



## **Mindanao Civic Center-Hotel**



# 1. Releasing of Supplies to Housekeeping Staff

To provide cleaning detergents, supplies and linens to all housekeepers

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2G– Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Order(1 copy only) 2. Consumption Report(1 copy only)			Supply Officer/in-charge	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Manager 's Office and secures approval for the Request Order	1. Requires for approved Request Order of supplies and materials	None	1 Minute	Cesamari M. Santiago Administrative Aide I Joy A. Anastapulus Accounting Clerk III Mercedita C. Pilapil Administrative Aide I
	1.1 Requires and checks the Consumption Report	None	1 Minute	Joy A. Anastapulus Accounting Clerk III Mercedita C. Pilapil Administrative Aide I
	1.2 Evaluates and examines Request Order as per consumption report	None	2 Minutes	Joy A. Anastapulus Accounting Clerk III Mercedita C. Pilapil Administrative Aide I
	1.3 Provides supplies & materials as per approved request order	None	5 Minutes	Joy A. Anastapulus Accounting Clerk III Mercedita C. Pilapil Administrative Aide I
<b>TOTAL:</b>		<b>None</b>	<b>9 Minutes</b>	



## 2.Releasing of Supplies to Restaurant/Kitchen Staff

To provide cash for use in procurement of food stuff and other kitchen supplies to the purchaser and chef.

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2G– Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUS,GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Purchase Request of Food Supplies and materials(1 copy only) 2. Liquidation Report(1 copy only) 3. Daily Inventory Report(1 copy only)			Manager/Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Manager 's Office and secure approval for the Request of Food Supplies and materials	1. Requires for Purchase request of Food supplies and materials	None	2 Minutes	Cesamari M. Santiago Administrative Aide I Joy A. Anastapulus Accounting Clerk III
	1.1Requires and reviews the r Consumption and Daily Inventory Report	None	3 Minutes	Cesamari M. Santiago Administrative Aide I Joy A. Anastapulus Accounting Clerk III Mercedita C.
	1.2Evaluates and examines PR as per consumption and utilization report	None	5 Minutes	Cesamari M. Santiago Administrative Aide I Joy A. Anastapulus Accounting Clerk III
2. Receives and counts money	2. Provides an amount as		5 Minutes	Cesamari M. Santiago



	per PR estimate	None		Administrative Aide I Joy A. Anastapulus Accounting Clerk III
3. Submits liquidation report	3. Reviews the submitted liquidation report	None	5 Minutes	Cesamari M. Santiago Administrative Aide I Joy A. Anastapulus Accounting Clerk III
<b>TOTAL:</b>		<b>None</b>	<b>20 Minutes</b>	



### 3.Releasing of Supplies to Garden/Landscaping Staff

To provide garden tools, fertilizers and other cleaning supplies & materials to all gardeners.

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2G– Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUS,GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Order (1 copy only) 2. Utilization Report (1 copy only)			Supply Officer/in-charge	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Supply Officer/in-charge	1. Asks for the Request Order of supplies and materials	None	1 Minute	Joy A. Anastapulus Accounting Clerk III
	1.1 Asks for Utilization Report	None	1 Minute	Joy A. Anastapulus Accounting Clerk III
	1.2 Evaluates and examines Request Order as per utilization report	None	2 Minutes	Joy A. Anastapulus Accounting Clerk III
	1.3 Provides supplies & materials as per approved request order	None	5 Minutes	Joy A. Anastapulus Accounting Clerk III
<b>TOTAL:</b>		<b>None</b>	<b>9Minutes</b>	



#### 4. Releasing of Supplies to Building Maintenance Staff (electrical & plumbing materials)

To provide electrical, plumbing and other building maintenance supplies & materials to all maintenance staff.

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2G– Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Order(1 copy only) 2. Utilization Report(1 copy only) 3. Damaged/Busted Report of supplies(1 copy only)			Supply Officer/in-charge	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Supply Officer/in-charge	1. Asks the Request Order of supplies and materials	None	1 Minute	Joy A. Anastaplus Accounting Clerk III
	1.1 Asks for Utilization Report	None	1 Minute	Joy A. Anastaplus Accounting Clerk III
	1.2 Evaluates and examines Request Order as per utilization report	None	3 Minutes	Joy A. Anastaplus Accounting Clerk III
	1.3 Inspects as per damaged/busted report of supplies	None	5 Minutes	Joy A. Anastaplus Accounting Clerk III
	1.4 Provides supplies & materials as per approved request order	None	5 Minutes	Joy A. Anastaplus Accounting Clerk III
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	



## 5.Releasing of Supplies to Laundry Staff

To provide laundry detergents and others supplies to laundry staff

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2G– Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUS,GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Order (1 copy only) 2. Consumption Report (1 copy only)			Supply Officer/in-charge	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Supply Officer/in-charge	1. Asks the Request Order of supplies and materials	None	1 Minute	Joy A. Anastaplus Accounting Clerk III
	1.1 Asks for Consumption Report	None	1 Minute	Joy A. Anastaplus Accounting Clerk III
	1.2 Evaluates and examines Request Order as per consumption report	None	3 Minutes	Joy A. Anastaplus Accounting Clerk III
	1.3 Provides supplies & materials as per approved request order	None	5 Minutes	Joy A. Anastaplus Accounting Clerk III
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	



## 6. Guest's Registration

The process of assigning rooms to the guest at the time of their arrivals by filling necessary details about the guest and the payments

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individual (Guest's & Clients)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Valid Identification Card 2. Payment			Front Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to the Front Desk	1. Listens and responds to guest queries	None	1 Minute	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.1 Informs guest of hotel rate and services	None	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.2 Prepares and confirms reservation for guest	None	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren





				Administrative Aide I
	1.3 Ensures proper room allocation	None	1 Minute	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.4 Registers and check guest's in	None	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.5 Confirms relevant guest information	None	1 Minute	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.6 Verifies guest's payment method	<ul style="list-style-type: none"> <li>Standard Room @ P1,200.00 good for two with complimentary</li> </ul>	3 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I



		breakfast <ul style="list-style-type: none"> <li>• De Luxe Room @ P5,000.00 good for two with complimentary breakfast</li> <li>• Extra Bed at P500.00 with complimentary breakfast</li> </ul>		
	2. Issues room keys and direct guest to their room		1 Minute	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
2. Guest proceeds to room with the assistance of the bell boy			3 Minutes	Jubert Q. Janopol Clerk I
<b>TOTAL:</b>		<b>As Per Billing</b>	<b>15 Minutes</b>	



## 7.Room Service

To provide services in a hotel allowing guests to order food and drink to be brought to their rooms and other service needs

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGUS,GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Service Charge Slip (1 copy only)			Room attendant/Waiter	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Calls the front desk	1. Listens and responds to guest request or order	None	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.1 Informs the waiter/ Room attendant to take the order of the guest in the room	None	5 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.2 Informs guests to wait their order	None	3 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
<b>TOTAL:</b>		<b>As Per Billing</b>	<b>10 Minutes</b>	



## 8. Food Service

The process of preparing, presenting and serving of food and beverages to the customers.

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Order Slip (1 copy only)			Waiter	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Asks for MENU	1. Takes Orders	None	2 Minutes	Juven A. Lapuag Administrative Aide   Marlon B. Dalagnara Administrative Aide   Pebles M. Panaginip Administrative Aide   Jefone O. Cabahug Administrative Aide 
	1.1 Cooks and prepares order	None	30 Minutes	Ramon B. Buenconsejo Cook II Karren M. Sanchez Cook I Ruel S. Molina Administrative Aide   Nazel P. Lavidas Administrative Aide 
	1.2 Serves Order	None	5 Minutes	Juven A. Lapuag Administrative Aide   Marlon B. Dalagnara Administrative Aide 



				Pebles M. Panaginip Administrative Aide   Jefone O. Cabahug Administrative Aide 
	1.3 Prepares and provide billing sheet	None	2 Minutes	Juven A. Lapuag Administrative Aide   Marlon B. Dalagnara Administrative Aide   Pebles M. Panaginip Administrative Aide   Jefone O. Cabahug Administrative Aide 
	1.4 Process payment and issue an Official Receipt	None	3 Minutes	Pebles M. Panaginip Administrative Aide 
<b>TOTAL:</b>		<b>As Per Billing</b>	<b>42Minutes</b>	



## 9.Pool Service

To provide towel for the pool

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGUS,GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Filled –up Pool Towel Borrower’s slip (1 copy only)			Front Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Asks for Pool Towel Borrower’s slip	1. Provides borrower’s slip	None	1 Minute	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
2. Fills-up the borrower’s slip	2. Checks the guest’s room number to coincide guest’s names	None	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	2.1 Provides the towels according to guest’s request	None	1 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I



				Angel Mae P. Saren Administrative Aide I
	2.2 Advises the guest to return towel after using	None	1 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
<b>TOTAL:</b>		<b>None</b>	<b>5 Minutes</b>	



## 10.Laundry Service

The laundry service will wash, dry, and iron guests' clothes

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Filled –up Laundry Service Form (1 copy only)			Front Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Asks for Laundry Service Form	1. Provides Laundry Service Form	None	1 Minute	Cesamari M. Santiago Administrative Aide   Maesheel Tubio Administrative Aide   Angel Mae P. Saren Administrative Aide 
2. Fills-up the Laundry Service Form	2. Checks the Laundry Service Form as to number of pieces and types of clothes	None	2 Minutes	Cesamari M. Santiago Administrative Aide   Maesheel Tubio Administrative Aide   Angel Mae P. Saren Administrative Aide 
	2.1 Issues billing statement and ask for payment	as per filled-up laundry form	1 Minutes	Cesamari M. Santiago Administrative Aide   Maesheel Tubio Administrative Aide   Angel Mae P. Saren Administrative Aide 





	2.2 Issues O.R of payment	As per billing	2 Minutes	Cesamari M. Santiago Administrative Aide   Maesheel Tubio Administrative Aide   Angel Mae P. Saren Administrative Aide 
<b>TOTAL:</b>		<b>As Per Billing</b>	<b>3 Minutes</b>	



## 11. Function Hall Services

A function hall is a space offered mainly for seminars, workshops, conventions, meetings, weddings, birthDays, bridal showers and other personal and organizational events.

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGUS,GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. O.R of payment upon Booking			Front Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Front Desk	1. Asks guest the O.R. of payment upon booking	As per billing balance	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.1 Provide s instruction to guest or occupant as per policies and procedures in the use of function hall	None	5 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.2 Informs guest/ occupants that function hall attendants	None	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio



	will attain to the needs of equipment and materials available for use on whatever purpose			Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.3 Informs Function Hall attendant to assist the occupants	None	1 Minute	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
<b>TOTAL:</b>		<b>As Per Billing</b>	<b>10 Minutes</b>	



## 12.Process Documents of Check-out Guests & Function Hall Clients

Guest checkout is a time for inquiring about guest services and determining method of payment.

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. O.R of payment upon Check-in 2. Valid ID for Senior Citizen			Front Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Informs and calls front office to facilitate check-out	1. Reviews accounts and charges with guests during the check-out process	None	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.1 Processes accurate payment of guests account	Refer to billing statement	5 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.2 Informs the Room attendant to check the room	None	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.3 Informs guests that accounts and rooms vacated is cleared	None	1 Minute	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
<b>TOTAL:</b>		<b>As Per Billing</b>	<b>10 Minutes</b>	



### 13. Attending to queries of guest and clients

A potential guest contacts a hotel for availability of the desired type of accommodation and any allied services that the hotel offers. The front office department needs to react to the enquiry of the guests.

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Provide Contact Mobile Phone Number			Front Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Front Desk and or call MCC Hotel official phone number	1. Listens and responds to guest queries by Client calls or Client Inquiries/guests	None	1 Minute	Cesamari M. Santiago Administrative Aide I  Maesheel Tubio Administrative Aide I  Angel Mae P. Saren Administrative Aide I
	1.1 Informs guest of hotel rate and services	None	2 Minutes	Cesamari M. Santiago Administrative Aide I  Maesheel Tubio Administrative Aide I  Angel Mae P. Saren Administrative Aide I



	1.2 Informs guests regarding policies and procedures for booking and reservations	None	3 Minutes	Cesamari M. Santiago Administrative Aide I  Maesheel Tubio Administrative Aide I  Angel Mae P. Saren Administrative Aide I
<b>TOTAL:</b>		<b>None</b>	<b>6 Minutes</b>	



## 14. Bookings and Reservations

To attain various bookings and reservations to guests and conduct a brief question answer with guest or customer to gain various knowledge about reservation which he/she wants to make accommodation.

<b>Office or Division:</b>	MCC Hotel			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs, and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Fill-up Reservation Form 2. Provide Contact Mobile Phone Number			Front Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Front Desk	1. Listens and responds to guest queries by Client calls or Client Inquiries/guests	Refer to billing statement	1 Minute	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.1 Provides clients a reservation forms if walk-in but if through Client calls get the details of reservation and ask for appropriate contact numbers	Refer to billing statement	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	1.2 Informs guests regarding policies and procedures for booking and reservations	Refer to billing statement	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio



				Administrative Aide I Angel Mae P. Saren Administrative Aide I
2. Fills-up the reservation form	2.Processes 50% down payment	Refer to billing statement	2 Minutes	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
	2.1 Informs guest that reservations posted and finally booked	Refer to billing statement	1 Minute	Cesamari M. Santiago Administrative Aide I Maesheel Tubio Administrative Aide I Angel Mae P. Saren Administrative Aide I
<b>TOTAL:</b>		<b>As Per Billing</b>	<b>8 Minutes</b>	