



**SPDA-KORONADAL BUSINESS CENTER
CITIZEN'S CHARTER
(BUSINESS PROCESSES AND PROCEDURES)**

APARTELLE & DORMITEL		
Responsible Person : Receptionist		
Responsible Unit : Operations Section		
Standard Processing Time : 5 minutes		
Step	Activity	Forms/ Needed Output
1	Guest checks-in and registers to Receptionist	Hotel Registration
2	Guest submits valid Identification if Senior Citizen or Person With Disability (PWD) to qualify for 20% discount	Valid I.D
3	Receptionist photocopies valid ID for file	Photocopy
4	Guest pays to Receptionist upon check-in	Temporary Receipt
5	Guest-Caller deposits downpayment for reservation	Temporary Receipt
6	Cashier issues Official Receipt	Official Receipt
7	Receptionist gives room key to guest	Room Key
8	Guest proceeds to preferred room	Enter room
9	Guest leaves key to Receptionist if one goes out	Leave Key
10	Guest surrenders key upon check-out	Surrender Key
11	Chambermaid checks and clears room	Check/Clear
12	Receptionist clears guest	Guest departs

MINI-CANTEEN STORE & COFFEE SHOP		
Responsible Person : Receptionist		
Responsible Unit : Operations Section		
Standard Processing Time : 10 minutes		
Step	Activity	Forms/ Needed Output
1	Guest orders and pays to Receptionist	Pay
2	Receptionist endorses payment to Cashier	Temporary Receipt
3	Cashier issues Official Receipt	Official Receipt
4	Guest eats light breakfast or snacks	Dine-in/take-out
5	Guest avails free WI-FI at reception area	Free WI-FI
6	Guest observes silence, not to disturb other guests	Silence
7	Guest observes proper waste disposal	Cleanliness

SOCIAL HALL & FUNCTION HALL

Responsible Person : Receptionist
 Responsible Unit : Operations Section
 Standard Processing Time : 15 minutes

Step	Activity	Forms/ Needed Output
1	Client proceeds to Receptionist for booking	Book
2	Client pays 50% downpayment to Receptionist	Pay
3	Receptionist endorses initial payment to Cashier	Temporary Receipt
4	Cashier issues Official Receipt	Official Receipt
5	Receptionist marks calendar date for reserved booking	Reserve
6	Client pays final payment to Receptionist after event	Temporary Receipt
7	Cashier issues Official Receipt	Official Receipt

CATERING SERVICES

Responsible Person : Receptionist
 Responsible Unit : Operations Section
 Standard Processing Time : 15 minutes

Step	Activity	Forms/ Needed Output
1	Client proceeds to Receptionist for booking	Book
2	Client pays 50% downpayment to Receptionist	Pay
3	Receptionist endorses initial payment to Cashier	Temporary Receipt
4	Cashier issues Official Receipt	Official Receipt
5	Receptionist marks calendar date for reserved booking	Reserve
6	Cashier issues check to purchase food materials	Check
7	Staff purchase food materials	Purchase
8	Staff cook food menu requested by client	Cook
9	Staff prepare Social/Function Hall	Prepare
10	Staff clean Social/Function Hall after event	Restoration
11	Client pays final payment to Receptionist after event	Temporary Receipt
12	Cashier issues Official Receipt	Official Receipt

OFFICE SPACE FOR LEASE

Responsible Person : Senior Bookkeeper/Cashier
 Responsible Unit : Accounting/Cash Section
 Standard Processing Time : 30 minutes

Step	Activity	Forms/ Needed Output
1	Lessee submits Letter of Intent to Comptroller	Letter of Intent
2	Comptroller gives letter to Administrator for approval	Approved
3	Senior Bookkeeper prepares contract	Contract
4	Lessee and Lessor (Administrator) signs contract	4 copies-Contract
6	Staff brings contract to notary public office	Notarization
7	Staff gives notarized copy to Lessee	Lessee copy
8	Senior Bookkeeper keeps copy for office file	SKBC copy
9	Lessee pays 2 months deposit and 1 month advance rental	Cash or Check
10	Cashier issues Official Receipt	Official Receipt
11	Senior Bookkeeper prepares renewal before expiration of contract	Contract