



**TOURISM INFRASTRUCTURE AND ENTERPRISE
ZONE AUTHORITY**



**GARDENS OF MALASAG
ECO TOURISM VILLAGE**

CITIZEN'S CHARTER
2021 (1st Edition)



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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

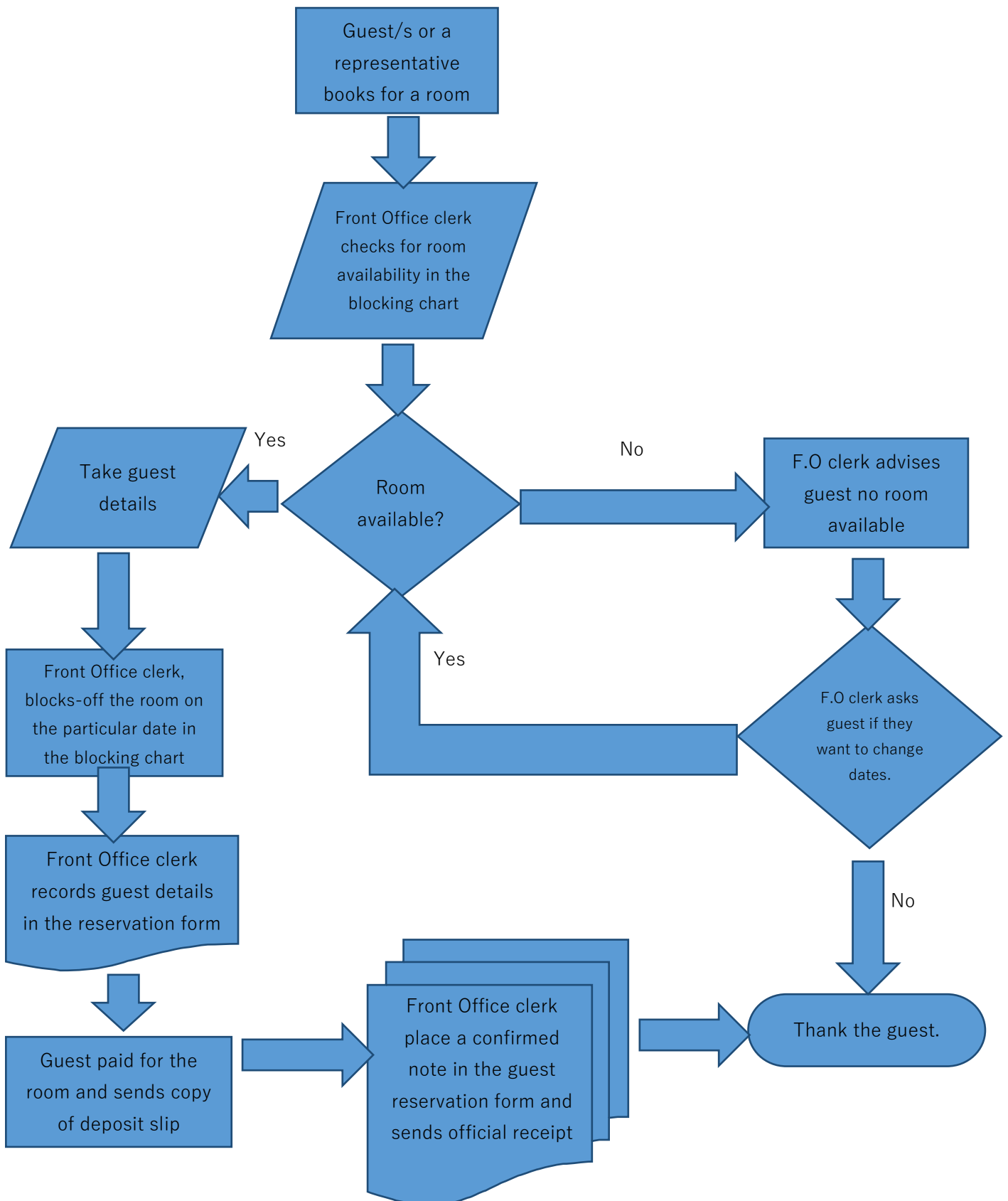


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RESERVATION FLOWCHART

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





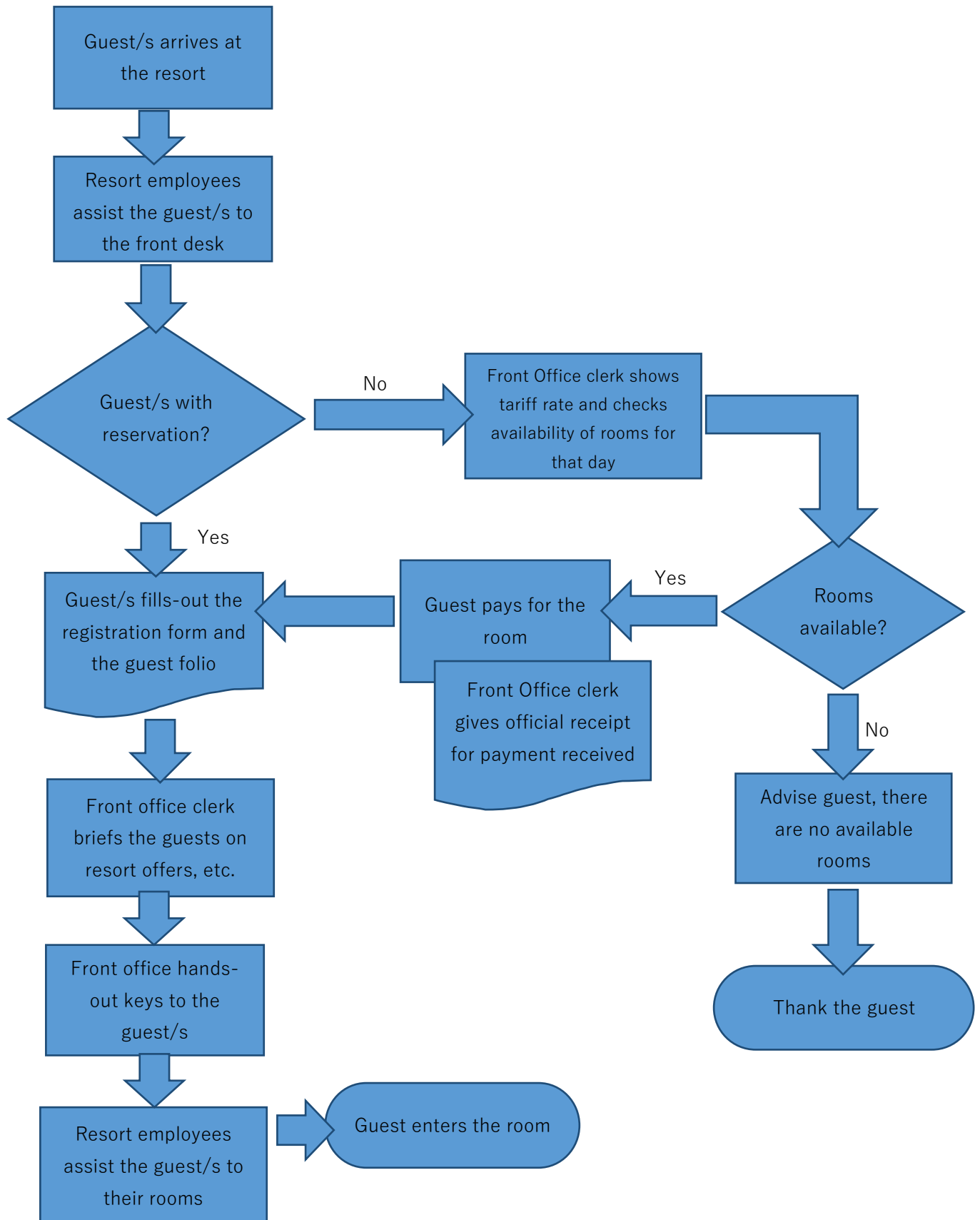
GUEST RESERVATIONS

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 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. 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 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.	1. Verify with the bank the deposit 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. 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 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	1. Ask for confirmation voucher and valid ID, check against records.			
3. Fill-out the registration form and guest folio	1. Give the guest a registration form and guest folio to fill-out 2. 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	1. Give the keys to the guest and show direction to where their room is located			
TOTAL:				



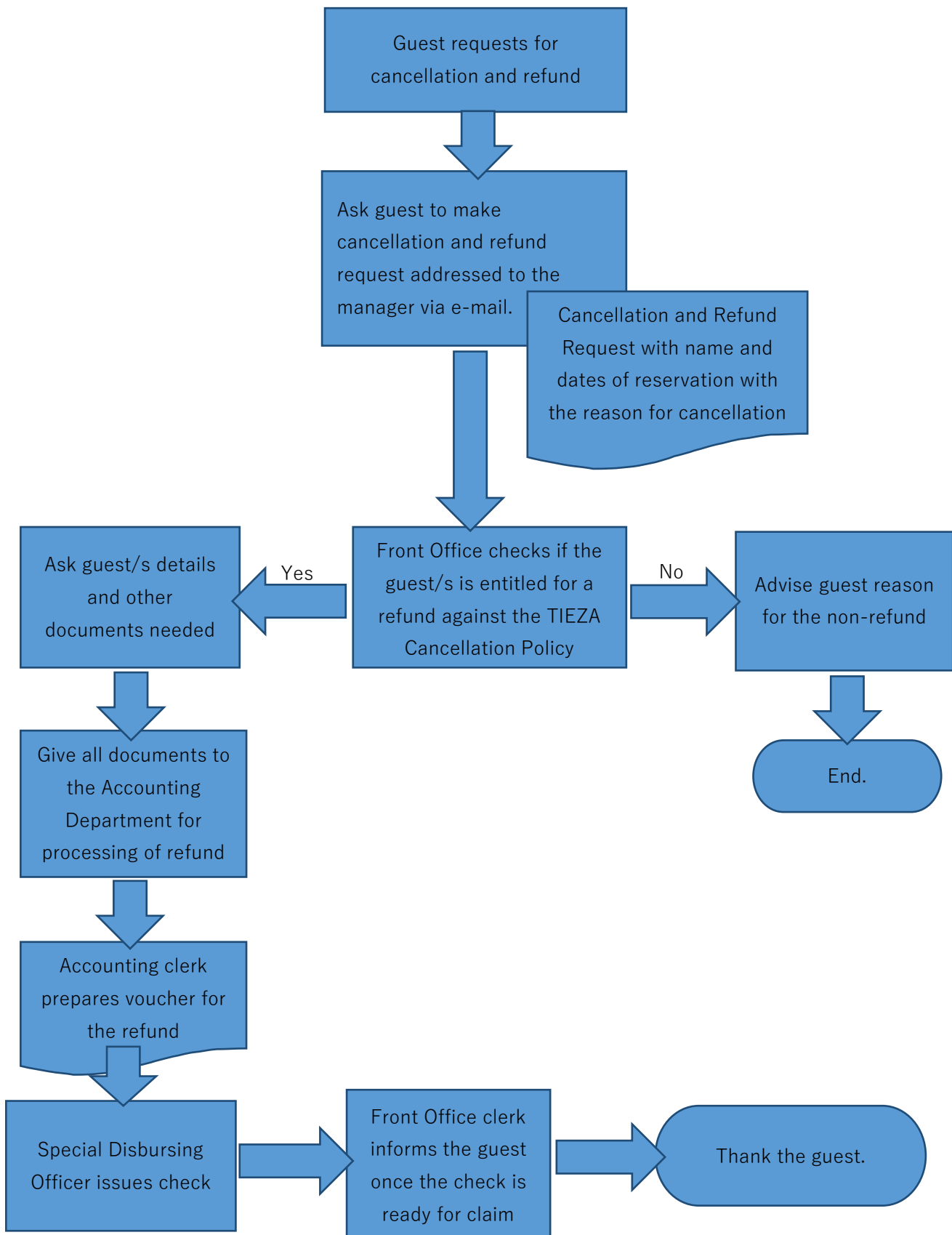
GUEST CHECK-IN (without Reservation)

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.

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. Welcome the guest/s. 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	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. Pay for the rate of the room	1. 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 resort			
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	
TOTAL:				



BOOKING CANCELLATION AND REFUND





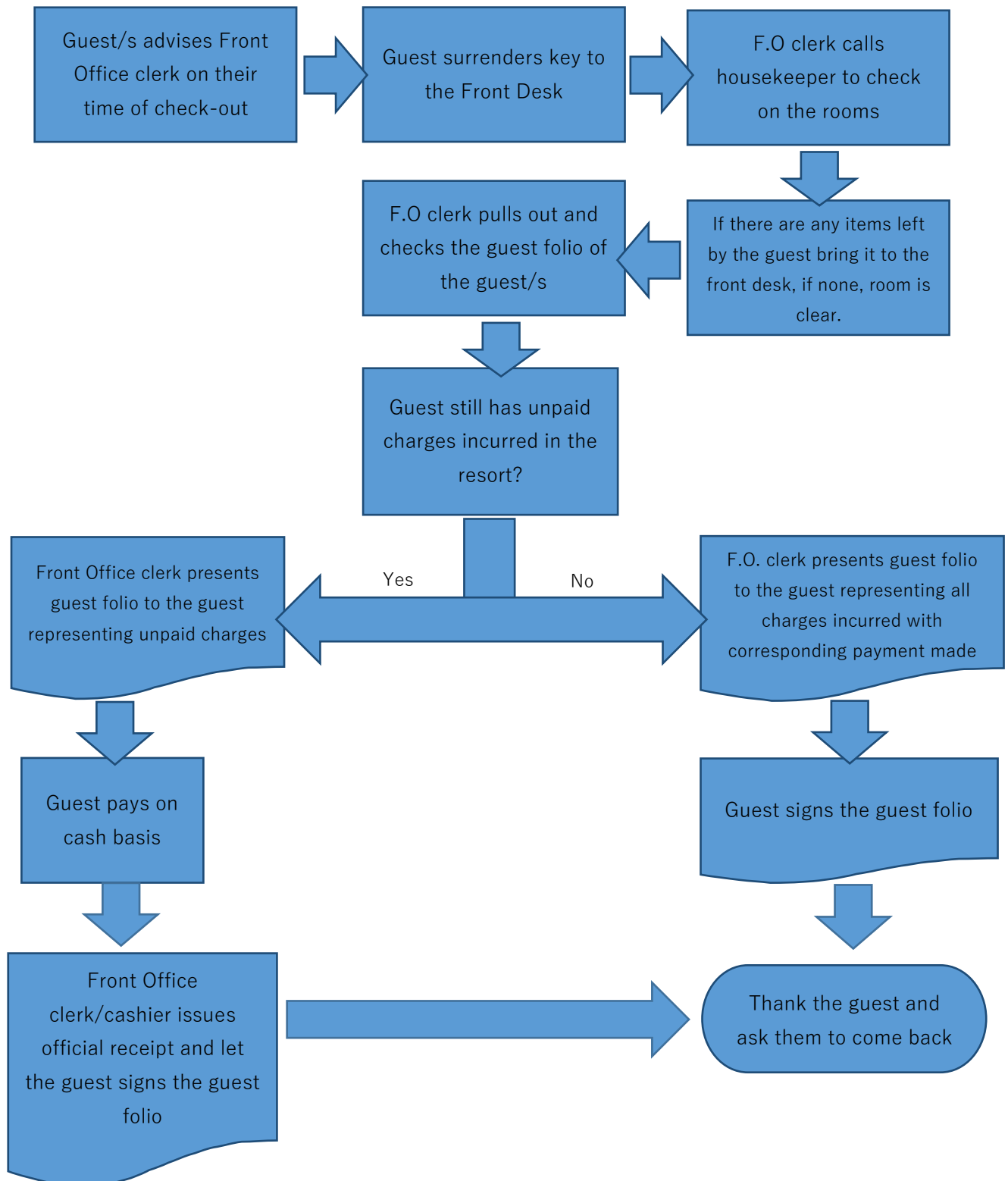
BOOKING CANCELLATION AND REFUND

If by fortuitous events, the guests have to cancel their trip and their room reserved in the 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	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 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. Check if guest is entitled for refund (see attached TIEZA Cancellation Policy) 1. If the guest is entitled for a refund based on policy, F.O. clerk will ask for other pertinent documents 2. F.O. will give the request to the accounting department for processing 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
TOTAL:			End of Transaction	



GUEST CHECK-OUT FLOWCHART





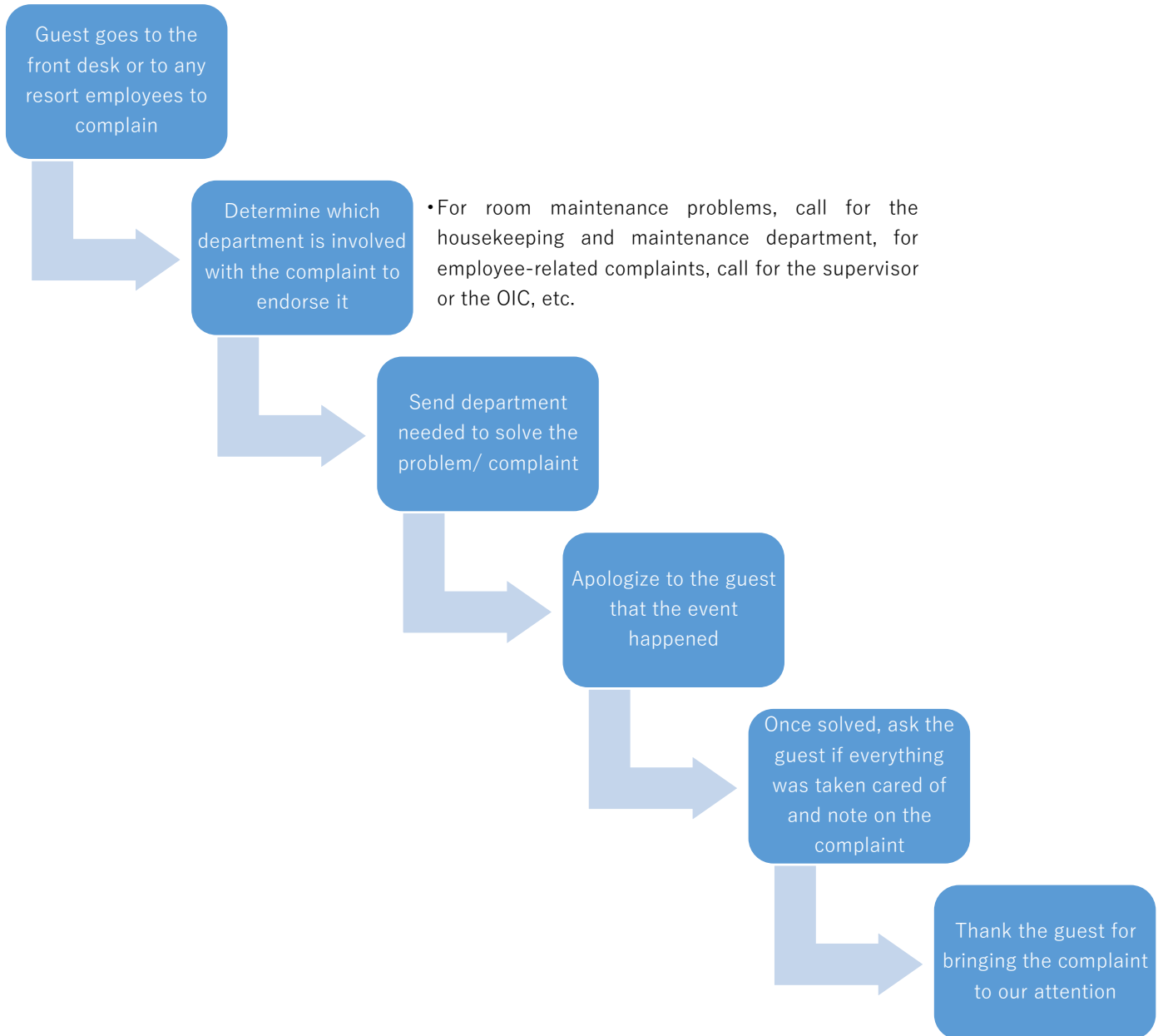
GUEST CHECK-OUT

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 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. Front Office clerk attends to guest 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 only (if there are no incidental charges, proceed to step 5)	1. 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:				

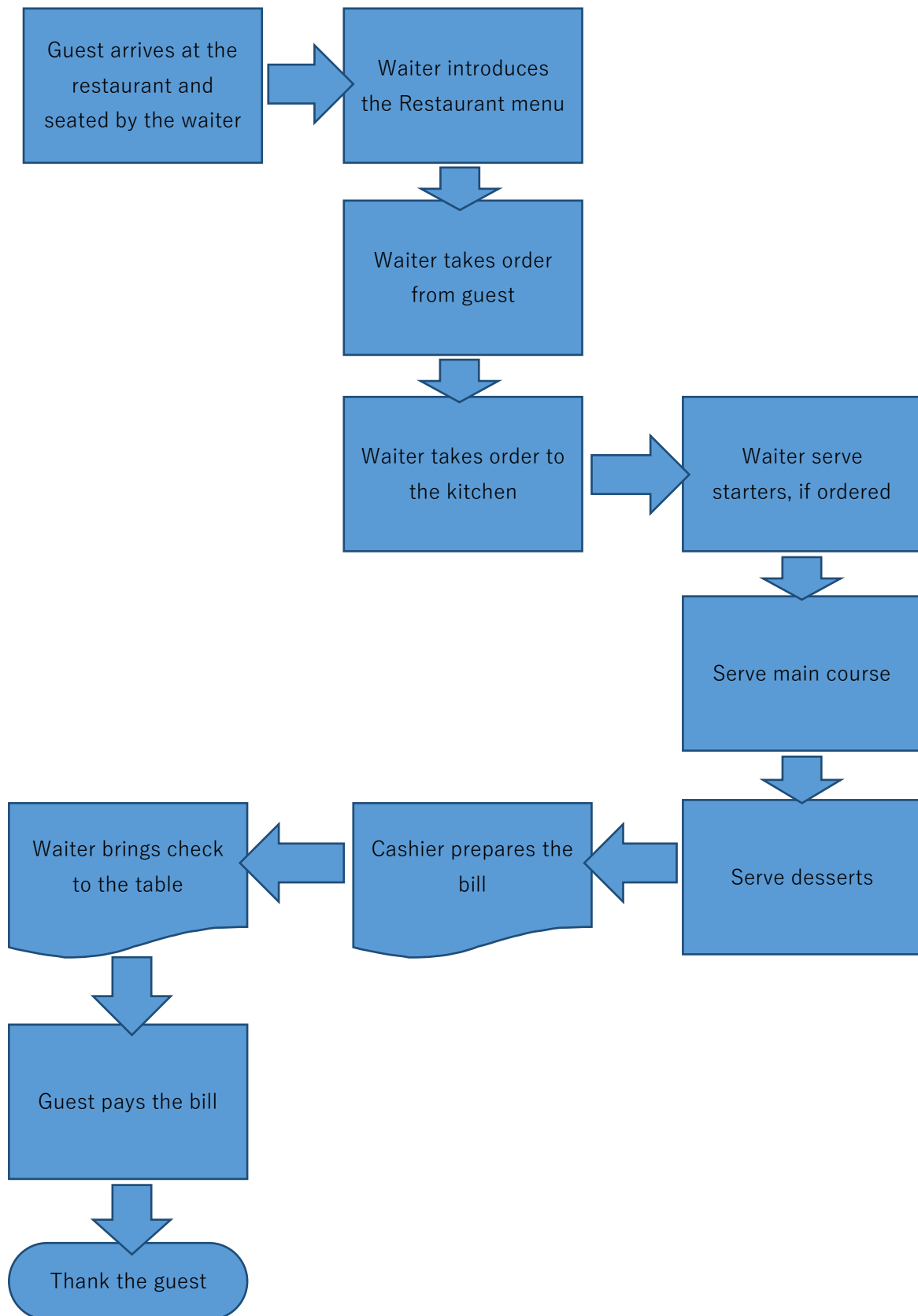


GUEST COMPLAINTS FLOWCHART





RESTAURANT ORDERING FLOWCHART





DINING SERVICES

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

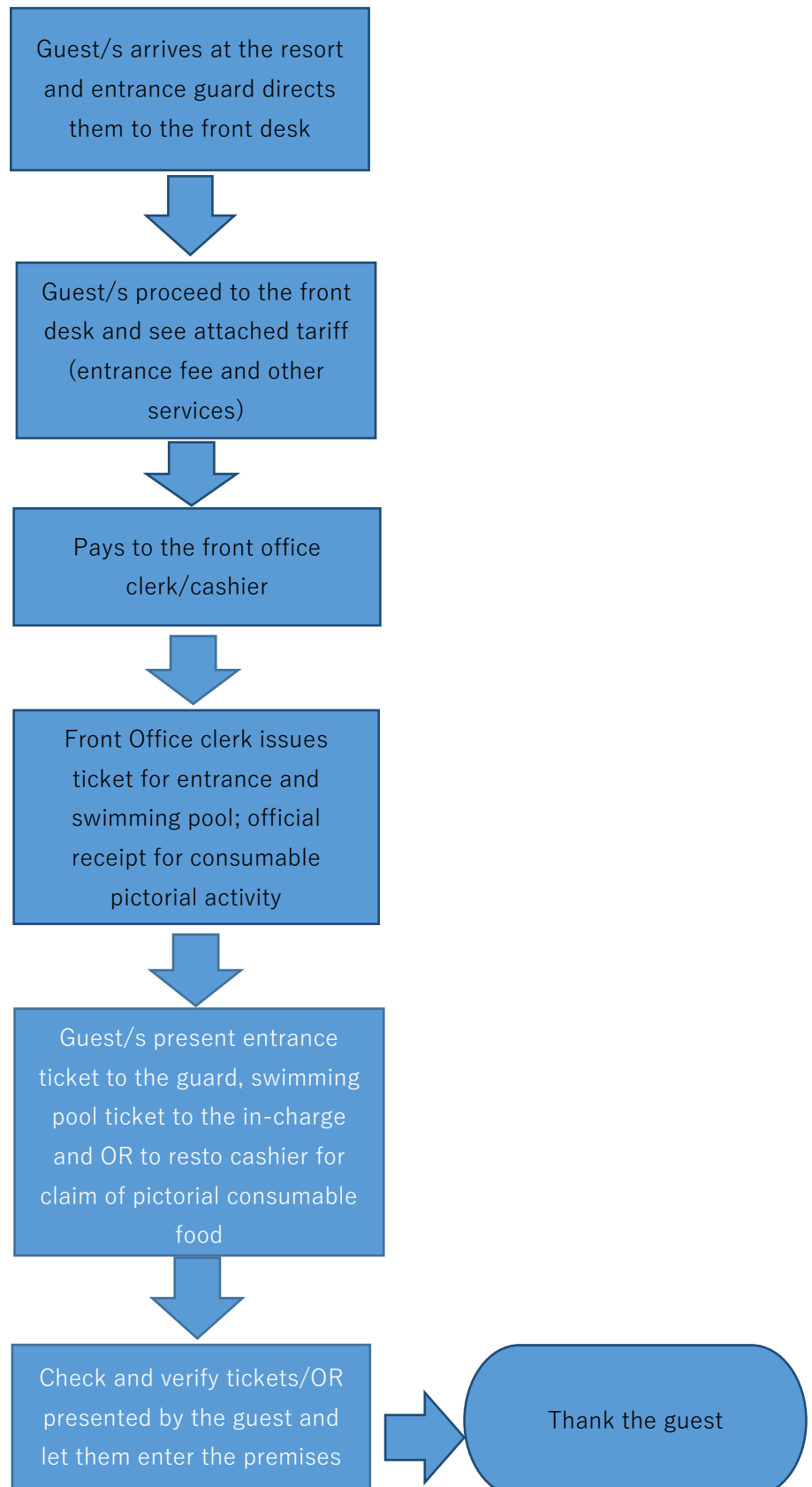
Office or Division:		Food and Beverage Service Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Customer		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guest/s comes to the restaurant	<ol style="list-style-type: none"> Welcome and seat the guests Waiter gives menu to the guest/s. 		Immediate	Waiter
2. Place order to the waiter	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> Waiter serve orders of guest/s 			Waiter
4. Ask the waiter for the bill	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> Waiter presents bill to the guest/s on their table 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:		End of Transaction	



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 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. Welcome the guest/s. 2. Show tariff rates of the resort's facilities and services	Entrance fee: Adult- P50 Kid- P40	2 minutes	Front Office Clerk on duty
2. Pay for the rate of the resort's services based on the tariff	1. Front office issues ticket or official receipt for services availed	Swimming Pool fee: Adult- P50 Kid- P40 Pictorial Fee: P150/head		
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	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			End of Transaction	
TOTAL:				



TIEZA OFFICE

OFFICE	ADDRESS	CONTACT INFORMATION
Gardens of Malasag Eco Tourism Village	Malasag, Cugman, Cagayan de Oro City	Mobile Number: +63 917 896 8873 E-mail: gardensofmalasag@tieza.gov.ph tiezagardensofmalasag@gmail.com
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