



**TOURISM INFRASTRUCTURE
AND ENTERPRISE ZONE
AUTHORITY**

CITIZEN'S CHARTER
2023 (2nd Edition)



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FOREWORD

The first edition of the Citizen's Charter Handbook marked a vital step for the Tourism Infrastructure and Enterprise Zone Authority (TIEZA) – a clear declaration of our unwavering commitment to serving the people. This core principle defines the very essence of government, and it guides every action we take.

This revised edition includes our updated vision which now extends our goal to 2028 as we get back on track post-pandemic. We also reaffirm our mission to contribute to national tourism development goals and showcase Philippine culture.

The Pledge of Service enshrined in this handbook is more than just words – it's a call to action to ensure our service reflects the value and responsibility entrusted to us. It is only with integrity and transparency that we can truly fulfill our purpose in government, leaving a lasting positive impact.

To our valued clients, both within and beyond our agency, let us embark on this journey of service together. The processes and procedures outlined here are meticulously crafted to establish consistent and transparent practices within our organization. We strive for every interaction to follow this established flow, maximizing efficiency and clarity for each transaction.

Rest assured, your needs and concerns will always be at the forefront of our efforts. Should shortcomings arise, we are committed to swift and effective rectification, prioritizing your satisfaction in every situation. Your feedback and engagement are vital to our continuous improvement – as a diverse organization, we thrive on the collaboration of the communities we serve.

Together, we can create an environment where "Ease of Doing Business" is not just a slogan, but a lived reality. Let the TIEZA Citizen's Charter Handbook be our shared roadmap, guiding us toward a future of exceptional service and unwavering dedication to public service.

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 2028, TIEZA is the recognized tourism development agency contributing to inclusive and sustainable economic growth in the Philippines.

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. Service Pledge

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; address risk and maximize opportunities;
- 3) Enhance competencies, provide conducive environment for safe and productive work, and support 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	None	1.5 minutes	Travel Tax Officer C
	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			
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 minutes	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	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 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 minutes	Travel Tax Officer C
	1.6 Reviews the documents 1.7 Signs the Travel Tax Exemption Certificate (TEC)	None	0.5 minutes	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	FEES 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>					



	1.9 Reviews the documents			
	1.10 Affixes initials on the travel tax refund voucher			Division Manager
	1.11 Signs the travel tax refund voucher			Department Manager
	1.12 Segregates copies of the travel tax refund voucher and supporting documents			
	1.13 Releases the travel tax refund voucher and supporting documents to the Accounting Division for preparation and releasing of refund check			Travel Tax Officer C
			Within four (4) working days from date of receipt per applicant (for applicants with complete supporting documents)	



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	None	2.5 minutes	Travel Tax Officer C
	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			
	1.6 Reviews the documents		1 minute	Travel Tax Officer C
	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			



<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 minutes</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 minutes</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"> 1.1 Welcome the guest/s. 1.2 Ask for confirmation voucher and check against records. 1.3 Give the guest a registration sheet to fill-out 1.4 Brief the guest on time of breakfast and other services of the hotel 1.5 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	1.1 Welcome the guest/s	Depending on the rate of the room or 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/ Cashier on duty
2. Fill-out the registration sheet	1.2 Show tariff rates and available room			
3. Pay for the rate of the room	1.3 If guest is okay with the rate and the room, F.O clerk gives the guest a registration sheet to fill-out			
	1.4 Brief the guest on time of breakfast and other areas and services of the hotel			
	1.5 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 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		
<ol style="list-style-type: none"> 1. Request for Refund and Cancellation 2. Proof of Deposit 3. Official Receipt and Confirmation Voucher 		<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 hotel 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
<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 hotel 	<ol style="list-style-type: none"> 1.1 Check if guest is entitled for refund (see attached TIEZA Reservation Policy) 1.2 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 1.3 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/ Cash Collecting Officer



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.		Dependent on the services incurred while in the hotel	5-10 minutes (for the whole transaction)	Front Office Clerk, Cashier 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 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 Listen to 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 want 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	1.1 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	



MOUNT DATA HOTEL



MOUNT DATA HOTEL

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:	MtDH – 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, message through social media sites 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, messages, 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



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:	MtDH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Confirmation Voucher 2. Official Receipt 		<ul style="list-style-type: none"> • Given by the hotel to guest/s once deposit or payment is done 		
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"> 1.1 Welcome the guest/s. 1.2 Ask for confirmation voucher and check against records. 1.3 Give the guest a registration sheet to fill-out 1.4 Brief the guest on time of breakfast and other services of the hotel 1.5 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:	MtDH – 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	1.1 Welcome the guest/s 1.2 Show tariff rates and available room 1.3 If guest is okay with the rate and the room, F.O clerk gives the guest a registration sheet to fill-out 1.4 Brief the guest on time of breakfast and other areas and services of the hotel 1.5 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:	MtDH – Front Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request of Refund and Cancellation 2. Proof of Deposit 3. Official Receipt and Confirmation Voucher 		<ol style="list-style-type: none"> 1. From guest 2. From the hotel 3. From the hotel 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
<ol style="list-style-type: none"> 1. E-mail or send request for cancellation and refund with the reason for cancellation 2. Provide further documentation as required by the hotel 	<ol style="list-style-type: none"> 1.1 Check if guest is entitled for refund (see attached TIEZA Reservation Policy) 1.2 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 1.3 Once deposit was made, front office clerk to send e-mail to guest with the deposit slip 	None	2 Weeks (for this whole transaction)	Front Office Clerk/ Accounting Clerk/ Cash Collecting Officer



5. 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 reception to surrender their keys and pay for any unpaid charges.

Office or Division:	MtDH – 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.		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
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 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:	MtDH – 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	1.1 Listen to the complaint and investigate to know who and where to endorse the complaint to. 1.2 Send department needed to attend to the problem (Maintenance Department for any water or plumbing problems, or housekeeping for room cleanliness) 1.3 Resolve complaint 1.4 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)

7. DINING & COFFEE SHOP SERVICES

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

Office or Division:	MtDH Lang-ay Restaurant and At-ato Coffee Shop			
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 want more time to browse the menu (if there are more than 2 guests, order taking will take more time. Cooking time will be dependent on food ordered.	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. PICNIC AREA

Guests who wish to visit the picnic area have to go to the Front Office to register first and pay for entrance fees.

Office or Division:	MtDH – Picnic Area			
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 registration 2. Fill-out the registration sheet 3. Pay for the entrance fees	1.1 Welcome the guest/s 1.2 Give registration form to guests and the picnic rules 1.3 If guests are amenable, ask for payment 1.4 Brief the guest on picnic rules 1.5 Thank the guest	Adults: Php 30.00 NET/ person Children (below 10 years old): Php 15.00 NET/ kid Kids below 4 years old is free of charge	5 minutes (for the whole transaction)	Front Office Clerk on duty for the whole transaction



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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the Reception Area for check-in	1.1 Welcome the guest/s 1.2 Ask for confirmation voucher and check against records.	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. Give a copy of the confirmation voucher to the F.O clerk (if no copy, an ID will do)	2.1 Give the guest a registration sheet to fill- out 2.2 Brief the guest on time of breakfast and other services of the resort			
3. Fill-out the registration sheet	3.1 Give the keys to the guest and show direction to where their room is located			

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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the Reception Area 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 sheet	2.1 If guest is okay with the rate and the room, F.O clerk gives the guest a registration sheet to fill- out 2.2 Brief the guest on time of breakfast and other areas and services of the resort 2.3 Give the keys to the guest and show direction to where their room is located			
3. Pay for the rate of the room				

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		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 resort		
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	1.1 Check if guest is entitled for refund (see attached TIEZA Reservation Policy) 1.2 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 1.3 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
2. Provide further documentation as required by the resort				



4. 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 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Guest approaches the reception 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 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			

5. DINING SERVICES

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

Office or Division:		Front Office and Housekeeping 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 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	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 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



<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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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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
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	2.1. Assist the guest/s on choosing gear/ equipment needed for rent 2.2. 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	3.1. Have the guest sign the Diver's Information Sheet and Waiver 3.2. 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 equipment,	4. Assist guest/s on assembling their equipment and		10-15 minutes	

<p>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>5.1 Guide and ensure that all safety protocols and marine and underwater preservation is being followed.</p>		<p>30 minutes to 1 hour</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>7.1 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>			



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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Go to the reception or approach any resort employee of the problem encountered	1.1 Hear the complaint and investigate to know who and where to endorse the complaint to. 1.2 Send department needed to attend to the problem (Maintenance Department for any water or plumbing problems, or housekeeping for room cleanliness) 1.3 Resolve complaint 1.4 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)



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		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Call, message or visit the reservations office to request booking for a particular date and tee-time.	1.1 Reservations Office Staff (ROS) checks for availability of date and tee-time. If available, RO/S blocks off the requested tee-time and informs the golfer that booking is confirmed.		3 minutes	Reservations Officer/Clerk
	1.2 RO/S gets the golfers details (name, contact number & number of players)			
	1.3 If the chosen date & tee-time is not available, the RO/S informs the clients and gives option or if the golfer prefers another date and tee-time.			
	1.4 RO/S asks golfer/s the golfer of other additional requests like			



	<p>rental of golf carts or golf set.</p> <p>1.5 If none, RO/S inputs data in the computer booking sheet.</p>			
<p>2. Client will pay the necessary fees to the Cashier-on-duty on the day of the game, before tee-off time</p>	<p>2.1 Cashier accepts payment and issues an Official Receipt (OR) to the golfer.</p>	<p>Weekday Rates (Tuesday-Friday)</p> <p>Green fee:</p> <p><u>Day Golf</u></p> <p>Resident (Local) - P1000.00</p> <p>Non-resident (Foreign) – P1700.00</p> <p><u>Night Golf</u></p> <p>Resident (Local) - P1500.00</p> <p>Non-resident (Foreign) – P2500.00</p> <p><u>Other fees paid by golfers:</u></p> <p>Caddy fee: P500.00</p> <p>Insurance: P 30.00</p> <p>Pull Cart: P 50.00</p> <p>Hole-in-One (Optional): P30.00</p> <p><u>Weekend (Saturday & Sunday) and</u></p>		



		<p><u>Holiday Rates:</u></p> <p><u>Green Fee</u></p> <p>Resident (Local) Players: P1,300.00</p> <p>Non-resident (Foreign): P1,700.00</p> <p><u>Other fees paid by golfers:</u></p> <p>Caddy fee: P500.00</p> <p>Insurance: P 30.00</p> <p>Pull Cart: P 50.00</p> <p>Hole-in-One (Optional): P30.00</p> <p>Rentals:</p> <p>Golf cart P1000.00</p> <p>Golf set P 1,200.00</p>		
3. Client will present the OR to the Starter and proceeds to the tee-off area to start game.	3.1 Starter will verify the OR and assist the golfer.		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)
1. Arrival at the Club Intramuros Golf Course (CIGC) and inquire for an available tee-time with the Caddie master.	1.1 Walk-in clients will be informed of the available tee-times for the day.	3 Minutes		Caddie master / Reservations Officer / staff
2. The client will choose an available tee-time. If chosen time is available, inform the Caddie master, and proceed to the Cashier to pay the necessary fees.	2.1 The cashier will issue an OR to the client / golfer.	Weekday Rates (Tuesday-Friday) <u>Green fee:</u> Day Golf Resident (Local) - P1000.00 Non-resident (Foreign) – P1700.00 <u>Night Golf</u> Resident (Local) - P1500.00 Non-resident (Foreign) – P2500.00 <u>Other fees paid by golfers:</u>		



		<p>Caddy fee: P500.00</p> <p>Insurance: P 30.00</p> <p>Pull Cart: P 50.00</p> <p>Hole-in-One (Optional): P30.00</p> <p><u>Rentals:</u></p> <p>Golf cart P1000.00</p> <p>Golf set P 1,200.00</p> <p>Weekend (Saturday & Sunday) and Holiday Rates:</p> <p><u>Green Fee</u></p> <p>Resident (Local) Players: P1,300.00</p> <p>Non- resident (Foreign): P1,700.00</p> <p><u>Other fees paid by golfers:</u></p> <p>Caddy fee: P500.00</p> <p>Insurance: P 30.00</p> <p>Pull Cart: P 50.00</p>		
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		<p>Hole-in-One (Optional): P30.00</p> <p><u>Rentals:</u></p> <p>Golf cart P1000.00</p> <p>Golf set P 1,200.00</p>		
3. If a time slot is not available, the client may either wait and play at the driving range or come back for another time.	3.1 If there is a previous booking that was cancelled or forfeited, the slot will be offered to the first client on the wait list.		3 minutes or depending on availability.	Reservations Officer/Clerk
4. The client will present the OR to the Starter the proceeds to the tee off area to start the game.	4.1 Starter will verify the OR and assist the client to the tee off area.		1 Minute	Starter

3. DRIVING RANGE

Office or Division	Club Intramuros Gold Course			
Classificaion:	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)
1. Client pays the cashier for the bucket of balls and rented golf clubs if renting.	1.1 Cashier-on-duty checks with the Driving Range Attendant of the available stall/s.		3 Minutes	Cashier Driving Range Attendant
2. Client pays the cashier for the bucket of balls and rented golf clubs if renting.	2.1 If available, Cashier-on-duty will ask the client of the following: 2.1.1 How many stalls he/she will need. 2.1.2 If he/she will rent golf clubs; and 2.1.3 How many buckets of balls he/she would be needing. If no stall is available, client will be advised of non-availability of stall and will be asked if he/she is willing to wait or come back.	One (1) Bucket of golf balls (100 pcs) @ P80.00 Rental of Golf Club: P 200.00/pc	2 Minutes	Cashier Driving Range Attendant
3. Client proceeds to the stall.	3.1 Driving Range Attendant will assist the client to the stall (bring the balls to the stall)		2 Minutes	Driving Range Attendant



4. RESTAURANT and DRIVING RANGE AREA

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)
1. Guest arrives at the restaurant	1.1 The waiter welcomes the guests and assists them to their seats. 1.2 The waiter gives the menu to the guests. 1.3 Offer a beverage (beer, cola, juice). 1.4 Serve beverage and may offer an appetizer to order.		30 seconds 5-7 minutes or longer should the guest/s want more time to browse the menu (if there are more than 2 guests, order taking will take more time)	Waiter
2. Guest/s will choose food/s and drinks to be ordered from the menu.	2.1 The waiter will take orders from the guests. 2.2 Places orders in the kitchen. 2.3 The kitchen prepares the order of the guests.		3 Minutes 15 - 20 minutes depending on the food ordered	Waiter Cook
	Waiter sets-up table		1 Minute	Waiter
	The waiter serves orders to		5 Minutes	Waiter

	the guests.			
	The waiter checks if food ordered is complete.		2 Minutes	Cashier/Waiter
3. Guests finished with their meal	3.1 Clear plates and glassware from the table if all the guests finished eating.		2 Minutes	Waiter
4. Guest asks for the bill	4.1 Clear plates and glassware from the table if all the guests finished eating.		2 Minutes	Waiter
5. Guest pays bill.	5.1 Waiter takes payment and brings it to the Cashier. 5.2 Cashier issues OR. 5.3 Waiter thank the guests.	Amount will vary depending on the food item/s ordered.	1 Minute	Waiter/Cashier



GARDENS OF MALASAG ECO TOURISM VILLAGE



GARDENS 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:		GMETV - 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Call, text or e-mail the resort for room queries and booking	1.1 Front office clerk checks room availability 1.2 If room is available, front office clerk blocks room on specified date 1.3 Front office clerk takes guest details 1.4 Front office 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 amount deposited 2.2 Front office 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:		GMETV - 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		
<ol style="list-style-type: none"> 1. Copy of confirmation voucher 2. Proof of payment (Official Receipt) 3. Valid ID 		<ol style="list-style-type: none"> 1. Issued by other booking partners (if booked online) 2. OR Issued by the resort if paid in advance 3. From the guest 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the Front Desk for check-in	1.1 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			
4. Receive the keys and proceed to the room assigned	4.2 Give the keys to the guest and show direction to where their room is located 4.3 Communicate with housekeeping department to assist the checking guest/s			

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:		GMETV - 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
<ol style="list-style-type: none"> 1. Proceed to the Front Desk for check-in 2. Present a copy of the confirmation voucher and valid ID to the front office clerk 3. Fill-out the registration form and guest folio 4. Receive the keys and proceed to the room assigned 	<ol style="list-style-type: none"> 1.1 Welcome the guest/s 2.1 Ask for confirmation voucher and valid ID, check against records. 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 4.1 Give the keys to the guest and show direction to where their room is located 4.2 Communicate with housekeeping department to assist the checking 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



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:		GMETV 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. OR Issued by the resort 4. From the guest 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
<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, front office clerk will ask for other pertinent documents 2.2 Front office clerk 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:		GMETV 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
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 or debit/credit card (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:		GMETV 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Go to the front desk or approach any resort employee of the problem encountered	1.1 Hear the complaint and investigate to know who and where to endorse the complaint. 1.2 Relay and communicate the complaint to the department key personnel to attend to the guest/s concerns. 1.3 Resolve the complaint 1.4 Check with the guest/s if the complaint was attended 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)

7. DINING SERVICES

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

Office or Division:		GMETV 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 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	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
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 5.3 Waiter gives		3-5 minutes	Waiter/ Cashier

	<p>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>6. Guest/s leave the dining area</p>	<p>6.1 Thank the guest/s</p>			

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:		GMETV 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
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	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	Pictorial Fee: P200/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	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	4.1 Thank the guest/s			



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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (PR)
1. Proceed to the Reservation Officer (for walk-in reservation)		Entrance Fee: Php 150 per person Php 120 for Senior Citizen and PWD	5 minutes	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 minutes	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 minutes	IRBLSM Cashier
4. Received Official Receipt	4.1 Record the payment of the group for confirmation		2 minutes	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	FEES 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: Php 150 per person Php 120 for Senior Citizen and PWD</p>	5 minutes	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.		5 minutes	IRBLSM Staff
3. Received Official Receipt	3.1 Record the payment of the group confirmation.		3 minutes	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	Verify Official Receipt	Entrance Fee: Php 150 per person	2 minutes	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	Php 120 for Senior Citizen and PWD	5 to 10 minutes	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 minutes	IRBLSM Cashier
4. Received Official Receipt	4.1 Record the payment of the group confirmation		2 minutes	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)
1. Approach ZGCBP personnel for queries	1.1 Personnel entertains client		10 Minutes	Golf Receptionist
2. Present fully accomplished form, identification card (for senior)	2.1 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)
1. Client approaches ZGCBP Personnel for Queries	1.1 Personnel entertains client		10 Minutes	Golf Receptionist
2. Applicant pays pictorial fee	2.1 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)
1. Client/ Customer approaches entrance fee collector	1.2 Personnel entertains client		10 minutes	Collector
2. Client/ Customer pays entrance fee	2.2 Personnel receives payment	Social Hall – Php 1,500.00 Big Picnic Shed – Php600.00 Small Picnic Shed – Php400.00 Family Shed – Php800.00 Picnic Shed – Php500.00 Picnic Table (New) – Php250.00 Day Rate: Adult – Php50.00 Child – Php30.00 Senior-Php 40.00	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)
1. Client approaches ZGCBP personnel for queries	1.1 Personnel entertains client	(Regular) Weekdays Php750.00 Weekends Php 850.00 (Seniors) Weekdays Php610.00 Weekends Php690.00 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)
1. Client/Customer pays facilities rental fee	1.1 Personnel Assess facility used by client/customer 1.2 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	1 minute	Facility Rental Collector



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?	<p><u>For Travel Tax complaints, please call:</u> Travel Tax Department at (02) 8249-5900 loc. 641, 643 or 646</p> <p><u>For TIEZA Entities complaints, please call:</u> Operations Department at (02) 8249-5900 loc.734</p> <p><i>Personal delivery of complaints may also be sent or delivered to: TIEZA Legal Department at 7th floor, TIEZA Office, Tower 1, Double Dragon Plaza, DD Meridian Park, Macapagal Ave. corner EDSA extension Pasay City.</i></p>
How complaints are processed?	<p>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.</p>
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



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	Banaue, Ifugao	(+63) 908-400-7596 (+63) 927-570-2355
Mount Data Hotel	Bauko, Mountain Province	(+63) 995-119-4476 (+63) 969-364-2865
Balicasag Island Dive Resort	Balicasag Island, Bohol	(+63) 928-217-6810/ (+63) 906-238-8561
Club Intramuros Gold Course	Bonifacio Drive, Port Area, Intramuros, Manila 1018	(+63) 967-690-4829 (+632) 8712-1469
Gardens of Malasag Eco Tourism Village	Malasag Hill, Cugman, Cagayan de Oro City, Misamis Oriental, Cagayan de Oro	(+63) 917-136-3060
Intramuros and Rizal Bagumbayan Light and Sound Museum	Sta. Lucia St. Corner Victoria St. Intramuros, Manila	(+632) 8524-2827
Zamboanga Golf Course and Beach Park	Zamboanga City, Zamboanga del Sur	(062) 991-1796