

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY



GARDENS OF MALASAG ECO TOURISM VILLAGE

CITIZEN'S CHARTER

2021 (1st Edition)





TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY



GARDENS OF MALASAG ECO TOURISM VILLAGE

CITIZEN'S CHARTER 2021 (1st Edition)

Page **1** of **21**



THE GARDENS OF MALASAG ECO TOURISM VILLAGE

The resort has a panoramic view of Cagayan de Oro City and Macajalar Bay. Perceived as the living museum of Northern Mindanao that preserves the cultural heritage of indigenous people of the region. Perfect place for meditation, seminar and garden wedding. The place is a DENR Accredited Rescue Center.

This 7.2-hectare ecologically- friendly cultural habitat located within the slopes of the Cugman Watershed in Cagayan de Oro City provides accommodation facilities (26 cottages, 2 family rooms and 4 dormitory-type rooms), restaurant, function hall (Air Conditioned and Non-Air Conditioned), aviary, hanging bridge, campground, swimming pool, and children's playground.

Commune with nature, relaxed and rejuvenated. Visitors can enjoy the fresh, clean and green atmosphere.

Gardens of Malasag Eco Tourism Village 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



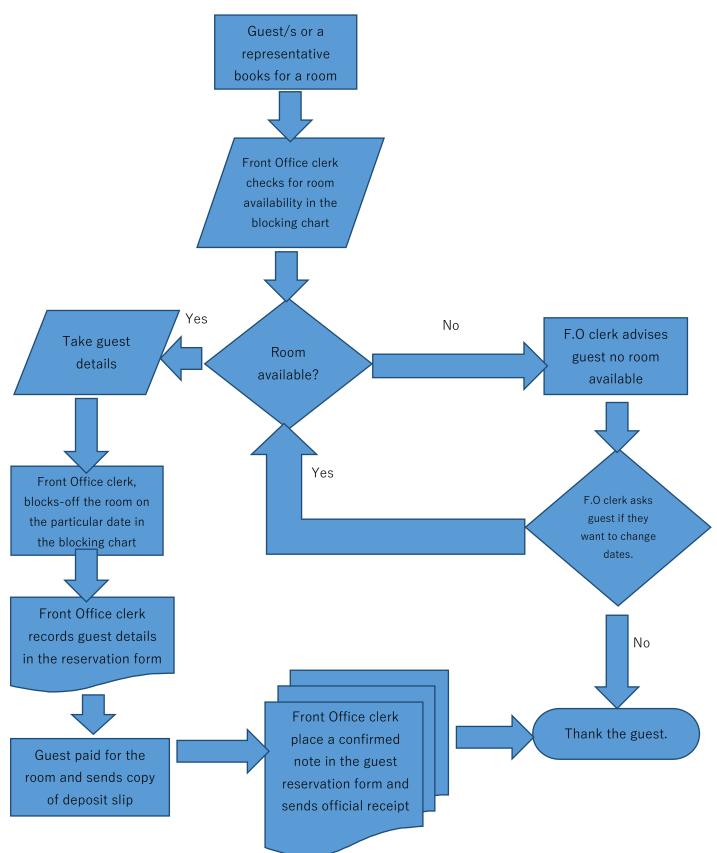
SERVICES

RESERVATION	5
CHECK-IN	7
BOOKING CANCELLATION AND REFUND	10
GUEST CHECK-OUT	12
GUEST COMPLAINTS FLOWCHART	14
RESTAURANT ORDERING	16
DAY TOUR	19



RESERVATION FLOWCHART

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





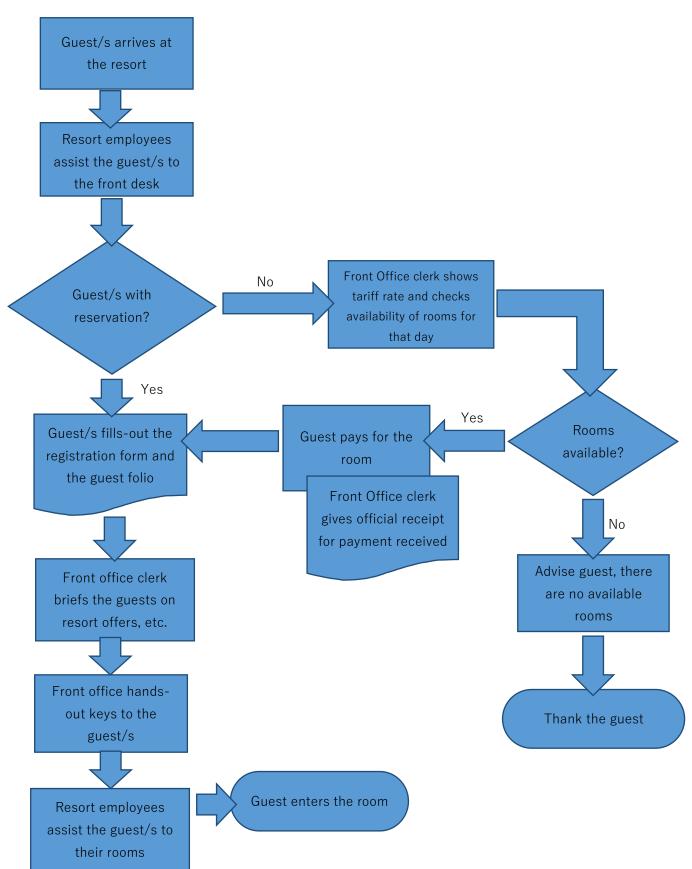
GUEST RESERVATIONS

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 O	ffice		
Classification:		Simple			
Type of Transacti	on:	G2C – (Government to Customer		
Who may avail:		All			
CHECKLIST OF	REQUIREN	/IENTS	,	WHERE TO SEC	URE
r	n/a			n/a	
CLIENT STEPS	AGEN ACTIO	NC	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, text or e-mail the resort for room booking	 Front O Clerk ch room availabi If room availabl clerk blo room or specifie F.O cle guest d F.O cle records details i reserva form 	hecks lity is e, F.O ocks n d date rk takes etails rk guest n the	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.	form Verify with the bank the deposit 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. End of Transaction	Front Office Clerk/ Cashier on duty
		TOTAL:			



CHECK-IN FLOWCHART





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 O	ffice		
Classification:		Simple			
Type of Transaction	on:		Government to Customer		
Who may avail:		Guest/s	checking-in w	ith reservations	
CHECKLIST OF	REQUIREN	IENTS		WHERE TO SEC	URE
 Copy of confirm Proof of payme Receipt) Valid ID 		ner	online)	he resort if paid ir	artners (if booked n advance
	AGEN	CY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIO	-	BE PAID	TIME	RESPONSIBLE
 Proceed to the Front Desk for check-in 	1. Welcor guest/s	ne the	None	3-5 minutes (for the whole transaction) or dependent if guest still has	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	 Ask for confirmation voucher and valid ID, check against records. 			queries with regards to resort facilities and services	
 Fill-out the registration form and guest folio 	 Give the guest a registration form and guest folio to fill-out Brief the guest on time of breakfast and other services of the resort 			End of Transaction	
4. Receive the keys and proceed to the room assigned	of the resort 1. Give the keys to the guest and show direction to where their room is located				
		TOTAL:			

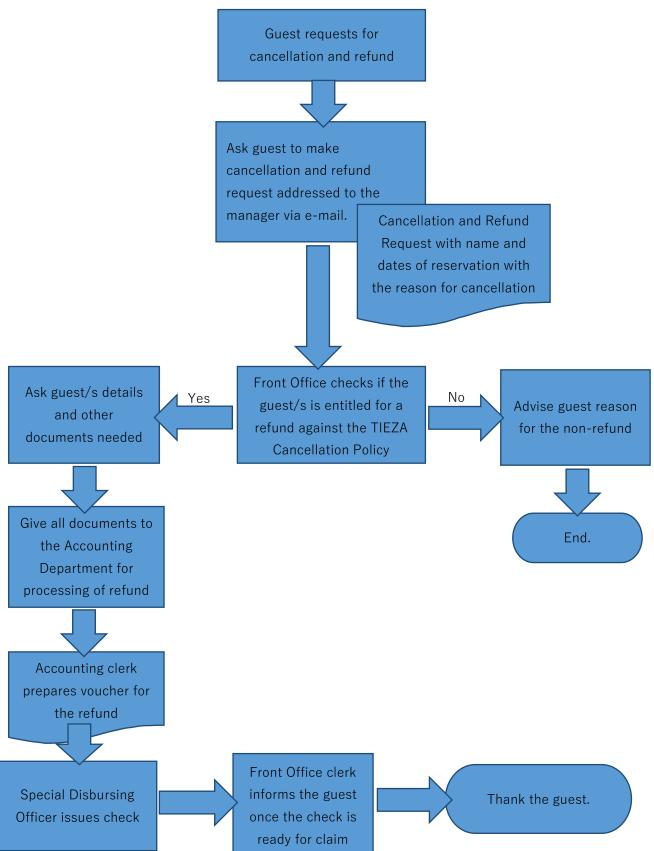


GUEST CHECK-IN (without Reservation)

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.

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. Welcome the guest/s. 5 minutes (for the whole transaction) or dependent if guest still has queries with regards to resort facilities and services 5 minutes (for the whole transaction) or dependent if guest still has queries with regards to resort facilities and services 2. Fill-out the registration form and guest folio 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 Depending of the room availed (see attached tariff rates on rooms) The room securities and services 3. Pay for the room 1. Issues official receipt of the payment made by the guest End of Transaction 4. Receive the keys and proceed to the room assigned 1. Give the keys to the guest and show direction to where their room is located End of Transaction	Office or Division		Front O	ffice		
Who may avail: All CHECKLIST OF REQUIREMENTS WHERE TO SECURE n/a n/a n/a n/a CLIENT STEPS AGENCY ACTION PESTO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Velcome the guest/s. 5 minutes (for the whole transaction) or dependent if guest still has queries with registration form and guest folio 1. If guest is registration form and guest folio Depending on the rate and the rate and the registration form and guest folio to fill-out Depending on the rate aregistration form and guest folio to fill-out The registration form and guest folio to fill-out Depending on rooms) registration resort facilities and services Front Office Clerk on duty for the whole transaction 3. Pay for the rate of the room 1. Issues official receipt of the payment made by the guest Depending 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 1. Give the keys to the guest and show End of Transaction						
Who may avail: All CHECKLIST OF REQUIREMENTS WHERE TO SECURE n/a n/a n/a n/a CLIENT STEPS AGENCY ACTION PESTO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Velcome the guest/s. 5 minutes (for the whole transaction) or dependent if guest still has queries with registration form and guest folio 1. If guest is registration form and guest folio Depending on the rate and the rate and the registration form and guest folio to fill-out Depending on the rate aregistration form and guest folio to fill-out The registration form and guest folio to fill-out Depending on rooms) registration resort facilities and services Front Office Clerk on duty for the whole transaction 3. Pay for the rate of the room 1. Issues official receipt of the payment made by the guest Depending 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 1. Give the keys to the guest and show End of Transaction	Type of Transact	on:		Government to	Customer	
n/an/aCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Proceed to the Front Desk for check-in1. Welcome the guest's.5 minutes (for the whole transaction) or dependent if guest still has queries with registration form and guest folio1. If guest is okay with the room, F.O. clerk gives the guest a registration form and guest folioDepending on the rate of the room availed (see attached tariff rates on rooms)Depending on the rate of the room availed (see attached tariff rates on rooms)Siminutes (for the whole transaction) or dependent if guest still has queries with registration form and guest folio to fill-outDepending on the rate of the room availed (see attached tariff rates on rooms)Siminutes (for the whole transaction) or dependent if guest still has queries with resort facilities and services3. Pay for the rate of the room1. Issues official receipt of the payment made by the guest 2. Brief the guest on time of breakfast and other areas and services of the resortEnd of Transaction4. Receive the keys and proceed to the room assigned1. Give the keys to the guest and show direction to where their room is locatedEnd of Transaction			All	-		
CLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Proceed to the Front Desk for check-in1. Welcome the guest/s.5 minutes (for the whole transaction) or dependent if guest still has queries with registration form and guest folio1. If guest is okay with the rate and the room, F.O. clerk gives the guest a registration form and guest folioDepending of the room availed (see attached tariff rates on the rate of the rooms)5 minutes (for the whole transaction) or dependent if guest still has queries with regards to resort facilitiesPERSON RESPONSIBLE2. Fill-out the registration form and guest folio1. If guest is ookay with the room, F.O. clerk gives the guest a registration form and guest folio to fill-outDepending on the rate of the room availed (see attached tariff rates on rooms)S minutes (for the whole transaction) or dependent if guest still has queries with regards to resort facilities3. Pay for the rate of the room1. Issues official receipt of the payment made by the guest 2. Brief the guest on time of breakfast and other areas and services of the resortS minutes (for the whole transactionPERSON Clerk on duty for the whole transaction4. Receive the keys and procced to the room assignedS minutes (for the keys to the guest and show direction to where their room is locatedEnd of Transaction	CHECKLIST OF	REQUIREN	IENTS		WHERE TO SEC	URE
CLIENT STEPSACTIONBE PAIDTIMERESPONSIBLE1. Proceed to the Front Desk for check-in1. Welcome the guest/s.5 minutes (for the whole transaction) or dependent if guest still has queries withFront Office Clerk on duty for the whole transaction2. Fill-out the registration form and guest folio1. If guest is okay with the rate and the guest folioDepending on the rate of the room availed (see attached tariff rates on rooms)Services and servicesFront Office Clerk on duty for the whole transaction3. Pay for the rate of the room1. Is uses official recipit of the payment made by the guestDepending on the rate of the room availed (see attached tariff rates on rooms)Services and servicesFront Office Clerk on duty for the whole transaction3. Pay for the room1. Is uses official receipt of the payment made by the guestServices of the resortFront Office the whole transaction4. Receive the keys and proceed to the room assigned1. Give the keys to the guest and show direction to where their room is locatedEnd of Transaction		n/a			n/a	
the Front Desk for check-inguest/s.the whole transaction) or dependent if guest still has queries with regards to resort facilities and servicesClerk on duty for the whole transaction) or dependent if guest still has queries with regards to resort facilities and services2. Fill-out the registration form and guest folio1. If guest is okay with the rate and the room, F.O. clerk gives the guest a registration form and guest folioDepending on the rate of the room availed (see attached tariff rates on rooms)Clerk on duty for the whole transaction) or dependent if guest still has queries with resort facilities and services3. Pay for the rate of the room1. Issues official receipt of the payment made by the guestDepending on rooms)Clerk on duty for the whole transaction4. Receive the keys and proced to the room assigned2. Brief the guest and show direction to where their room is locatedEnd of Transaction	CLIENT STEPS					
registration form and guest foliookay with the rate and the room, F.O. clerk gives the guest a registration form and guest folio to fill-outon the rate of the room availed (see attached tariff rates on rooms)resort facilities and services3. Pay for the rate of the room1. Issues official receipt of the payment made by the guest1. Issues official receipt of the payment made by the guestservices4. Receive the keys and proceed to the room1. Give the keys and show direction to where their room is located1. Give the keys to the guestEnd of Transaction	the Front Desk for	guest/s 2. Show t rates a availab	s. ariff nd		the whole transaction) or dependent if guest still has	Clerk on duty for the whole
 3. Pay for the rate of the room 4. Receive the keys and proceed to the room 4. Receive the keys and proceed to the room 4. Receive the keys and proceed to the room 4. Receive the keys to the guest and show direction to where their room is located 	registration form and	okay w rate an room, F clerk gi guest a registra form ar guest f	ith the d the O. ves the ation nd	on the rate of the room availed (see attached tariff rates	regards to resort facilities	
4. Receive the keys and proceed to the room assignedto the guest and show direction to where their room is locatedEnd of Transaction	rate of the	 Issues of receipt payment by the g Brief the on time of breakfas other are services resort 	of the at made guest guest of at and eas and of the			
	keys and proceed to the room	to the g and sho direction where t room is	uest ow n to heir located			





BOOKING CANCELLATION AND REFUND



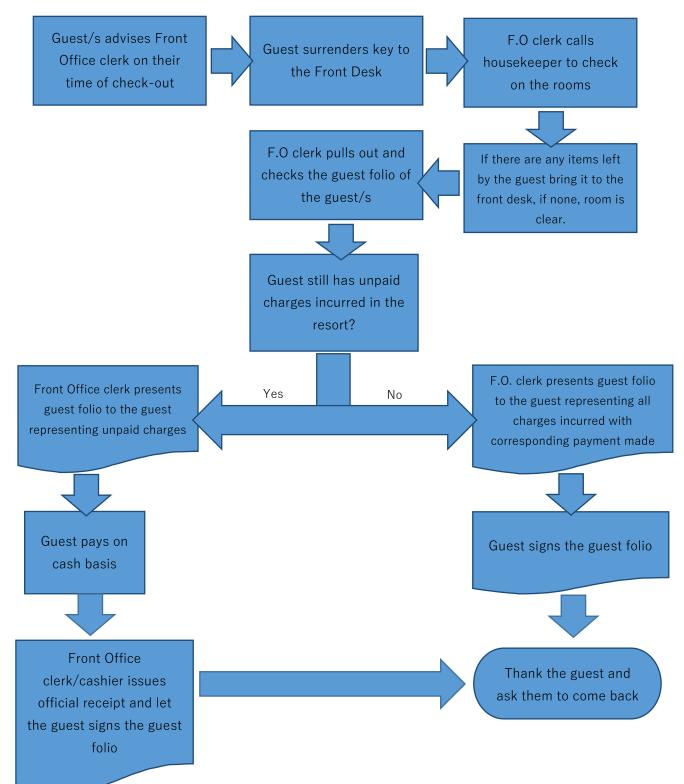
BOOKING CANCELLATION AND REFUND

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

Office or Division:	Front Off	lice			
Classification:	Simple				
Type of Transaction:			overnment to Customer		
Who may avail:			o have to cancel b		
CHECKLIST OF REQUIRE	IENTS	\ \	WHERE TO SEC	URE	
 Request letter for Refund a Cancellation Proof of Deposit Official Receipt Valid ID 	directly to	the resort			
CLIENT STEPS AGENCY	ACTION	BE PAID	TIME	RESPONSIBLE	
and refund with the reason for cancellation or submit directly to the front office 2. Provide further documentation as required by the resort 1. If the entitle refund on policy 2. F.O. v the re proces	tled for I (see ed TIEZA ellation) guest is d for a I based icy, F.O. vill ask for pertinent nents vill give quest to counting ment for ssing	None	1 Week (for this whole transaction)	Front Office Clerk/ Accounting Clerk for the whole transaction	
and receives is read issued check office for refund inform guest	the check dy, front clerk will the for claim check		End of Transaction		
	TOTAL:				



GUEST CHECK-OUT FLOWCHART





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 Off	ice and House	keeping Departm	ent
Classification:		Simple			
Type of Transaction	:		overnment to (
Who may avail:			-in guests due		
CHECKLIST OF	REQUIREN	IENTS		WHERE TO SEC	URE
	n/a			n/a	
CLIENT STEPS	AGENCY		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Guest approaches the front desk for check-out. 	1. Front C clerk a guest f check-	ttends to or		5-10 minutes (for the whole transaction)	Front Office Clerk and housekeeping for this whole transaction
2. Surrender the keys to the front desk.	 Front Office clerk calls housekeeper to check room vacated by guest/s 				
3. Check the guest folio and its attachments	 Checks the guest folio of the guest/s checking out for any unpaid charges or incidentals 				
 Pay for any unpaid charges via cash only (if there are no incidental charges, proceed to step 5) 	 Front office clerk issued an official receipt for the payment made 		Dependent on the services incurred while in the resort		
5. Sign the guest folio	2. Give a copy of the signed guest folio to the guest			End of Transaction	
		TOTAL:			



GUEST COMPLAINTS FLOWCHART

Guest goes to the front desk or to any resort employees to complain

> Determine which department is involved with the complaint to endorse it

• For room maintenance problems, call for the housekeeping and maintenance department, for employee-related complaints, call for the supervisor or the OIC, etc.

Send department needed to solve the problem/ complaint

> Apologize to the gues that the event happened

> > Once solved, ask the guest if everything was taken cared of and note on the complaint

> > > Thank the guest for bringing the complaint to our attention



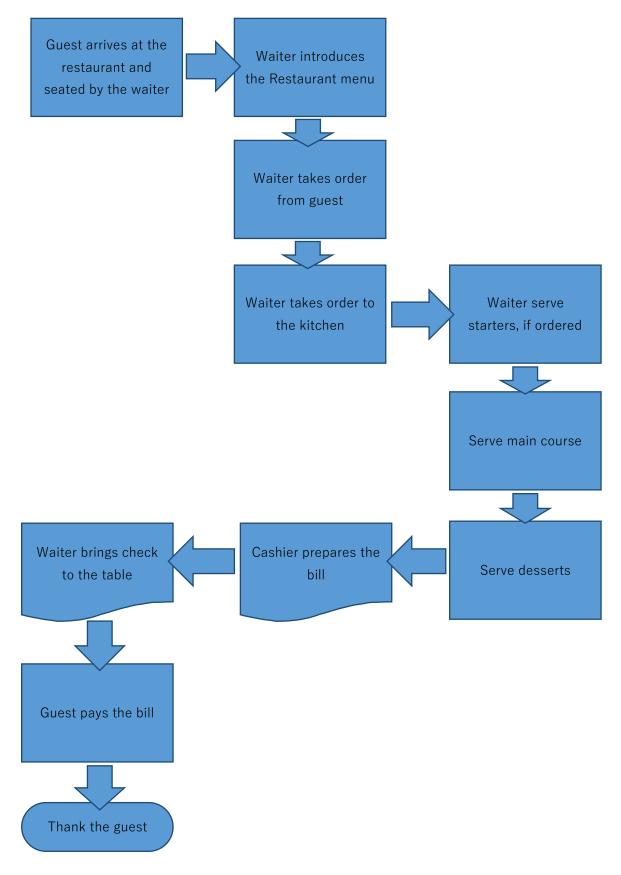
GUEST COMPLAINTS

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 Off	ice			
Classification:		Simple				
Type of Transaction	:		overnment to C	Customer		
Who may avail:		All				
CHECKLIST OF	REQUIREM		١	WHERE TO SEC	URE	
	n/a			n/a		
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Go to the front desk or approach any resort employee of the problem encountered 	 investig know v where endors compla 2. Send departin needed attend probler (Mainte Departin any wa plumbin probler housel for root cleanlin 3. Resolv compla 4. Check guest in compla 	aint and gate to who and to be the aint to. ment d to to the ment for ater or ng ms, or keeping ms, or keeping mess) re aint with the f the aint was ed to and ed.	None	15-30 minutes dependent on the complaint End of Transaction	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 FLOWCHART





DINING SERVICES

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

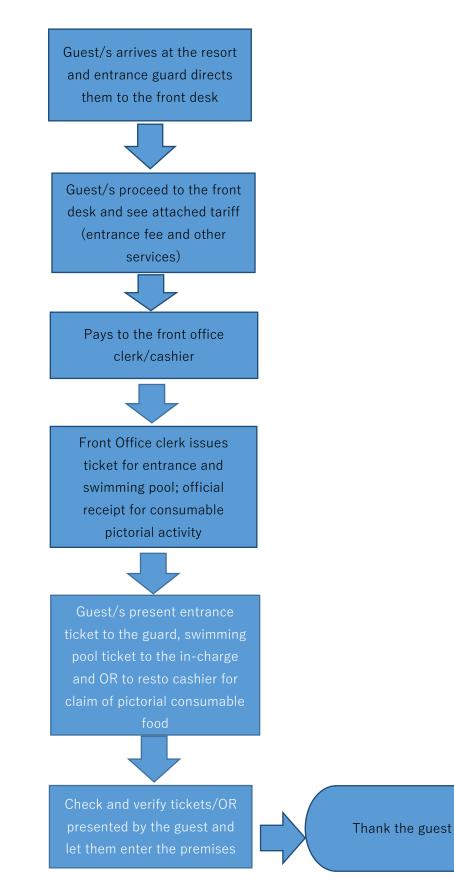
Office or Division:		Food and	Beverage Se	rvice Department	
Classification:					
Type of Transaction	:		Government to Customer		
Who may avail:		All			
CHECKLIST OF	REQUIREN	IENTS		WHERE TO SEC	URE
	n/a			n/a	
CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
1. Guest/s comes to the restaurant	 Welcor seat th Waiter menu t guest/s 	e guests gives o the		Immediate	Waiter
2. Place order to the waiter	 Waiter takes order from guest/s then places orders to the kitchen 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	 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	table 2. Waiter	he s on their takes nt from	Dependent on the ordered items	3-5 minutes	Waiter/ Cashier



 Waiter gives payment to the cashier Cashier issues official receipt for payment made Waiter brings to the table the change (if there are any) with official receipt and copy of the food check to the guest/s 	End of Transaction	
TOTAL:		



DAY TOUR FLOWCHART





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 O	ffice		
Classification:		Simple			
Type of Transacti					
Who may avail:	-	All			
CHECKLIST OF	REQUIREN	IENTS	,	WHERE TO SEC	URE
r	n/a			n/a	
CLIENT STEPS	AGEN	ICY	FEES TO	PROCESSING	PERSON
CLIEINT STEPS	ACTI		BE PAID	TIME	RESPONSIBLE
 Proceed to the Front Desk and see attached tariff 	 Welcome the guest/s. Show tariff rates of the resort's facilities and services Front office issues ticket or official receipt for services availed 		Entrance fee: Adult- P50	2 minutes	Front Office Clerk on duty
2. Pay for the rate of the resort's services based on the tariff			Kid- P40 Swimming Pool fee: Adult- P50 Kid- P40 Pictorial Fee: P150/head		
 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 Guest/s enter 	1. Person charge and ve ticket a issued front of clerk	check rify the Ind OR by the		2 minutes	Guard on duty, Swimming pool In-charge Restaurant Cashier
the premises				End of Transaction	
		TOTAL:			



TIEZA OFFICE

OFFICE	ADDRESS	CONTACT INFORMATION
Gardens of Malasag	Malasag, Cugman,	Mobile Number:
Eco Tourism Village	Cagayan de Oro City	+63 917 896 8873
		E-mail: <u>gardensofmalasag@tieza.gov.ph</u> tiezagardensofmalasag@gmail.com
TIEZA – Operations	7 th floor, Tower 1,	Trunk Line:
Department, Assets	Double Dragon Plaza,	(02) 8249-5900 to 79
Management Sector	Double Dragon	local 734
	Meridian Park,	
	Macapagal Avenue	
	corner EDSA	
	Extension, Bay Area, Pasay City 1302	
TIEZA – Marketing	7 th floor, Tower 1,	Trunk Line:
and Sales Division	Double Dragon Plaza,	(02) 8249-5900 to 79
(Reservation)	Double Dragon Meridian Park,	local 739 or 741
	Macapagal Avenue	Direct Line:
	corner EDSA	(02) 8249-5989
	Extension, Bay Area,	
	Pasay City 1302	E-mail:
		sales@tieza.gov.ph