



Republic of the Philippines  
**PROVINCE OF QUIRINO**  
 Cabarroguis  
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## ECONOMIC ENTERPRISE OFFICE (CPHR) CITIZENS CHARTER INFORMATION BILLBOARD

### MISSION

A friendly and accommodating environment that lures food goers with its fine and affordable foods and where travelers choose to stay in its hotel with the quality service that geared towards guests and clients satisfaction and even exceeds their expectations.

### VISION

To make the Hotel and Restaurant a first class firm where services and foods being offered are competitive equating our province as an icon of tourist attraction in the whole nation.

#### Step by step procedure

FRONTLINE SERVICES /OFFICE	STEP	CLIENT	SERVICES	RESPONSIBLE OFFICER/EMPLOYEE	WAITING TIME	REQUIREMENT/ SUPPORTING DOCUMENTS	FEES COLLECTED, IF ANY	REMARKS
1. HOTEL/FUNCTION HALL	1	(WALK-IN) - Clients inquiries	- Receiving of guest/client  - Assign room number & issuance of key	Front Desk Officer on duty	1 min  5 mins.	Logbook  Guests Logbook	Based on prevailing room rates	CPHR-Front Desk at Ground Floor
	2	- Confirmation for accomodation	- Bill/Issue Receipt to costumer	Cashier/Front Desk Officer	3 mins.	Receipt		Payment shall be done upon accommodation
	1	RESERVATION THRU PHONE CALL - Clients inquiries	- Receiving of phone calls  - Take down note on clients reservation	Manager/Officer on Duty	1 min  2 mins.	Guests Logbook	Based on prevailing room rates reserved	In case of cancellation of reservation: Notice shall be made 2 days before the scheduled date.

			<ul style="list-style-type: none"> <li>- Check Availability of rooms</li> <li>- Confirmation of rooms</li> <li>-</li> </ul>	<p>Waiter</p> <p>Front Desk Officer</p>	<p>5mins.</p> <p>2 mins.</p>			
<b>2. RESTAURANT</b>	1	<p>Costumer/client (Dine In)</p> <p>(Take Out)</p>	<ul style="list-style-type: none"> <li>- Take Order</li> <li>- Issue Receipt</li> <li>- Serve the ordered food</li> <li>- Take Order</li> <li>- Issue Receipt</li> <li>- Prepare ordered food</li> </ul>	<p>Waiter</p> <p>Cashier</p> <p>Waiter</p> <p>Waiter</p> <p>Cashier</p> <p>Waiter</p>	<p>2 mins.</p> <p>2 mins.</p> <p>3-5 mins.</p> <p>3-5 mins.</p> <p>3-5 mins.</p>	<p>Receipt</p>  <p>Receipt</p>	<p>Based on prevailing price</p>  <p>Based on prevailing price</p>	
<b>3.PASALUBONG CENTER</b>	1	Vendor(supplier of finished products/food products)	<ul style="list-style-type: none"> <li>- Give orders/list of products to be delivered</li> <li>- Receiving of goods</li> </ul>	<p>Maricel Mina/Vicente Talaue</p> <p>Maricel Mina/Vicente Talaue</p>	<p>10mins.</p> <p>10-15mins.</p>	<p>Purchase Request</p> <p>Receiving copy/Acceptance</p>		
	2	Collection	<ul style="list-style-type: none"> <li>- Issue payments (Cash)</li> <li>- Issue payments thru check</li> </ul>	<p>Cashier</p> <p>Cashier</p>	<p>2 mins.</p> <p>2 days</p>	<p>Receipt</p> <p>Receipt</p>	<p>None</p>	

## SERVICE PLEDGE

We, the officials & employees of the Provincial Government of Quirino, pledge to deliver quality public services as promised in this Citizen's Charter. We will provide prompt and reliable service to our clients.

ELMOR B. VILLARUEL  
Executive Assistant & EEO Head Designate

MARY JANE T. ARON  
Food Supervisor II/Acting Manager

ROSALIE P. MARCELINO  
Admin. Aide V (Cashier Designate)

CHORELUZ P. MACAM  
Admin. Aide V (Hotel Supervisor)

MARICE P. MINA  
Waiter II (In-Charge Pasalubong Center)

VICENTE A. TALAUE  
Admin. Aide V

JOHN DENVER G. MORTERA  
Waiter I

GRETCHIN D. DEL ROSARIO  
Service Crew

JAYBEE P. LUNA  
Service Crew

MARJORIE M. BUEN  
Waiter I (Alternate Cashier)

MARILYN S. GUNTALILIB  
Service Crew(Alternate Cashier)

ELOISA JANE P. CASTRO  
Service Crew

CAREN D. CANETE  
Service Crew

RONALIE B. MAUYAO  
Office Helper

Allowable Period of Extension of the Maximum Response Time

The LGU give (5) working days for extension of time to the provision of frontline services to its clients in case of unforeseen events, mandate or natural.

Feedback/Complaint Mechanism

If your request has not been attended to promptly and courteously, please send your suggestions and complaints to Gov. Junie E. Cua or you may fill up the prescribed form from the Officer of the Day and drop it in the Suggestion box provided for the purpose at the lobby of the Capitol Plaza Hotel and Restaurant or you may call

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