate (RTTC) 1.4 Releases the original passport and documents to the applicant 1.5 Electronically tags the data to the Travel Tax Supervisor for approval	None	3 mins	Travel Tax Officer C
	1.6 Reviews the documents 1.7 Signs the Reduced Travel Tax Certificate (RTTC) 1.8 Electronically tags the data to the Cashier for collection of the Reduced Travel Tax		1 min	Travel Tax Officer C



<p>2. Pays the Reduced Travel Tax</p>	<p>2.1 Collects the Reduced Travel Tax</p> <p>2.2 Issues and signs the (passenger copy and airline copy)</p>	<p>Standard First Class: Php 1,350.00</p> <p>Economy: Php 810.00</p> <p>Privilege First Class: Php 400.00</p> <p>Economy: Php 300.00</p>	<p>0.5 min</p>	<p>Cashier</p>
	<p>2.3 Releases the RTTC and TIEZA Official Receipt (passenger copy and airline copy) to the applicant</p>		<p>0.5 min</p>	<p>Travel Tax Officer C</p>



Regional Offices External Services



BANAUE HOTEL AND YOUTH HOSTEL



BANAUE HOTEL AND YOUTH HOSTEL

1. 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:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Call, text or e-mail the hotel for room booking	1.1. Front Office Clerk checks room availability 1.2. If room is available, F.O clerk blocks room on the specified date 1.3. F.O clerk takes guest details 1.4. F.O clerk sends invoice	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.	2.1. Verify with the bank the deposit 2.2. F.O clerk sends a confirmation voucher and official receipt for the deposit made	Dependent on the rate of the room	Within 1 working day upon receipt of the deposit slip and verification of deposit to the bank.	Front Office Clerk/ Cashier on duty

2. 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:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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



3. 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:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
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



4. 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:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. E-mail request for cancellation and refund with the reason for cancellation 2. Provide further documentati on 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



5. 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:		BHYH – Front Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Guest approaches the reception for check-out.				
2. Surrender the keys to the front desk.	2.1. Front Office clerk calls housekeeper to check room vacated by guest/s			
3. Check the guest folio and its attachments	3.1. Checks the guest folio of the guest/s checking out for any unpaid charges or incidentals.	Dependent on the services incurred while in the hotel	5-10 minutes (for the whole transaction)	Front Office Clerk and housekeeping for this whole transaction
4. Pay for any unpaid charges via cash or credit card (if there are no incidental charges, proceed to step 5)	4.1. Gives the guest an official receipt (for cash) or the machine generated receipt for credit card for payment made			
5. Sign the guest folio	5.1. Give a copy of the guest folio to the guest			



6. 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:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Go to the reception or approach any hotel employee of the problem encountered	<p>1.1. Hear the complaint and investigate to know who and where to endorse the complaint to.</p> <p>1.2. Send department needed to attend to the problem (Maintenance Department for any water or plumbing problems, or housekeeping for room cleanliness)</p> <p>1.3. Resolve complaint</p> <p>1.4. Check with the guest if the complaint was attended to and resolved.</p>	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)

7. DINING SERVICES

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

Office or Division:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Guest/s comes to the restaurant	1.1. Welcome and seat the guests 1.2. Waiter gives menu to the guest/s.	Dependent on the ordered items	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
2. Place order to the waiter	2.1. Waiter takes order from guest/s then places orders to the kitchen 2.2. Kitchen prepares order of the guests			Waiter/ Cook
3. Enjoy the food	3.1 Waiter serve orders of guest/s		Waiter	
4. Ask the waiter for the bill	4.1. 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	5.1. Waiter presents bill to the guest/s on their table 5.2. Waiter takes payment from the guest/s		3-5 minutes	Waiter/ Cashier



8. TOUR SERVICES

Office or Division:	BHYH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Guest/s / Travel agent goes to the front desk to book/ schedule for a tour	2.1. Book/ schedule the guest as to the time agreed for the tour	Dependent on the tour booked	Immediate	F.O. clerk
2. Guest/s approach the front desk on the scheduled time/date of tour	2.1. F.O. clerk calls for the booked local tour guide and/or jeepney driver 2.2. 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.	3.1. F.O. cashier prepares for a tour slip of the tour		Dependent on the tour booked	F.O. cashier / Local tour guide/ Jeepney driver
4. After the tour, guest/s proceeds to front office. If the tour is on personal account, guest/s settles tour fees. If the tour is pre-arranged with travel agency, guest/s will just inform front office that the tour is finished.	4.1. If the 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. guest/s will just inform front office that the tour is finished.		10-15 minutes	



BALICASAG ISLAND DIVE RESORT



BALICASAG ISLAND DIVE RESORT

1. GUEST CHECK-IN (with Reservation)

Upon the guest/s arrival in the resort, 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
<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 resort 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 resort facilities and services	Front Office Clerk on duty for the whole transaction



2. GUEST CHECK-IN (without Reservation)

Upon the guest/s arrival in the resort, 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
<ol style="list-style-type: none"> 1. Proceed to the Reception Area for check-in 2. Fill-out the registration sheet 3. Pay for the rate of the room 	<ol style="list-style-type: none"> 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 resort 5. Give the keys to the guest and show direction to where their room is located 	<p>Depending on the rate of the room availed (see attached tariff rates on rooms)</p>	<p>5 minutes (for the whole transaction) or dependent if guest still has queries with regards to resort facilities and services</p>	<p>Front Office Clerk on duty for the whole transaction</p>

3. BOOKING CANCELLATION AND REFUND

If by fortuitous events, the guests have to cancel their trip and their room reserved in the resort 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		WH ERE TO SECURE		
<ol style="list-style-type: none"> 1. Request for Refund and Cancellation 2. Proof of Deposit 3. Official Receipt 		<ol style="list-style-type: none"> 1. Guest is to send an e-mail request. 2. The deposit slip from the bank when the guest deposited 3. From the resort 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. E-mail request for cancellation and refund with the reason for cancellation 2. Provide further documentation as required by the resort 	<ol style="list-style-type: none"> 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

4. 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	FEEES 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 resort		
5. Sign the guest folio	1. Give a copy of the guest folio to the guest			



5. 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



	<ol style="list-style-type: none">3. Waiter gives payment to the cashier4. Cashier issues official receipt for payment made5. Waiter brings to the table the change (if there are any) with official receipt and copy of the food check to the guest/s			
TOTAL:				

6. DIVE SERVICES

Balicasag Island offers one of the best dive spots in the world.

Office or Division:		Aqua 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. Go to the dive shop to book/ schedule for a dive	1. Book/ schedule the guest as to the time agreed for the dive		Immediate	Dive Master on duty for the whole transaction
2. If guest/s do not have their own gear/ equipment for the dive, choose from the dive shop's equipment/ gear for rent	1. Assist the guest/s on choosing gear/ equipment needed for rent 2. Dive Master prepares Aqua Voucher for all equipment rented with the type of dive booked then forward it to the reception to be added to the guest folio of the guest/s.	Dependent on the gear/ equipment rented	5-10 minutes	
3. Sign Diver's Information Sheet and Waiver	1. Have the guest sign the Diver's Information Sheet and Waiver 2. Dive Master will brief the guest/s before going to the dive	Dive Fee is dependent on the type of dive or if guest/s has a diver's license (see attached tariff rates)	10-15 minutes briefing before every dive	
4. If going for a dive using the guest's own	1. Assist guest/s on assembling their equipment and		10-15 minutes	

<p>equipment, it is advisable that they assemble their own equipment</p> <p>5. Enjoy the dive. But, always make sure to follow marine protection and preservation. Always follow dive master instructions to ensure safety.</p> <p>6. After the dive, guest/s can take a shower at the dive shop or go to their room. Leave dive equipment and gear to be cleaned and disinfected.</p> <p>7. Payment for the dive can be made upon check-out or after the dive at the reception.</p>	<p>loading it on the boat</p> <p>1. Guide and ensure that all safety protocols and marine and underwater preservation is being followed.</p> <p>1. Add charges to the guest folio of the guest/s. If guest/s prefers paying after the dive, receive payment and issue official receipt for payment made. If guest/s prefers to pay on their check-out, input charges to the guest folio.</p>		<p>30 minutes to 1 hour</p>	
TOTAL:				



7. 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 resort.

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 resort employee of the problem encountered	<ol style="list-style-type: none"> 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:				



CLUB INTRAMUROS GOLF COURSE



CLUB INTRAMUROS GOLF COURSE

1. TEE-TIME BOOKING

Office or Division:	Club Intramuros Golf Course			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Requests booking for a particular date/tee-time.	Reservations Office Clerk (ROC) checks for availability of request. If available, ROC blocks-off/tee-time and informs the client for confirmation. If not available, ROC will ask the client if he/she would prefer another date/tee time.		3 Minutes	Reservations Officer/Clerk
Client will pay the necessary fees to the cashier.	Cashier will issue an Official Receipt (OR).	Weekday Rates For Local Players: Green Fee – P800.00 Insurance – P30.00 Pull Cart – P50.00 Hole-in-One – P30.00 (Optional) Weekend Rate for Local Players: Green Fee – P1,000.00 Insurance – P30.00 Pull Cart – P50.00	2 Minutes	Cashier



		<p>Hole-in-One – P30.00</p> <p>Caddie Fee – P500.00 Golf Cart – P800.00</p> <p>Holiday Rate:</p> <p>Green Fee – P1,080.00</p> <p>For Foreign Players (Weekday/Weekend/Holiday)</p> <p>Green Fee – P1,500.00 Insurance – P30.00 Pull Cart – P50.00 Hole-in-One – P30.00</p>		
Client will present the OR to the Starter then proceeds to play.	Starter will verify the OR and assist the client.		1 Minute	Starter



2. WALK - IN PLAYERS

Office or Division:	Club Intramuros Golf Course			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Arrival at the Club Intramuros Golf Course and inquiry for available tee-time.	Walk-in clients will be informed of the available tee-times for the day.		3 Minutes	Reservations Officer/Clerk
Client will choose a particular tee-time and payment of necessary fees.	Cashier will issue an OR.	Weekday Rates For Local Players: Green Fee – P800.00 Insurance – P30.00 Pull Cart – P50.00 Hole-in-One – P30.00 (Optional) Weekend Rate for Local Players: Green Fee – P1,000.00 Insurance – P30.00 Pull Cart – P50.00 Hole-in-One – P30.00 Caddie Fee – P500.00	2 Minutes	Cashier



		<p>Golf Cart - P800.00</p> <p>Holiday Rate:</p> <p>Green Fee – P1,080.00</p> <p>For Foreign Players (Weekday/Weekend/Holiday)</p> <p>Green Fee – P1,500.00</p> <p>Insurance – P30.00</p> <p>Pull Cart – P50.00</p> <p>Hole-in-One – P30.00</p>		
Client can either wait or comeback for his/her turn to play.	If a previous booking was cancelled or forfeited, it will be offered to the first client on the wait list.		3 Minutes	Reservations Officer/Clerk
Client will present the OR to the Starter then proceeds to play.	Starter will verify the OR and assist the client.		1 Minute	Starter



3. DRIVING RANGE

Office or Division:	Club Intramuros Golf Course			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Client proceeds to the Driving Range and asks the cashier if there is an available stall.	If there is, cashier will ask the client how many bucket of balls he/she would be needing.	1 Bucket of Balls – P70.00	3 Minutes	Cashier
Client pays the cashier.	If no stall is available, client will be advised to wait or come back.			
Client proceeds to the stall.	Driving Range Assistant will bring the balls to the stall.		2 Minutes	Driving Range Assistant



4. RESTAURANT (DRIVING RANGE)

Office or Division:	Club Intramuros Golf Course			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Guest arrives at the restaurant.	Waiter will assist the guest to their seat and introduces the Restaurant menu		3 Minutes	Waiter
Client will choose food items.	Waiter takes order from the guest/s and takes it to the kitchen.		3 Minutes	Waiter
	Waiter sets-up table		1 Minute	Waiter
	Waiter serves starters, if ordered. Then will serve main course and dessert.		5 Minutes	Waiter
	Waiter checks food ordered and will ask cashier to prepare the bill. Waiter brings the bill to the guest.		2 Minutes	Cashier/Waiter
Guest pays bill.	Cashier issues OR. Waiter will thank the guests.	Amount will vary depending on the food item/s ordered.	1 Minute	Cashier/Waiter



GARDEN'S OF MALASAG ECO TOURISM VILLAGE



GARDEN'S OF MALASAG ECO TOURISM VILLAGE

1. 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 resort for room booking	1.1. Front Office Clerk checks room availability 1.2. If room is available, F.O clerk blocks room on specified date 1.3. F.O clerk takes guest details 1.4. F.O clerk records guest details in the reservation form	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.	2.1. Verify with the bank the deposit 2.2. F.O clerk place a confirmed note in the guest reservation form and sends official receipt for the deposit made	Dependent on the rate of the room (see attached tariff rates)	Within 1 working day upon receipt of the deposit slip and verification of deposit to bank.	Front Office Clerk/ Cashier on duty

2. GUEST CHECK-IN (with Reservation)

Upon the guest/s arrival in the resort, they proceed to the front desk 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		
1. Copy of confirmation voucher 2. Proof of payment (Official Receipt) 3. Valid ID		1. Issued by other booking partners (if booked online) 2. Issued by the resort if paid in advance 3. From the guest		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Front Desk for check-in	1. Welcome the guest/s.	None	3-5 minutes (for the whole transaction) or dependent if guest still has queries with regards to resort facilities and services	Front Office Clerk on duty for the whole transaction
2. Present a copy of the confirmation voucher and valid ID to the front office clerk	2.1. Ask for confirmation voucher and valid ID, check against records.			
3. Fill-out the registration form and guest folio	3.1. Give the guest a registration form and guest folio to fill-out 3.2. Brief the guest on time of breakfast and other services of the resort 3.3. Give the keys to the guest and show direction to where their room is located			
4. Receive the keys and proceed to the room assigned				

3. GUEST CHECK-IN (without Reservation)

Upon the guest/s arrival in the resort, they proceed to the front desk 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 Front Desk for check-in	1.1. Welcome the guest/s. 1.2. Show tariff rates and available room	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 resort facilities and services	Front Office Clerk on duty for the whole transaction
2. Fill-out the registration form and guest folio	2.1. If guest is okay with the rate and the room, F.O. clerk gives the guest a registration form and guest folio to fill-out 3.1. Issues official receipt of the payment made by the guest			
3. Pay for the rate of the room	3.2. Brief the guest on time of breakfast and other areas and services of the resort		End of Transaction	
4. Receive the keys and proceed to the room assigned	4.1. Give the keys to the guest and show direction to where their room is located			

4. BOOKING CANCELLATION AND REFUND

If by fortuitous events, the guests have to cancel their trip and their room reserved in the resort 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		
<ol style="list-style-type: none"> 1. Request letter for Refund and Cancellation 2. Proof of Deposit 3. Official Receipt 4. Valid ID 		<ol style="list-style-type: none"> 1. Guest sends e-mail request or submit directly to the front office. 2. The deposit slip from the bank when the guest deposited 3. Issued by the resort 4. From the guest 		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. E-mail request for cancellation and refund with the reason for cancellation or submit directly to the front office 2. Provide further documentation as required by the resort 3. Guest/s claims and receives issued check for refund 	<ol style="list-style-type: none"> 1.1. Check if guest is entitled for refund (see attached TIEZA Cancellation Policy) 2.1. If the guest is entitled for a refund based on policy, F.O. clerk will ask for other pertinent documents 2.1. F.O. will give the request to the accounting department for processing 3.1. Once the check is ready, front office clerk will inform the guest for claim of the check 	None	1 Week (for this whole transaction)	Front Office Clerk/ Accounting Clerk for the whole transaction

5. GUEST CHECK-OUT

Standard check-out time is at 12:00 noon. Before this time, guests are expected to check-out from their rooms and proceed to the front desk 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 front desk for check-out.	1.1. Front Office clerk attends to guest for check-out	Dependent on the services incurred while in the resort	5-10 minutes (for the whole transaction)	Front Office Clerk and housekeeping for this whole transaction
2. Surrender the keys to the front desk.	2.1. Front Office clerk calls housekeeper to check room vacated by guest/s			
3. Check the guest folio and its attachments	3.1. Checks the guest folio of the guest/s checking out for any unpaid charges or incidentals			
4. Pay for any unpaid charges via cash only (if there are no incidental charges, proceed to step 5)	4.1. Front office clerk issued an official receipt for the payment made			
5. Sign the guest folio	5.1. Give a copy of the signed guest folio to the guest			

6. 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 resort.

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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the front desk or approach any resort employee of the problem encountered	<p>1.1. Hear the complaint and investigate to know who and where to endorse the complaint to.</p> <p>1.2. Send department needed to attend to the problem (Maintenance Department for any water or plumbing problems, or housekeeping for room cleanliness)</p> <p>1.3. Resolve complaint</p> <p>1.4. Check with the guest if the complaint was attended to and resolved.</p>	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)



7. 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	1.1. Welcome and seat the guests 1.2. Waiter gives menu to the guest/s.		Immediate	Waiter
2. Place order to the waiter	2.1. Waiter takes order from guest/s then places orders to the kitchen 2.2. 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	3.1. Waiter serves orders of guest/s			Waiter
4. Ask the waiter for the bill	4.1. Cashier prepares food check of the guests based on order slip from waiters		3-5 minutes	Waiter/ Cashier

<p>5. Check the bill and pay either in cash or credit card</p>	<p>5.1. Waiter presents bill to the guest/s on their table</p> <p>5.2. Waiter takes payment from the guest/s</p> <p>5.3. Waiter gives payment to the cashier</p> <p>5.4. Cashier issues official receipt for payment made</p> <p>5.5. Waiter brings to the table the change (if there are any) with official receipt and copy of the food check to the guest/s</p>	<p>Dependent on the ordered items</p>	<p>3-5 minutes</p>	<p>Waiter/ Cashier</p>
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8. DAY TOUR

Upon the guest/s arrival in the resort, they proceed to the front desk to inquire for day tour or swimming activity.

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 Front Desk and see attached tariff	1.1. Welcome the guest/s. 1.2. Show tariff rates of the resort's facilities and services	Entrance fee: Adult- P50 Kid- P40 Swimming Pool fee: Adult- P50 Kid- P40 Pictorial Fee: P150/head	2 minutes	Front Office Clerk on duty
2. Pay for the rate of the resort's services based on the tariff	2.1. Front office issues ticket or official receipt for services availed			
3. Present entrance ticket to the guard, swimming pool ticket to the in-charge and OR to the resto cashier for claims of pictorial consumable food	3.1. Personnel In-charge check and verify the ticket and OR issued by the front office clerk		2 minutes	Guard on duty, Swimming pool In-charge Restaurant Cashier
4. Guest/s enter the premises				



**INTRAMUROS AND RIZAL BAGUMBAYAN
LIGHT AND SOUND MUSEUM**



INTRAMUROS AND RIZAL BAGUMBAYAN LIGHT AND SOUND MUSEUM

1. BIG GROUPS

Office or Division:		Intramuros and Rizal Bagumbayan Light and Sound Museum		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Citizens of the Philippines		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the Reservation Officer (for walk-in reservation)		Entrance Fee: P150 per person P120 for Senior Citizen and PWD	5 mins	IRBLSM Staff
2. Inform staff of planned date and time of visit	2.1. Check availability of date and time and advice client if date and time requested are available 2.2. After finalizing the schedule, book the group on the whiteboard and logbook on the specified time and date		5 mins	IRBLSM Staff
3. Proceed to the cashier and pay the required down payment	3.1. Receive payment and issue official receipt to the client		3 mins.	IRBLSM Cashier
4. Received Official Receipt	4.1. Record the payment of the group for confirmation		2 mins.	IRBLSM Cashier



2. WALK-INS

Office or Division:	Intramuros and Rizal Bagumbayan Light and Sound Museum			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizens of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the counter.	<p>1.1. Provide the client with information/ guidelines for the Light and Sound show.</p> <p>1.2. Inform the client if requested time is available, or if walk-ins are willing to join other groups.</p> <p>1.3. Do the headcount for the guests who will view the presentation.</p>	<p>Entrance Fee:</p> <p>P150 per person</p> <p>P120 for Senior Citizen and PWD</p>	5 mins	IRBLSM Staff
2. Proceed to the Cashier and pay the required entrance fees.	2.1. Receive payment and issue official receipt (O.R.) to the client.		3 mins	IRBLSM Staff
3. Received Official Receipt.	3.1. Record the payment of the group confirmation.		2 mins.	IRBLSM Cashier



3. ON THE DAY OF THE TOUR

Office or Division:	Intramuros and Rizal Bagumbayan Light and Sound Museum			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizens of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the counter and present the official receipt.	1.1. Verify Official Receipt.		2 mins	IRBLSM Staff
2. Arrival of guests.	2.1. Usher the guests in the lobby and request them to be seated first. 2.2. For big groups, they have to wait in the lobby, until the whole group has arrived. 2.3. Request them to line up for headcount. Count the actual number of viewers as they enter the Museum.	Entrance Fee: P150 per person P120 for Senior Citizen and PWD	5 to 10 mins	IRBLSM Staff
3. Pay the remaining balance per actual headcount.	3.1. Limit number of guests to 50pax/ presentation. 3.2. Collect payment and issue Official Receipt.		3 mins.	IRBLSM Cashier
4. Received Official Receipt.	4.1. Record the payment of the group confirmation.		2 mins.	IRBLSM Cashier



ZAMBOANGA GOLF COURSE AND BEACH PARK



ZAMBOANGA GOLF COURSE AND BEACH PARK

1. GOLF MEMBERSHIP

Office or Division:	Zamboanga Golf Course and Beach Park			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Approach ZGCBP personnel for queries	Personnel entertains client		10 Minutes	Golf Receptionist
Present fully accomplished form, identification card (for senior)	Personnel receives payment	Membership Fee – Php2,000 Regular – Php1,800 3 Months Advance – Php 5,400 Senior – Php 1,440 3 Months Advance – Php 4,320	2 Minutes	



2. PICTORIALS

Office or Division:	Zamboanga Golf Course and Beach Park			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Client approaches ZGCBP Personnel for Queries	Personnel Entertains clients		10 Minutes	Golf Receptionist
Applicant pays pictorial fee	Personnel receives payment	Php 1,000	2 Minutes	Cashier



3. PAYMENT OF ENTRANCE FEE

Office or Division:	Zamboanga Golf Course and Beach Park			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Client/Customer approaches entrance fee collector	Personnel assess number of clients		10 Minutes	Collector
Client/Customer pays entrance fee	Personnel receives payment	Social Hall – Php 1,500.00 Big Picnic Shed – Php600.00 Small Picnic Shed – Php400.00 Family Shed – Php600.00 Picnic Shed – Php200.00 Picnic Table (New) – Php100.00 Picnic Table (Old) – Php60.00 Day Rate Adult – Php40.00 Child – Php20.00 Night Rate Adult – Php50.00	1 minute	Collector



4. PAYMENT OF FACILITIES RENTAL

Office or Division:	Zamboanga Golf Course and Beach Park			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Client approaches ZGCBP personnel for queries	Personnel entertains client	(Regular) Weekdays Php750.00 Weekends Php 850.00 (Seniors) Weekdays Php610.00 Weekends Php710.00 Tourist Php1,650	10 Minutes	Golf Receptionist Cashier



5. WALK – IN GOLFERS

Office or Division:	Zamboanga Golf Course and Beach Park			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
Client/Customer pays facilities rental fee	Personnel Assess facility used by client/customer	Social Hall – Php 1,500.00	1 Minute	Facility Rental Collector
	Personnel receives payment	Big Picnic Shed – Php600.00		
		Small Picnic Shed – Php400.00		
		Family Shed – Php600.00		
		Picnic Shed – Php200.00		
		Picnic Table (New) – Php100.00		
Picnic Table (Old) – Php60.00				



VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Service quality rating or feedbacks can be done by:</p> <ul style="list-style-type: none"> • Filling out feedback forms that can be found in every Travel Tax offices, counters, and front desk of TIEZA entities; or • Furnish the Office of the Chief Operating Officer of feedbacks through its landline at (02) 8249-5990 or email at ocoo@tieza.gov.ph.
How feedbacks are processed?	<p>Upon receipt of the feedback, the receiving officer/employee will furnish the concerned TIEZA Office for their information and reference. The concerned TIEZA Officer will be given 3 working days to reply to feedbacks that need response or action.</p>
How to file a complaint?	<ul style="list-style-type: none"> • For Travel Tax complaints, please call: Travel Tax Department at (02) 8249-5900 loc. 641, 643 or 646 • For TIEZA Entities complaints, please call: Operations Department at (02) 8249-5900 loc. 734 <p>Personal delivery of complaints may also be sent or delivered to:</p> <p>TIEZA Legal Department at 7th flr., TIEZA Office, Tower 1, Double Dragon Plaza, DD Meridian Park, Macapagal Ave. corner EDSA extension Pasay City.</p>



How complaints are processed?	Complaints are processed in accordance with the TIEZA Whistle Blowing Policy as approved by TIEZA Board of Directors through TIEZA Board Resolution No. R-24-07-18-G. Copy of the WBP can be retrieved and viewed at tieza.gov.ph .
Contact information of CCB, PCC, ARTA	<ul style="list-style-type: none">• Contact Center ng Bayan: 0908-881-6565 email@contactcenterngbayan.gov.ph• Presidential Complaints Center: 8888• Anti-Red Tape Authority: - Complaints portal: http://arta.gov.ph/pages/complaintform.php - Email: complaints@arta.gov.ph - Phone: (02) 478-5091 / 478-5099 / 478- 5093



VII. List of Offices

Office	Address	Contact Information
Office of the Chief Operating Officer	7 th flr., TIEZA Office, Tower 1, Double Dragon Plaza, DD Meridian Park, Macapagal Avenue Corner EDSA Extension Pasay City.	(02) 8249-5900
Legal Services Department		
Office of the Corporate Secretary/Freedom of Information/Compliance Officer		
Assets Management Sector		
Operations Department		
Banaue Hotel and Youth Hostel	Ilogue, Banaue, Ifugao	(+63)9275702355/ (+63)9084007596
Balicasag Island and Dive Resort	Balicasag Island, Bohol	(+63)9282176810/ (+63)9062388561
Club Intramuros Gold Course	Bonifacio Drive, Intramuros, Manila City	(02) 8526-1291
Gardens of Malasag Eco Tourism Village	Malasag Hill, Cugman, Cagayan de Oro City, Misamis Oriental, Cagayan de Oro, Misamis Oriental	(088) 8855-6183/ (+63)9178968873
Intramuros and Rizal Bagumbayan Light and Sound Museum	Victoria St, Intramuros, Manila City	(02) 9524-2827
Zamboanga Golf Course and Beach Park	Zamboanga City, Zamboanga del Sur	(062) 991-1796