

5. Valid Permits for Accredited Tour Operators, Travel Agencies or Online Travel		Booking Individual/Booking Party as per recommendation of Chief Executive of		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking for Available Accommodation Room/s	Provide reservation and health declaration forms and require deposit of one night stay per room	Based on Ordinance	15 Minutes	Negros Residences Personnel
2. Full Payment of Room Accommodation Charges	Issuance of Official Receipt	Based on Ordinance	30 Minutes	Deputized Collecting Officer
<b>TOTAL:</b>				

**CITIZEN'S CHARTER OF NEGROS OCCIDENTAL  
MAMBUKAL RESORT**

**AVAILMENT OF RESORT FACILITIES AND SERVICES**

- Inquiry and reservation of the Resort's facilities by clients through individual or group booking/reservation.

**I. Reservation/Booking of Accommodation Facilities**

<b>OFFICE OR DIVISION</b>	EEDD - MAMBUKAL RESORT			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C/G2B/ G2G			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification card of person incharge of the reservation 2. Exact date of booking/reservation 3. Number of participants 4. Details of the booking/activity 5. Downpayment for the booking 6. Identification Card required for discount		Information should come from the guest/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I-A. For Individual Booking:</b> I-A-1. Inquire for availability of facilities or services.	1. Checks availability of the inquire facility.	1. none	1. 5 minutes	1. Immediate Supervisor

I-A-2. Inform service provider of decision to book the facilities/services.	2. Records the booking details to booking form.	2. none	2. 1 minute	2. Immediate Supervisor
I-A-3. Pay the amount due to the deputized collector (to avail of discount: present validation card).	3. Deputized Collector receives payment and issues Official receipt.	3. Amount due accdg to the facility booked.	3. 3-5 minutes	3. Deputized Collecting Officer
TOTAL:				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I.A-4. 4. Present official receipt and receive written policies on the use of facilities/services.	4. Records the Official Receipt number for reference purposes.	4. None	4. 1-2 minutes	4. Immediate Supervisor
<b>I-B. For group reservation/booking</b>				
I.B-1. Provide details of the booking/activity	1. List all details needed for the booking	1. None	1. 3-5 minutes	1. Immediate Supervisor
I.B-2. Give contact details and wait for quotation proposal to be sent within 3 days	2. Records contact detail and prepares quotation/proposal to be sent to the guest/client.	2. None	2. 1-3 days	2. Immediate Supervisor
I.B-3. Inform the staff of the decision to book facilities/services and get order of payment and contract of services.	3. Records the booking details to booking form and issues order of payment	3. None	3. 1-2 minutes	3. Immediate Supervisor
I.B-4. Pay the amount due to deputized collector	4. Deputized Collecting Officer receives payment and issues receipt	4. Amount due accdg. to the facility booked.	4. 3-5 minutes	4. Deputized Collecting Officer
I.B-5. Present official receipt and receive written policies on the use of facilities/services.	5. Records the Official Receipt number for reference purposes.	5. None	5. 1-2 minutes	5. Immediate Supervisor

**II. Reservation/Booking of Catering Services**

<b>OFFICE OR DIVISION</b>	EEDD, Mambukal Resort
<b>Classification</b>	Simple Transaction
<b>Type of Transaction</b>	G2B/G2C/G2G
<b>Who may avail</b>	All

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

1. Identification card of person incharge of the reservation 2. Exact date of booking/reservation 3. Number of participants/guests 4. Details of the booking/activity such as menu, venue, physical set-up,light & sound requirements 5. Downpayment for the booking 6. Identification Card required for discount	Information should come from the guest/client
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>For G2B/G2C</b>				
II-A-1. Inquire for availability of facilities or services.	1. Checks availability of the inquire facility.	1. none	1. 5 minutes	1. Immediate Supervisor
II-A-2. Provide necessary requirement for booking such as venue, physical set-up, light & sound	2. Records the booking details for reference purposes.	2. None	2. 1-3 minutes	2. Immediate Supervisor
II-A-3. Give contact details and wait for quotation or proposal to be sent within 3 days.	3. Prepares proposal and summarizes accounts to be sent to the client.	3. none	3. 1- 3 days	3. Immediate Supervisor
II-A-4. Inform service provider of decision to book the facilities/services.	4. Records booking details to the booking form and prepares contract for client's approval and signature.	4. None	4. 1 hour- 1 day	4. Immediate Supervisor
II-A-5. Sign contract prepared by the Resort personnel.	5. File contract for reference.	5. None	5. 1 minute	5. Immediate Supervisor
II-A-5. Pay the amount due to the deputized collector.	6. Deputized Collector receives payment and issues Official receipt.	6. Amount due according to the facility booked.	6. 3-5 minutes	6. Deputized Collecting Officer
II-A-6. Present official receipt for recording purposes and receive written policy on the use of the services.	7. Records the Official Receipt number for reference purposes.	7. None	7. 1-2 minutes	7. Immediate Supervisor
<b>For G2G</b>				
II-A-1. Inquire for availability of facilities or services.	1. Checks availability of the inquire facility.	1. none	1. 5 minutes	1. Immediate Supervisor
II-A-2. Provide necessary requirement for booking such as approved Purchase Order or Proposal, physical set-up, light & sound, menu	2. Records the booking details for reference purposes.	2. None	2. 1-3 minutes	2. Immediate Supervisor
II-A-3. Give contact details and wait for quotation or proposal to be sent within 3 days.	3. Prepares proposal and summarizes accounts to be sent to the client.	3. none	3. 1- 3 days	3. Immediate Supervisor
II-A-4. Inform service provider of decision to book the facilities/services.	4. Records booking details to the booking form and prepares contract for client's approval and signature.	4. None	4. 1 hour- 1 day	4. Immediate Supervisor
II-A-5. Sign contract prepared by the Resort personnel.	5. File contract for reference.	5. None	5. 1 minute	5. Immediate Supervisor
II-A-5. Pay the amount due to the deputized collector.	6. Deputized Collector receives payment and issues Official receipt.	6. Amount due according to the facility booked.	6. 3-5 minutes	6. Deputized Collecting Officer

officer.	ment and issues Official receipt.	to the facility booked.	Officer
II-A-6. Present official receipt for recording purpose and receive written policy on the use of the	7. Records the Official Receipt number for reference purposes.	7. None	7. 1-2 minutes
TOTAL:			

**III. Reservation and Inquiry of available Recreational Facilities**

<b>OFFICE OR DIVISION</b>	EEDD, Mambukal Resort			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2B/G2C/G2G			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification card of person incharge of the reservation 2. Exact date of booking/reservation 3. Number of participants/guests 4. Details of the booking/activity 5. Downpayment for the booking 6. Identification Card required for discount		Information should come from the guest/client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
III-1. Inquire for availability of facilities or services.	1. Checks availability of the inquire facility.	1. none	1. 5 minutes	1. Immediate Supervisor
III-2. Provide necessary requirement for booking such as date and number of participants	2. Records the booking details for reference purposes.	2. None	2. 1-3 minutes	2. Immediate Supervisor
III-3. Inform service provider of decision to book facility.	3. Records the booking details to the booking form and issues order of payment	3. none	3. 1 minute	3. Immediate Supervisor
III-4. Pay the amount due to the Deputized Collecting Officer.	4. Deputized Collecting Officer accept payment and issues receipt	4. Amount due according to the facility booked.	4. 3-5 minutes	4. Deputized Collecting Officer
III-5. Present official receipt for recording purpose and receive written policy on the use of the	5. Records the Official Receipt number for reference purposes.	5. None	5. 1 minute	5. Immediate Supervisor