



# RESIDENCIA SUITES HOTEL

## SOP & GUIDE BOOK

*2025 Edition.*

*By: Residencia Suites Hotel*

*Prepared by: Kevin Paul L. Cocuaco, M.D.*



## **MISSION STATEMENT**

The Residencia Suites Hotel mission is to exceed guest's expectations by providing genuine hospitality, a valued experience, and a commitment to continuous improvement.

## **VISION STATEMENT**

Residencia Suites Hotel shall be in the frontline of hospitality in Zamboanga City.

Residencia Suites shall be synonymous with the trademark of SERVICE EXCELLENCE and STATE-OF-THE-ART FACILITIES/AMENITIES.

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**PART I.**

**HOTEL OPERATIONS MANAGER**

## **INSTRUCTIONS FOR HOTEL OPERATIONS MANAGER**

*Updated on December 8, 2023*

### **A.) FRONT DESK**

- Makes sure front desk are doing their jobs properly and efficiently.

#### **1.) KEYCARD ACCESS FOR GUEST ROOMS**

- ✓ Front desk keycards are given access to all guest rooms (*vacant & occupied*).

### **B.) HEAD ROOM ATTENDANT**

- Guides & supports him in managing all room attendants of the hotel.
- Head Room Attendant reports directly to Hotel Operations Manager.

#### **1.) KEYCARD ACCESS FOR GUEST ROOMS**

- ✓ Head Room Attendant keycard is given access to all guest rooms (*vacant & occupied*).

### **C.) ROOM ATTENDANTS**

- Makes sure room attendants are doing their jobs properly and efficiently.

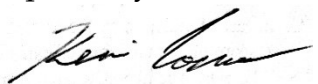
#### **1.) KEYCARD ACCESS FOR GUEST ROOMS**

- ✓ Room attendant keycards are given access ONLY to occupied guest rooms.

### **D.) SECURITY GUARDS**

- Makes sure security guards are doing their jobs properly and efficiently.

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## HOTEL OPERATIONS MANAGER'S MONITORING FORMS



Just scan the QR Codes below!



HOTEL CHECKLIST



WEEKLY REPORT



IMPROPER UNIFORM



INCIDENCE REPORT



**PART II.**

**FRONT DESK RECEPTIONIST**

## RESIDENCIA SUITES HOTEL

MEMO: FRONT OFFICE OPERATIONS (*government seminar*)

DATE: MARCH 29, 2024

- Welcome guests appropriately (Standard greeting)
  1. SMILE. Use the MABUHAY gesture.
  2. GREET guests according to time of day.
  3. WELCOME the guest to your accommodation.
  4. Mention your NAME. (if no name badge)
  5. Offer ASSISTANCE. (Follow in-house SOPs)
  6. WISH THE GUEST A NICE STAY.
  
- FOLLOW THE CHECK-IN PROCEDURES.
  1. Greet professionally
  2. Know whether to walk in or with a reservation.
  3. Determine the number of persons to check-in.
  4. Know the type of room preferred.
  5. Ask for inclusive dates to check room availability.
  6. Record the guest's full name.
  7. Use selling techniques.
  8. Match guest's needs with hotel features and facilities.
  9. Discuss booking inclusions and special requests.
  10. Ask the guest to sign the guest reservation form.
  11. Check the guest identification card.
  12. Know the mode of payment and total bill.
  13. Give the receipt.
  14. Ask if there is anything else you can help.
  15. THANK YOU (with bow and right hand on the chest)
  16. Ask the bellhop to assist.

X SENIOR DISCOUNT – IT SHOULD BE DISCOUNT CARD

FRONT DESK RECEPTIONIST OR FRONT DESK ASSOCIATE – should be neat and clean. She was wearing a name badge, proper uniform, and a clean hair tie.

RECEIVING TELEPHONE CALLS:

1. Answer Promptly
2. Keep smiling
3. Use caller's Name- May I know who's on the line? (ps. Mention the name 2-3 times not more than 3.
4. Clear Positive Language. No slang
5. No JARGON
6. Avoid monotone. Vary your tone.
7. Don't speak too fast or gable.
8. Stay focused. No distractions

9. Listen attentively. Don't interrupt
10. Repeat the information back. (To make sure if it's correct)
11. Be specific and helpful
12. Never give out of room numbers. (Folder with a keycard) Not saving time, saving life.
13. Acknowledge transfer request.
14. Let the caller speak before placing on hold.
17. Take a thorough message. (Offer if they want to leave a message.)
18. Handling multiple demands.
19. Take charge of situations
20. Handling dissatisfied callers.
21. Emphasize with the caller. (Listening with courtesy and understanding)
22. Offer a specific time for the resolution.
23. Sell rooms for your property. (Ask the determined needs of a caller)
24. Closing deal.
25. Audible and Calm.

#### Standard Greeting (Telephone)

1. SMILE. Use the MABUHAY gesture.
2. GREET guests according to time of day.
3. Mention your NAME.
4. Say THANK YOU FOR CALLING RESIDENCIA SUITES HOTEL.
5. How may I help you?
6. Know whether to walk in or with a reservation.
7. Determine the number of persons to check in.
8. Know the type of room preferred.
9. Ask for inclusive dates to check room availability.
10. Record the guest's full name.
11. Use selling techniques.
12. Match guests' needs with hotel features and facilities.
13. Discuss booking inclusions and special requests.
14. Know the mode of payment and total bill. (PS say the nonrefundable hotel policy)
15. Ask if there is anything else you can help.
16. Then repeat the information.
17. THANK YOU AND WISH THE GUEST A NICE STAY.

POLICE – IF THEY ARE LOOKING FOR SOMEONE, BEFORE LETTING THEM IN THEY SHOULD PRESENT A WARRANT OF ARREST. (FOR THE SAFETY OF THE GUESTS)

## HEART METHOD

H – HEAR THEM OUT

E – EMPHATIZE

A – APOLOGIZE

R – RESOLVE THE CONCERN

T – THANK THE GUEST

H - ear them out

- Handle Self First
- Let the Guest Talk and Vent
- Listen And Listen Actively
- Don't Interrupt
- Take notes to show interest and concern

E – mpathize

- Take things from guest's perspective
- Get in the shoes of the guests
- Recognize his or her feelings

A – pologize

- Promptly apologize for the inconvenience caused
- Check your body language to show sincerity

R – esolve the Concern

- Act on the concern immediately
- Seek for guest's suggestions to resolve the concern
- Do not promise what you cannot deliver.
- Elevate issues to the authority when needed to avoid adverse consequences.

T – Thank the guest

- Thank the guest for complaining
- Invite to visit us again

# **BOOKING A HOTEL ROOM GUIDE**

*Updated on February 5, 2025*

## **1.) STANDARD CHECK-IN TIME AND CHECK-OUT TIME**

- Check-in time is at 2pm (*by 1:30pm onwards, no more early check-in fee*).
- Check-out time is at 12noon.
  - For check-ins BEFORE 6AM, check-out time is still at 12 noon same day unless guests are willing to pay the early check-in fee.

## **2.) FULL PAYMENT UPON CHECK-IN**

- Strictly full payment upon check-in.
  - ✓ No need to hold and keep valid I.D.s of guests at front desk. You may return their I.D.s right away after taking a picture during their online form registration.
  - ✓ Please check POS for modes of payments accepted. All payments made are NON-REFUNDABLE, NON-TRANSFERRABLE & NON-CONVERTIBLE, however, guests may rebook (*only once*) to another date.

## **3.) IMMEDIATE PAYMENT OF GUESTS RESTO ORDERS AND OTHER HOTEL BILLS**

- All guests should right away pay their resto orders and/or other hotel bills.
- For room stay extensions, if guests refuse to pay by check-out time, please TURN OFF the POWER BREAKER of their ROOM NUMBER.

## **4.) UNSETTLED STATEMENT OF ACCOUNTS (SOA) OF GUESTS DURING HOTEL STAY**

- Each day during downtime, usually between 3pm-5pm, guests should be reminded to settle their accounts if there are any.
- If guests refuse to pay despite constant reminders, the following will be temporarily block until guests will settle their statement of accounts:
  - ✓ Room electric power (*TURN OFF POWER BREAKER OF THEIR ROOM*)
  - ✓ Room services
  - ✓ Restaurant orders
  - ✓ Room extensions
  - ✓ Other paid services

## **5.) RESERVATIONS**

- For room reservations to be guaranteed, 50% DOWN PAYMENT IS REQUIRED...STRICTLY NO DOWN PAYMENT, NO ROOM RESERVATION AT THE BOOKING CALENDAR.
- NO SHOW of 3 hours after check-in time at 2pm will automatically forfeit room reservation/s unless guests have informed that they will be late.
- All paid room reservations and bookings are NON-REFUNDABLE AND NON-TRANSFERRABLE & NON-CONVERTIBLE.
  - ✓ However, guest can still rebook once to avail the room/s anytime.

## **6.) POSSIBLE EXTENDED STAY OF GUESTS**

- During breakfast time when hotel staff meets guests, ask guests if they will extend their stay.
- For room extensions, full payment is required before postponing the keycard.
- If guests refuse to pay by check-out time for their extended stay, please TURN OFF the POWER BREAKER of their ROOM NUMBER until full payment is made.

## **7.) GUESTS REQUESTING FOR GIFT CERTIFICATE (PAID) TO BE GIVEN AS GIFT**

- A gift certificate template is available in Canva.
- On the gift certificate, please don't forget to indicate the following:
  - ✓ To whom it is for ("To");
  - ✓ Who gave it ("From");
  - ✓ Type of room;
  - ✓ How many nights;
  - ✓ Validity (*by default, at the end of the year, December 31*).
- Guests should pay the gift certificate in full. Strictly non-refundable, non-transferrable and non-convertible.
- When charging in POS, don't forget to label the name of the one who paid ("From"), and please indicate in comment section of room that it is a "bought gift certificate".
  - This is to easily jibe the gift certificate (*upon check-in*) with the receipt in POS.

## **8.)PROMO/SPECIAL/LOYALTY/CORPORATE DISCOUNTS & SENIOR/PWD DISCOUNT**

*\*For computation of Senior/PWD Discounts, use excel file formula in pc#1.*

- All discounts, **except Senior/PWD discount**, only apply to rooms and not to additional items/services.
  - ✓ For Senior/PWD discount, it can be applied to all room rates, additional items/requests/services **except for Massage Service, Laundry Service, Shuttle Service, Van Rentals and Printing.**
- In case a guest is entitled to avail more than one discount, only the highest discount will apply. Guest is not allowed to avail all discounts at the same time.
- For corporate discounts to be availed, employee from the partner company should present his/her company I.D. to front desk.
  - ✓ There should be a prior "Corporate Rate Agreement Contract" signed by the representative of the partner company, and signed by representatives of Residencia Suites Hotel.
- Senior discount only applies to the senior/s himself/herself who will be checking-in. STRICTLY IT CANNOT BE APPLIED TO OTHER FAMILY MEMBERS WHO ARE NOT SENIORS. For example, if the Family Deluxe Room was booked with a total guest of 3 and only one of them is the senior, then the senior discount only applies to one person and NOT to the 3 of them (*whole price of room*).
  - ✓ For non-senior/PWD guests who will be charged the "Extra Person Charge" or "Extra Bed Charge", they are not included anymore when computing for the senior citizen/PWD discount of the room.

## **9.)AGENCIES ASKING FOR CONTRACTED RATES**

- Prepare the "Corporate Rate Agreement Contract" and send to agencies for signing...also send together with "Residencia Suites Hotel Fact Sheet" & "Tariff" pdf files.
  - ✓ Before sending, please make sure tourism company/agency has sent the necessary documents...*minimum needed documents are the ff:*
    - 1.) *Business Permit/Mayor's Permit;*
    - 2.) *BIR 2303*
  - ✓ For the step-by-step process on how to send the "Corporate Rate Agreement Contract", "Residencia Suites Hotel Fact Sheet" & "Tariff", please ask the Hotel Operations Manager to show you.

## **10.)LATE CHECK-OUT**

- Please check POS for late check-out fee rate...charged to guest if check-out is between 12:11 pm – 6pm.
- 1 night of stay will be charged to guest if check-out is after 6pm.

### **11.)EARLY CHECK-IN**

- Please check POS for early check-in fee rate...charged to guest if check-in is before 1:30 pm.
- Please use "Check-in Computation Formula Excel File" in PC#1.
- The early check-in fee is offered to guests who will be checking-in 6am onwards.
  - ✓ It may also be offered to guests for check-ins before 6am if guests are willing to pay the amount computed.

### **12.)GUESTS REQUESTED TO LEAVE THEIR LUGGAGE IN GUEST ROOM BEFORE CHECK-IN AT 2PM**

- Please inform guests that an EARLY CHECK-IN FEE WILL STILL BE CHARGED.
- To avoid the "early check-in fee", guests may leave their luggage, and other personal belongings, in the Luggage Room/Locker Room located in the hotel lobby.

### **13.) GUESTS REQUESTED CHANGE OF ROOM/S BEFORE CHECK-OUT TIME WITHOUT ANY REAL VALID REASON**

- Guests' "previously occupied room" will be considered as "ROOM CHECK-OUT" (*fully paid*) and the "new room" that will be occupied will be considered as "NEW ROOM CHECK-IN" (*Another full payment*).

### **14.) FOR NO REAL VALID REASON, GUESTS REQUESTED TO CHANGE LINENS (PILLOW CASE/ BED SHEET/ DUVET COVER/ BATH TOWEL, ETC...) WITHIN THE 24-HOUR PERIOD OF EVERY CHECK-IN TIME**

- No charge on 1st request but will already be charged on 2nd and succeeding request if still within the 24-hour period.

### **15.) NEW-WALK IN GUESTS DURING CURFEW HOURS**

- Guests are accepted and checked-in even during curfew hours.

## **16.) NUMBER OF ALLOWED GUEST IN ROOMS (NO EXTRA CHARGE)**

*\*Children below 13 years old are not counted (free).*

*\* No free breakfast for additional person/s and children.*

- a.) Single Classic – 1 guest
- b.) Double Deluxe – 2 guests
- c.) Twin Deluxe – 2 guests
- d.) Family Deluxe – 3 guests
- e.) Executive Suite – 2 guests

## **17.) NUMBER OF ADDITIONAL FREE PILLOWS ALLOWED**

- a.) Single Classic – additional 1 free pillow upon request.
- b.) Double Deluxe – additional 2 free pillows upon request.
- c.) Twin Deluxe – additional 2 free pillows upon request.
- d.) Family Deluxe – additional 3 free pillows upon request.
- e.) Executive Suite – additional 2 free pillows upon request.

## **18.) EXTRA PERSON CHARGE**

- In all types of guest rooms (*charge is higher if in Executive Suite room, please see POS*), all extra guests will be charged. NO EXTRA GUEST IS FREE OF CHARGE.
- Non-hotel guest friends/relatives of guests who will be visiting and staying at the hotel by 9pm onwards, will be automatically charge an “Extra Person Charge”, however, please inform guests beforehand.
- PERSONAL ON-CALL MASSAGE THERAPISTS of guests are considered as VISITORS. Thus, the “EXTRA PERSON CHARGE RULE” WILL APPLY.
- Each “extra person” is entitled to 1 free amenity kit (*bath soap, shampoo, toothbrush, toothpaste*), 1 free slipper, 1 free bathroom tissue, 1 free bath towel & 1 free pillow.

*\*blanket and extra bed are NOT INCLUDED.*

*\*NO FREE BUFFET BRAKFAST.*

## **19.) EXTRA BED CHARGE (*charge is higher if in Executive Suite room, please see POS*)**

- The “Extra Person Charge” is already included.
- Entitled to 1 free amenity kit (*bath soap, shampoo, toothbrush, toothpaste*), 1 free slipper, 1 free bathroom tissue, 1 free bath towel, 1 free pillow and 1 free blanket.
- WITH FREE BUFFET BREAKFAST.

## 20.) **FREE BREAKFAST BUEFFET**

- All entitled guests upon check-in should be given “Free Breakfast Coupons”.
  - ✓ Guests can only avail their free breakfast if they can present their “Free Breakfast Coupons”  
*\*“Free Breakfast Coupons” should be collected by Room Attendants from guests.*
- STRICLY NO BREAKFAST COUPONS, NO FREE BREAKFAST.
- Free breakfast between 7am-9am daily at the hotel garden & Dinerico Hall.
  - ✓ NO serving of free breakfast in guest rooms if guests will request it.
  - ✓ NO preparing and giving of free breakfast the night prior (*should guests request it*) since free breakfast is a buffet.
- Free breakfast will be forfeited if guests fail to dine/request within the 2-hour free breakfast period.
- Upon check-in of guests, instruct guests to take their breakfast at the hotel garden or Dinerico Hall.
- Free breakfast may still be given to guests for those who will be CHECKING-IN EARLY (BEFORE 9AM) but will be CHECKING-OUT WITHIN THE SAME DAY (BEFORE 12 MIDNIGHT)

## 21.) **NON-GUESTS (VISITORS)**

- Up to 7pm – non-guests are allowed entry up to guest rooms and should register at the entrance logbook and be monitored by hotel staff.
- 7pm-9pm - non-guests are allowed entry up to hotel lobby and hotel garden only and should register at the entrance logbook and be monitored by hotel staff.
- 9pm onwards – NO VISITORS ALLOWED.
- For visitors of guests, always phone call guests first before letting their visitors go to their rooms.

## 22.) **FOOD PANDA/GRAB/OTHER FOOD DELIVERY SERVICES**

- Riders of food deliveries are allowed entry only up to the hotel lobby.
- Guests should go to the hotel lobby to pick-up their food deliveries.
- Housekeepers can also bring food deliveries of guests for them to their rooms should guests request it.

**23.) GUESTS BRINGING IN SEVERAL BOTTLES OF BEER FOR BINGE DRINKING**

- Corkage fee will apply (*see POS for prices*).

**24.) ANIMALS**

- Strictly no pets are allowed in all areas of the hotel even at the hotel garden.

**25.) PHOTO SHOOT**

- If guests booked for function at the hotel, NO MORE PHOTO SHOOT FEE.
- For outsiders (non-guests) or only room check-ins, A PHOTO SHOOT FEE (*please check POS for prices*) will be CHARGED regardless of the number of persons as long as the Photo Shoot is done by a professional.

**26.) MINIBAR REFRIGERATORS**

- Minibar refrigerators should NO LONGER BE REMOVED from guest rooms. Guests should NOT be given the option anymore to remove minibar refrigerators.
- Guests should pay the full amount for rooms with minibar, take it or leave it.

**27.) ELECTRIC KETTLE**

- All rooms with minibar are provided with electric kettle (*free of charge*)
  - ✓ The number of coffee cups to put with the kettle corresponds to the number of guests the room w/ minibar accommodates (*ex. Twin/Double Deluxe Room = 2 coffee cups, Family Deluxe Room = 3 coffee cups*).
- For rooms WITHOUT MINIBAR, ELECTRIC KETTLE IS CHARGED upon REQUEST OF GUESTS.
- If no more electric kettle or guest does not want to pay for electric kettle, please offer that they can get from water dispenser or we can serve hot water in thermos free of charge.

## **28.) PENALTIES FOR GUESTS**

### **a.) Smoking**

- Penalty of ₱1,500 for smoking will be imposed to guests.
- Always document evidence (take picture/video) if you have caught guests violating our policy.

### **b.) Inserting Other Cards in Keycard Power Switch**

- Penalty of ₱3,000 for inserting other cards/objects in keycard power switch will be imposed to guests.
- Always document evidence (take picture/video) if you have caught guests violating our policy.

### **c.) Hard Liquor**

- A hard liquor, at Residencia Suites Hotel, is defined as alcoholic percentage of at least 10% and Proof of at least 20.
- Bringing in of hard liquor is STRICTLY prohibited.
- For violation, a fine of ₱1,500 will be imposed.
- Always document evidence (take picture/video) if you have caught guests violating our policy.

### **d.) Foul-Smelling Foods**

- Please inform guests that bringing in of foul-smelling foods, such as durian, raw fish, etc., in the hotel is prohibited.
- For violation, a fine of ₱1,500 will be imposed.
- Always document evidence (take picture/video) if you have caught guests violating our policy.

### **e.) Possession of Drugs**

- Please inform guests that bringing in of illegal drugs, such as Shabu, Marijuana, etc., in the hotel is prohibited.
- For violation, a fine of ₱10,000 will be imposed and possible reporting to government authorities (PDEA).
- Always document evidence (take picture/video) if you have caught guests violating our policy.

### **f.) Toilet Flushed Items**

- Such as sanitary napkins, condoms and any other items that will clog the toilet bowl.
- For violation, a fine of ₱3,000 will be imposed.
- Always document evidence (take picture/video) if you have caught guests violating our policy.

**29.) GUESTS ASKING HOTEL STAFF OR HOTEL TO PAY THEIR DELIVERIES**

- Inform guests that this is NOT ALLOWED.

**30.) GUESTS ASKING HOTEL STAFF TO GO OUT OF HOTEL AND BUY FOOD FOR THEM**

- Inform guests that this is NOT ALLOWED.

**31.) AMENITY KIT**

- Soap, shampoo, toothbrush, toothpaste and hotel slipper are placed in their appropriate locations in the bathroom/guest room.
  - ✓ For Executive Suite Room, in addition to the above amenities, 2 bottles of bubble bath soap liquid are also provided per 1 night of check-in.
    - Please do not throw used empty bottles...turnover to inventory clerk for reused.

**32.) GUESTS WANT TO LEAVE KEYCARD IN ROOM SO ROOM CAN BE LEFT "POWERED ON" EVEN IF NO ONE IS AROUND**

- Inform guests this is prohibited for fire safety reasons:
  - ✓ Left personal cellphone charging with no one around.
  - ✓ Left personal laptops charging with no one around.
  - ✓ Left electric kettle plug with no one around.
  - ✓ Left other personal electrical equipments plug with no one around.
  - ✓ And so on...
- If guests would still really insist to leave their keycard so room can be left powered ON, then please take the following steps:
  - STEP 1:** We have no choice but to allow unreasonable guests to leave their keycards but inform them that room will still power OFF if our computer system will detect for some time (10-20 mins.) that no one is in the room...for fire safety reasons.
  - STEP 2:** Once guests have left the hotel, instruct room attendant to Turn OFF power breaker of the room of the guests.
  - STEP 3:** Once guests have return to the hotel, Turn ON the power breaker of the room of the guests.

**33.) IF GUESTS WILL ASK HELP FROM HOTEL STAFF TO DECORATE ROOM**

- Inform guests that you are busy.

**34.) IRONING SERVICE (*paid service*)**

- The ironing service is done by the laundry woman.
- Please see "Laundry SOP" for more details on ironing services.

### 35.) DISQUIETING GUESTS

- Guests should not be disturbed in their rooms by 9pm onwards unless absolutely necessary or guests are still awake by checking the “motion detectors” in the Smart Life App of the hotel cellphones.

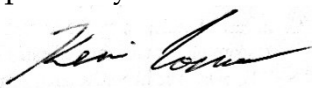
### 36.) EATING IN THE HOTEL LOBBY

- Instruct guests that eating and drinking in the hotel lobby are STRICTLY PROHIBITED.

### 37.) OUTSIDERS (NON-GUESTS) REQUESTING TO REWIND HOTEL CCTV

- For safety and security, this is STRICTLY PROHIBITED for OUTSIDERS (NON-GUESTS), which also includes the tenant stores renting outside the hotel.
- Only hotel guests are given the privilege.

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## **GENERAL GUIDE FOR FRONT DESK RECEPTIONIST**

*Updated on February 5, 2025*

### **1.) ASSIGNING ROOM ATTENDANTS GUEST ROOMS TO CLEAN ON THE DAY FEW HOURS BEFORE EXPECTED CHECK-OUT**

- Room attendants should already be assigned guest rooms to clean on the day few hours before expected check-out of guests.
- Equally divide expected dirty rooms (*check-outs*) to all morning and mid-shift room attendants...if possible, please do not leave any dirty rooms for night duty room attendant unless there are a lot of rooms to clean.

### **2.) MESSAGE SERVICE**

#### **a.) Monitoring Sheet for Message Service**

- Please print, as needed, the "Message Service Monitoring Sheet" saved in pc#1 → Receptionist Folder → Monitoring Sheets.
- Before message session starts, please fill-up the appropriate information in the "Message Service Monitoring Sheet" and monitor the time of the message session.
- If the expected "time end duration" of the message session has exceeded, please call guest to ask if he/she has extended the message session and update the POS accordingly.

### **3.) KEYCARD ACCESS FOR GUEST ROOMS**

- All front desk keycards can open all guest rooms while ROOM ATTENDANT KEYCARDS can OPEN ONLY OCCUPIED GUEST ROOMS.
- In the event room attendants need to enter vacant rooms, they should borrow front desk keycards with permission.

### **4.) HOTEL COMPUTERS**

- STRICTLY NO plugging in of any USB devices due to possibility of a software virus infecting the hotel computers.
  - ✓ Exception is for hotel operations manager for biometrics and other important file transfer purposes.

## **5.) HOTEL COMPUTERS & POS TABLETS ASSISTANCE**

- If assistance is needed, just inform “Hotel Operations Manager” and/or Sir Kevin since they can remotely view and control all hotel computers and POS tablets.

## **6.) HOTEL CELLPHONES**

- Never reply to unknown numbers or companies texting that prizes were won and one needs to text back a code or amount to avail the prizes. This is usually a SCAM. If unsure what to do to, please contact sir Kevin.

## **7.) SMART LIFE APP IN HOTEL CELLPHONES**

- **“Hotel Power/Lights”** (also see *Alexa Commands* section in this SOP & Guide Book), **“Guest Rooms Power Status”** and **“Guest Rooms Motion Status”** can be monitored via the “Smart Life App” of hotel cellphones.

## **8.) GUESTS CAUGHT LEAVING ROOM “POWERED ON” EVEN IF NO ONE IS AROUND**

- Guests can be usually caught by checking the “*smart life app*” in “*Guest Rooms Status*”.
- Please take the following steps:
  - STEP 1:** Do not pull out the keycard. Instruct room attendant to Turn OFF power breaker of the room of the guests.
  - STEP 2:** Once guests have return to the hotel, instruct room attendant to Turn ON the power breaker of the room of the guests.
  - STEP 3:** If guests will ask “why did the room Power OFF?” Tell guests that even if keycard is left in the room, it will still power OFF if our computer system will detect for some time (10-20 mins.) that no one is in the room...for fire safety reasons.

## **9.) HOTEL CELLPHONE CHARGERS, SCISSORS AND OTHER THINGS OWN BY HOTEL**

- Strictly, these are NOT to be lent out to hotel guests.
  - ✓ If guests would insist, please immediately get it back from guests once they have finish using it.

## **10.) HOTEL GUESTS FEEDBACK STEPS:**

*\* Please print hard copies of feedback form...file in pc#1 and pc#2.*

**STEP 1:** Upon check-out, ask guests to fill-up a hard copy of the feedback form.

**STEP 2:** If guests gave a 5 rating (*highest*): Ask guests to scan “Hotel Feedback QR Code” at front desk to rate us the same 5-star rating in Google and/or recommend us on Facebook, and they can receive 1 gift certificate/1 unique (*different name*) Facebook/Google account if they submit their feedback now before leaving the hotel.

**STEP 3:** Wait for guests to submit feedback via Facebook and/or Google, afterwards, you may now give their gift certificate/s.

✓ Gift Certificate files saved in Canva...print and dry seal as needed.

*\*Guests who have already given a review in the PAST should not be ask to give another review unless the review given in the past was a 4 to 1 star review via Google or review via Facebook was negative.*

## **11.) WATER BOTTLE CONTAINERS/DRINKS/ETC...**

➤ At the front desk, please put your drinks/water bottle containers away from the computers or any electronic devices in order to avoid accidental spillage of liquids to computers/electronic devices.

## **12.) ONLINE BOOKINGS (SUCH AS VIA CHAT AND CELLPHONE)**

➤ When sending booking details to be filled-up by guest, you may pre-fill information you already have. This is to improve the customer booking experience.

## **13.) REMINDING HOTEL STAFF TO RETURN ITEMS BEFORE GOING HOME**

➤ Always remind yourself and other hotel staff to return hotel items (*ballpen, keycards, walkie talkie, etc...*) before going home.

## **14.) FIRE ALARM**

➤ To avoid triggering the fire alarm system of the hotel due to neighbors burning their trash, the Fire Alarm System of the hotel should be TURN OFF once you see burning smoke from the neighbors.

## 15.) JAZZ MUSIC

- Always play the saved Jazz Music file in PC# 2 to avoid using the internet.
- You may download other soothing instrumental music if you want.
  - ✓ Don't forget to convert the frequency to 432 Hz.

## 16.) HOTEL CHATBOX, BOOKING CALENDAR, ONLINE FORM SETTINGS ETC...

- Please avoid touching/exploring the settings of the hotel chatbox, booking calendar, online forms etc...to avoid unnecessary disruption of the hotel operations.

## 17.) WIFI ACCESS

- "Non-Hotel Guest" should NOT be given wifi access. Please tell them that wifi access is exclusive only for hotel guests.

## 18.) PRINTING SERVICE (*paid service*)

- Printing service is STRICTLY ONLY for hotel staff and hotel guests. DO NOT cater outsiders.

## 19.) MINIBAR REFRIGERATORS

- Occupied Guest Rooms- remind room attendant to POWER ON refrigerator.
- Vacant Guest Rooms- remind room attendant to POWER OFF refrigerator.

## 20.) EATING AT THE FRONT DESK

- STRICTLY NO EATING at the front desk in order to discourage rat/mice infestation.

## 21.) TOXIC GUESTS (CODE 3)

- These are guests who are very rude, very unreasonable, keeps on complaining etc...
- Always be very careful with the service of this type of guest.
- Inform hotel operations manager if such a terrible guest has checked-in.

## 22.) GUEST REQUESTING WRITTEN O.R. WITH PAID AMOUNT DISCREPANCY OR LEAVING O.R. BLANK

- Inform guests that this is NOT ALLOWED.
  - ✓ If guests become irritated/angry, next step is to inform guests that we can allow a discrepancy on the written O.R. of up to ₱1,000 only.

## 23.) GUESTS FROM OTHER COUNTRIES

- Make sure to serve these guests well since they usually have very high standards.

## 24.) DON'T LET GUESTS BORROW HOTEL STAFF KEYCARDS

- For safety and security of other guests at the hotel, please don't let guests borrow your hotel staff keycards as this can access all rooms.

## 25.) HOTEL STAFF KEYCARD LOGBOOK NOTEBOOK

- For hotel staff, hotel construction workers & maintenance who will borrow hotel staff keycards from Front Desk.
- Purpose of the hotel staff keycard logbook is to keep track who borrowed hotel staff keycards from front desk.

## 26.) HOUSEKEEPING ITEMS LOGBOOK NOTEBOOK

- For hotel staff, hotel construction workers & maintenance who will borrow housekeeping items from Front Desk.
- Purpose of the logbook is to keep track who borrowed items from front desk.

## 27.) GUESTS HOTEL LAUNDRY SERVICE

- Please see picture below for reference:
  - There is a minimum price for weight between 1-6 kilograms (*ex. Clothes: 1-6 kg is ₱180*)
  - For weight of clothes above 6 kilograms, pricing becomes per kilo (*ex. Clothes: ₱30/kg*)
  - Always round off weight to nearest kg number (*ex. 7.5 kilos = round off to 8 kilos; 7.2 kilos = round off to 7 kilos; 7.8 kilos = round off to 8 kilos*)

|                        |                        |      |
|------------------------|------------------------|------|
| ×                      | Laundry Service ₱18... | SAVE |
| Variants               |                        |      |
| Clothes:1-6 kg ₱180.00 |                        |      |
| Rush: 1-6 kg ₱300.00   |                        |      |
| Clothes: ₱30/kg ₱30.00 |                        |      |
| Rush: ₱50/kg ₱50.00    |                        |      |
| Iron: ₱35/pc. ₱35.00   |                        |      |

**28.) ROOM ATTENDANTS, KITCHEN STAFF & OTHERS WHO ARE NOT FRONT DESK ARE NOT ALLOWED TO LOITER INSIDE THE FRONT DESK AREA.**

**29.) DRY SEAL FOR FORMAL AND LEGAL HOTEL DOCUMENTS**

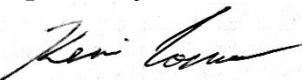
- All formal and legal documents (*ex. Event Spaces Contract Agreement*) should be dry sealed to authenticate documents.



**30.) WAYS TO MAXIMIZE COLDNESS OF AIRCON IN ROOMS**

- Instruct room attendants to TURN OFF aircon timer in the remote if it is ON...the orange light (*beside the green power light*) should disappear on the aircon unit.
- Instruct room attendants to check the room windows...sometimes it has been left open.
- Instruct room attendants to check the aircon remote settings.

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# INSTRUCTIONS FOR RECEPTIONIST

*Updated on February 5, 2025*

## CHECKING-IN A GUEST:

- 1.) Upon arrival (*no reservation walk-ins*) of guests, ask them how many and what type of room/s they want.
  - For walk-in reservations, ask guests for their reservation name.
- 2.) Borrow valid ID of guests and take note of their full name. Once done, return valid ID of guests. (*Only for "new walk-in guest" & "reserved new guest"*)
  - \*The purpose of getting the full name of guests from their valid ID is so you can prepare the room keycard, POS charging, hotel census and online booking calendar (update) while guests are filling-up their online registration form.*
- 3.) Instruct and guide guests to scan the "Check-in QR Code" (*If new walk-in guest*) or "Reserved QR Code" (*If reserved new guest*) or "Returning QR Code" (*If old returning guest*) for their online registration.
  - ✓ Instruct guests to let their online registration form be checked (*for correctness of info*) by receptionist before submission.
- 4.) Wait for guests to finish filling-up their online registration form.
  - ✓ Prepare room keycard, POS charging, hotel census and online booking calendar (update)
    - \*Based on experience, the most efficient sequence is the following:*  
*Prepare guest keycard → Prepare POS charging → Update online booking calendar → Do hotel census.*
- 5.) Once guests have informed they are done filling-up their online registration form, please check (*for correctness of info*) their registration form before submitting.
  - a.) Get full payment from guests.
  - b.) Print receipt and give to guests.
- 6.) Give room keycard and free breakfast coupon to guest.
  - a.) Instruct guests to dial "0" to call front desk for any additional request/service.
  - b.) Instruct guests that free breakfast will be served at the hotel garden and Dinerico Hall from 7am-9am.
- 7.) Ask room attendant to escort guests to their rooms.

**Congratulations! You're done checking-in a guest**

## **RESERVATIONS:**

- 1.) Monitor email ([reservations@residenciasuiteshotel.com](mailto:reservations@residenciasuiteshotel.com)) for any online reservations.
- 2.) Should there be any reservations (*through website, email, chat, cellphone text/call or in person walk-in*), input pertinent information in POS and online booking calendar.
  - ✓ For online reservations through the website, no need to update booking calendar since it automatically inputs data.

## **EVENT RESERVATIONS:**

- 1.) Monitor email ([reservations@residenciasuiteshotel.com](mailto:reservations@residenciasuiteshotel.com)) for any event spaces online reservations.
- 2.) Should there be any event spaces reservations (*through website, email, chat, cellphone text/call or in person walk-in*), input pertinent information in “online event spaces booking calendar”.
  - ✓ Schedule an appointment with clients, who made the reservations, so they can fill-up and sign the “Event Spaces Contract” as well as pay the reservation fee (*Please prepare POS reservation ticket*).
  - ✓ For reservations through the website, no need to update event spaces booking calendar since it automatically inputs data.

## **EVENT INQUIRIES:**

- Always get contact details to easily keep in touch.
- For request of Event Price Quotation, a template “Price Quotation” file can be use in pc#1.

## **ADDITIONAL REQUEST / SNACKS & BEVERAGES:**

- Update POS bill of guests and instruct room attendant to bring requested items of guests to their rooms.

## **ONLINE INQUIRIES OF GUEST:**

- Monitor and respond to email ([reservations@residenciasuiteshotel.com](mailto:reservations@residenciasuiteshotel.com)) and chat (Wix Inbox, Viber & WhatsApp) of hotel.
  - ✓ For request of Room Price Quotation, a template “Price Quotation” file can be use in pc#1.
  - ✓ Since the FB, Instagram & WhatsApp inbox are integrated into the website, you only need to open the Wix chat.
  - ✓ If inquiring potential guests will leave their contact numbers, please immediate call them.

## **ENDORSEMENTS OF HOTEL STAFF:**

- Endorsements will be during change of shifts.

## **HOTEL MANAGEMENT UPDATES:**

- Management updates will be posted via our Viber “Residencia Suites Hotel” group.

## **MONITORING SHEETS:**

- Use monitoring sheets to monitor additional items/services of guests.

## **GUESTS FOLIO:**

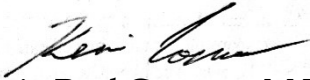
- This is usually needed when there are check-ins by group private companies and government organizations.
- Template file saved in pc#1...print as needed.

## **CHECKING-OUT A GUEST:**

- 1.) Fill-up the check-out online registration form for the guests or you may also let the guest fill-up for you.
- 2.) Guest Room Inspection:
  - a.) Inform room attendant to immediately inspect the room of guest, whether room items are complete, missing or damaged. (*Indicate name of room attendant, in booking calendar of guest, that checked-out the guest room*).
  - b.) Wait for room attendant to inform you of the status of the room items.
    - ✓ For damages, please check “Cost of Damages” file in pc#1 and/or call Ma’am Vernie or Sir Kevin to know amount to pay for damages.
- 3.) Check POS for any unsettled charges.
- 4.) Offer guests (*For non-loyalty members*) our Loyalty Program or issue digital stamps (*for loyalty members*) to guests.  
*\*Please see pocket card, at reception desk, for detailed instructions on “how to offer and issue our loyalty program to guests”.*
- 5.) Ask guests for feedback (*please see “General Guide for Front Desk Receptionist” for detailed instructions on how to get feedback from guests*).

**Congratulations! You’re done checking-out a guest**

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Approved by:

  
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# **HOTEL & RESTAURANT POS GUIDE**

*Updated on February 5, 2025*

## **GENERAL INSTRUCTIONS:**

- Always completely and properly label guest tickets (*ex. assign guest name and room # to ticket*).
- Upon check-in, all printed charged receipts may be immediately given to guests.
- For event spaces, printed charged receipts may be immediately given to guests.

## **1.) PAYMENT SCENARIOS**

### **a.) Guests only partially paid room stay upon check-in.**

What to do in POS?

- DO NOT CHARGE. Input "Partially Paid Amount" in ticket and put the amount paid (*w/ date and mode of payment*) by guests in comment section then "Pay In". SAVE the ticket.

### **b.) Guest payment is complete during check-in.**

What to do in POS?

- You may "Charge" right away.

## **2.) ISSUES (*total bill changes*) WHEN MERGING TICKETS**

- Use the "POS Merging of Payments Computation" Excel file save in pc#1/pc#2 to solve this problem.

## **3.) ADDITIONAL ITEMS IN GUEST OPEN TICKETS**

- Daily monitoring (*update open ticket bill of guests*) using the "Monitoring Sheets" in PC#1.

#### 4.) KITCHEN ORDER'S ERROR MESSAGE

- If an error in sending kitchen orders has occurred, do the following steps below:

**STEP 1.** DO NOT CLOSE THE ERROR BOX.

**STEP 2.** Call kitchen (6022)

**STEP 3.** Tell kitchen staff to check their thermal printer.

**STEP 4.** Wait for kitchen staff to say that thermal printer is working fine.

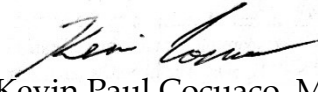
**STEP 5.** Click “retry” on the error message. Sending is successful if error message won't appear anymore.

**STEP 6.** Call sir Kevin for help if problem of not printing persist.

#### 5.) INCOMPLETE TICKET/RECEIPT WHEN PRINTING (*cuts early*)

- This problem is due to very long open tickets (*unpaid bills*)/receipts of guests.
- For “open tickets”, solution is to show bill of guest from POS tablet.
- For “charged receipts”, solution is to email receipt of guest from POS tablet.

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## ALEXA COMMANDS FOR HOTEL & RESTAURANT POWER/LIGHTS

Updated on February 5, 2025

### GENERAL INSTRUCTIONS:

- Say "Alexa, (see commands below)".
- For turning on/off individual smart switches/power, say "Alexa, turn on/off (see "Smart Life" in hotel cellphones for individual names of smart switches)".

### 1.) GUEST ARRIVAL CHECK-IN

#### a.) Daytime Lights

- ✓ Say "Alexa, morning arrival"
- ✓ Say "Alexa, afternoon arrival"
- \*To turn OFF, say "Alexa, morning sleep hotel"
- \*To turn OFF, say "Alexa, afternoon sleep hotel"

#### b.) Nighttime Lights

- ✓ Say "Alexa, night arrival"
- \*To turn OFF, say: (If before 9pm)
- i.) "Alexa, night hotel"
- ii.) "Alexa, close garden restaurant" (If no diners)
- \*To turn OFF, say: (If by 9pm onwards)
- i.) "Alexa, night sleep hotel"
- ii.) "Alexa, close garden restaurant" (If no diners)

### 2.) GUEST SHOWROOMS

#### a.) Daytime Lights

- ✓ Say "Alexa, morning showroom"
- ✓ Say "Alexa, afternoon showroom"
- \*To turn OFF, say "Alexa, morning sleep hotel"
- \*To turn OFF, say "Alexa, afternoon sleep hotel"

#### b.) Nighttime Lights

- ✓ Say "Alexa, night showroom"
- \*To turn OFF, say: (If before 9pm)
- i.) "Alexa, night hotel"
- ii.) "Alexa, close garden restaurant" (If no diners)
- \*To turn OFF, say: (If by 9pm onwards)
- i.) "Alexa, night sleep hotel"
- ii.) "Alexa, close garden restaurant" (If no diners)

### 3.) EVENT SPACE SHOWROOM

#### a.) Daytime Lights

- ✓ Say "Alexa, event space morning showroom"
- ✓ Say "Alexa, event space afternoon showroom"
- \*To turn OFF, say:
- i.) "Alexa, morning sleep hotel"
- ii.) "Alexa, close Regala function" (If no event)
- \*To turn OFF, say:
- i.) "Alexa, afternoon sleep hotel"
- ii.) "Alexa, close Regala function" (If no event)

#### b.) Nighttime Lights

- ✓ Say "Alexa, event space night showroom"
- \*To turn OFF, say: (If before 9pm)
- i.) "Alexa, night hotel"
- ii.) "Alexa, close Regala function" (If no event)
- iii.) "Alexa, close garden restaurant" (If no diners)
- \*To turn OFF, say: (If by 9pm onwards)
- i.) "Alexa, night sleep hotel"
- ii.) "Alexa, close Regala function" (If no event)
- iii.) "Alexa, close garden restaurant" (If no diners)

### 4.) FUNCTION ROOM

#### a.) Function Lights

- ✓ Say "Alexa, open Regala function"
- \*To turn OFF, say "Alexa, close Regala function"

### 5.) GARDEN RESTAURANT DINERS AT NIGHT

#### a.) Turning ON All Garden and Comfort Room Lights

- ✓ Say "Alexa, open garden restaurant"
- \*To turn OFF, say "Alexa, close garden restaurant"

#### b.) Turning ON Half Garden Lights

- ✓ Say "Alexa, open fifty percent garden restaurant"
- \*To turn OFF, say "Alexa, close garden restaurant"

#### c.) Turning OFF Half Garden Lights

- ✓ Say "Alexa, garden restaurant closing time"
- \*To turn OFF all lights, say "Alexa, close garden restaurant"

### 6.) HOTEL GARDEN COMFORT ROOMS

#### a.) Turning ON Comfort Room Lights

- ✓ Say "Alexa, open comfort room"
- \*To turn OFF, say "Alexa, close comfort room"

### 7.) HOTEL KITCHEN

#### a.) Turning ON Kitchen Lights

- ✓ Say "Alexa, open kitchen"
- \*To turn OFF, say "Alexa, close kitchen"

### 8.) ALL HOTEL LIGHTS

#### a.) Turning ON All Hotel Lights

- ✓ Daytime: Say "Alexa, open all morning hotel lights"
- ✓ Nighttime: Say "Alexa, open all night hotel lights"
- \*To turn OFF, say "Alexa, close hotel"



## HOW TO CASH OUT

**IMPORTANT: There are two (2) POS tablets and two (2) Cash Out Forms (see below):**

- a.) Residencia Front Desk 1 = use POS 1 Cash Out Form (white background color)
- b.) Residencia Front Desk 2 = use POS 2 Cash Out Form (gold background color)

**STEP 1.** In POS, go to “Shift” and choose “Close Shift”. The cash drawer will open.

**STEP 2.** Pull out money and leave 3k (*ideally small bills*) in cash drawer.

- ✓ If small bills are needed, there are packs (3k each) of small bills in SDB...simply exchange it with also 1 pack of 3k big bills. From time to time, inform ma’am Vernie to replenish small bills packs in SDB.

**STEP 3.** Before putting money (*pulled out earlier*) in envelope, count it and write this amount on the Cash Out Form in the “Revenue box”.

**STEP 4.** For amount to input in “Actual Cash Count” in POS, sum-up the amount in “Revenue box” and “Money Left in Cash Drawer” box. Input this total amount in “Actual Cash Count” then press “Close Shift” \*No need to print report.

**Note:** During open shift, input the amount from “Money Left in Cash Drawer” box on the space provided in POS.

**YOU’RE DONE CASHING OUT!**



### HOTEL & RESTAURANT POS 1 DAILY CASH OUT FORM

Date & Time: \_\_\_\_\_

|                                                                                                                                                     |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Revenue</b><br><i>(Actual cash amount in envelope to deliver)</i>                                                                                |  |
| <b>Money Left in Cash Drawer</b><br><i>(3k, ideally small bills)</i>                                                                                |  |
| <b>NO CASH OUT from PREVIOUS CLOSE SHIFT Because NO SALE OR ALL WERE SMALL BILLS?</b><br><i>(Yes/No)</i><br><i>*Please include date &amp; time.</i> |  |

\_\_\_\_\_  
Signature Over Printed Name



### HOTEL & RESTAURANT POS 2 DAILY CASH OUT FORM

Date & Time: \_\_\_\_\_

|                                                                                                                                                     |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Revenue</b><br><i>(Actual cash amount in envelope to deliver)</i>                                                                                |  |
| <b>Money Left in Cash Drawer</b><br><i>(3k, ideally small bills)</i>                                                                                |  |
| <b>NO CASH OUT from PREVIOUS CLOSE SHIFT Because NO SALE OR ALL WERE SMALL BILLS?</b><br><i>(Yes/No)</i><br><i>*Please include date &amp; time.</i> |  |

\_\_\_\_\_  
Signature Over Printed Name



## **HOW TO SETTLE SALES IN CARD SWIPER**

*Updated on October 29, 2023*

- STEP 1.** Put all printed “Bank’s Copy” and “Merchant’s Copy” transactions in Revenue Envelope.
- STEP 2.** Press \* → 74, to print “Summary Report” of transactions and put this in Revenue Envelope.
- STEP 3.** Press \* → 75, to print “Detailed Report” of transactions and put this in Revenue Envelope.
- STEP 4.** In card swiper, press “F” → GPAP → Settlement (a copy will be printed). Put this printed copy in Revenue Envelope.

**YOU’RE DONE!**

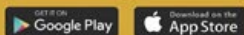
# HOTEL GUESTS LOYALTY PROGRAM

## *Instructions for Hotel Guests*



Join our  
Loyalty  
Program!

Scan to download  
Stamp Me and join



[www.stampme.com](http://www.stampme.com)

### ALREADY A MEMBER?

PLEASE SHOW YOUR DIGITAL STAMP CARD  
UPON CHECK-IN SO YOUR PERKS AND  
DISCOUNT CAN BE APPLIED.

PLEASE SEE TERMS & CONDITIONS OF  
LOYALTY PROGRAM AT THE BACK.

### TERMS AND CONDITIONS

- 1.) All members of Residencia Suites Hotel Loyalty Program are our Hotel VIPs and are entitled to a 10% Discount on all room rates, Priority Check-in and receiving of Rewards. In addition, we have some surprises in store for birthday celebrants!
- 2.) Book a Twin Deluxe or Double Deluxe Room to get a stamp. 1 Night = 1 Stamp. Stamps earned shall be given ONLY UPON CHECK-OUT.
- 3.) Guests who will check-in for the first time will be invited to join our Loyalty Program upon check-out. Issuance of "digital stamps" will commenced on the next and succeeding check-ins.
- 4.) On the 3rd stamp, a Free Fruit Shake at our Dinerico Restaurant will be rewarded to the guest in addition to the Free Breakfast and 10% Room Rate Discount. Reward is redeemable upon check-in in any room.
- 5.) On the 6th stamp, a Free Laundry Service will be rewarded to the guest in addition to the Free Breakfast and 10% Room Rate Discount. Reward is redeemable upon check-in in any room.
- 6.) On the 10th stamp, a Free 1 Night Stay, with Free Breakfast, in a Twin Deluxe or Double Deluxe room will be rewarded.
- 7.) Rewards earned will expire after 3 months from the date of receiving the reward unless otherwise stated. Please see valid date of rewards earned.
- 8.) Loyalty Membership is lifetime but will expire if no check-in for 1 year.
- 9.) Stamps collected will refresh every 1 year, therefore, the 10 stamps should be accumulated by the guest within 1 year to avail of the Free Night aside from other perks and discounts that goes with the loyalty program.
- 10.) Stamps non-transferrable, non-convertible & non-shareable.
- 11.) Employees of Residencia Suites Hotel, and their families and next of kin are exempted to join the Loyalty Program.
- 12.) Residencia Suites Hotel reserves the right to suspend or revoke your Loyalty Program if found to violate our Loyalty Program Terms & Conditions.



# HOTEL GUESTS LOYALTY PROGRAM

## Instructions for Front Desk



### HOTEL GUESTS LOYALTY PROGRAM INSTRUCTIONS FOR FRONT DESK

#### Have you joined our Hotel Loyalty Program?

1.) Guests who will check-in for the first time are invited to join our Loyalty Program, free of charge, upon check-out.

\*1 room (any type) booked = 1 free loyalty program membership

- Issuance of "digital stamp/s" will commenced on the next and succeeding bookings of guests regardless of the number of nights booked by guests during their first check-in.

- In cases of 2 or more guests staying in one room, membership to the Loyalty Program will only be given to one of the guests.
- In cases of Company/Organizational bookings, like Red Cross and United Nations, that are in groups, offer the Loyalty Program ONLY to the group leader (ex. Christina Mejia of Red Cross).
- In case guests would only check-in for a few hours (Same Day Check-in and Check-out), membership to the Loyalty Program can still be awarded since 1 night of stay is paid.

2.) Instruct guests to scan "Join QR Code" to download "Stamp Me" app and assist them in their registration process.

3.) Once download and registration is complete, ask guests to scan the "Join QR Code" again for them to join the Hotel Loyalty Program.

#### How to Issue Digital Stamps to Guests?

(see video in pc#1)

- 1 digital stamp is given to guests for every 1 night room stay in a Twin Deluxe or Double Deluxe room.
  - ✓ In cases of loyalty member/s booking in one or several rooms, follow the "(x) room/s X (y) night/s = (z) stamp/s" formula; ex. (2) rooms X (4) nights = (8) stamps (The 8 stamps can be distributed to all loyalty members as long as the total number of stamps given is still 8).
  - \*Only loyalty members can be given stamps!
  - ✓ In cases of Company/Organizational bookings that are in groups, the same "(x) room/s X (y) night/s = (z) stamp/s" formula will apply.
- All stamps earned shall be given only upon check-out unless full payment has been made upon check-in.
- Borrow smartphone of guests and scan the "Stamp QR Code" below to issue 1 digital stamp.



Stamp QR Code

Continue at the back ...



#### Redeeming Rewards (see video in pc#1)

- Rewards can only be redeemed by scanning the "Stamp QR Code".
- Borrow smartphone of guests and scan the "Stamp QR Code" to redeem their rewards.
- After scanning the "Stamp QR Code", make sure that you see a moving rewards screen with a countdown. Be sure it is not just a screenshot of a reward!

#### Guide On How/When to Apply the 10% Loyalty Discount.

- Only loyalty members can avail the 10% discount on all room rates and the 10% discount will only apply to the holder of the loyalty program. (ex. In a Twin Deluxe Room, total # of guests is 2 but only 1 is a loyalty member, therefore, discount on the room will only be 5% (Formula: 10 / total # of guests in room X total # of loyalty members in room))
- In cases of a loyalty member availing 2 or more rooms, the 10% discount will only apply to the room where the loyalty member is staying. Furthermore, the 10% discount will only apply to the holder of the loyalty program. (ex. In a Twin Deluxe Room, total # of guests is 2 but only 1 is a loyalty member, therefore, discount on the room will only be 5% (Formula: 10 / total # of guests in room X total # of loyalty members in room)).

#### Troubleshooting

- **Network Error:** This will appear when there is poor internet connection.
- **Device not Validating Stamp** - Ensure Location Services & Bluetooth are on.
- **Black Screen when scanning QR Code** - Ensure allowed app Camera access in Settings.
- **App is crashing** - Close and reopen app. If this persists, ensure the latest version of Stamp Me is on the device.



## **PART III.**

# **HEAD ROOM ATTENDANT**

## INSTRUCTIONS FOR HEAD ROOM ATTENDANT

*Updated on December 8, 2023*

### **A.) ROOM ATTENDANTS**

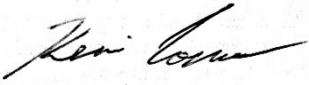
- Makes sure room attendants are doing their jobs properly and efficiently.

### **2.) KEYCARD ACCESS FOR GUEST ROOMS**

- ✓ Room attendant keycards are given access **ONLY** to occupied guest rooms.

  
**HEAD ROOM ATTENDANT'S  
MONITORING FORM**  
  
Just scan the QR Code below!  
  
HOTEL CHECKLIST

Prepared by:

  
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Assistant General Manager

Noted by:

  
Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

  
Vernie Cocuaco  
General Manager



**PART IV.**

**ROOM ATTENDANTS**

## **INSTRUCTIONS FOR ROOM ATTENDANTS**

*Updated on February 6, 2025*

### **CHECKING-IN A GUEST:**

- 1.) At the hotel lobby, wait for receptionist to issue room keycard to guest.
- 2.) Escort guest to room.

**Congratulations! You're done checking-in a guest.**

### **ADDITIONAL REQUEST / RESTAURANT ORDERS:**

- 1.) Receptionist will inform you should there be any additional request / restaurant orders by guest.
- 2.) Bring requested items / restaurant orders of guest to his/her room.

### **ROOM ATTENDANT ENDORSEMENT SHEETS *(see next page for sample):***

- 1.) At the start of your duty, always get new endorsement sheet (Day or Night endorsement sheet depending on your shift) from reception area.
- 2.) At the end of your shift, leave your used endorsement sheet at reception area for filing.

### **UPDATE OF HOTEL OCCUPANCY:**

- Check with receptionist of room occupancy from time to time.

### **ENDORSEMENTS OF HOTEL STAFF:**

- Endorsements will be during change of shifts of room attendants.

### **HOTEL MANAGEMENT UPDATES:**

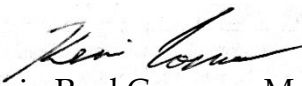
- Management updates will be posted via our viber Residencia Suites Hotel group.

### **CHECKING-OUT A GUEST:**

- Once guests leave their rooms for check-out, enter their rooms and make a quick inspection of room items, and report to front desk receptionist whether room items are complete, missing or damaged.

**Congratulations! You're done checking-out a guest.**

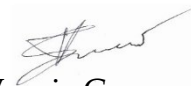
Prepared by:

  
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Assistant General Manager

Noted by:

  
Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

  
Vernie Cocuaco  
General Manager



## ROOM ATTENDANT'S ENDORSEMENT SHEET

Updated on February 6, 2025

Signature of Room Attendant Overprinted Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Shift: \_\_\_\_\_

### INSTRUCTIONS:

- 1.) (X) mark boxes for "NO" and check (✓) boxes for "YES".
- 2.) Update status (boxes) from left to right.
- 3.) For "Endorsement Notes Table", write on provided space.
- 4.) From time to time, check room status with other room attendants, receptionist and/or hotel manager.

| GUEST ROOMS                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 <sup>ND</sup> FLOOR ROOMS                                                                                                                                                                                                                                                                                                                                                                                                             | 3 <sup>RD</sup> FLOOR ROOMS                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>201:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>301:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>202:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>302:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>203:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>303:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>204:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>304:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>205:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>305:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>206:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>306:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>207:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>307:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

| COMMON AREAS                                                                                                                                                                                                                             |
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| Hotel Lobby: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                                                  |
| Locker Room: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                                                  |
| Garden Guest CR: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                                              |
| Hotel Garden: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Watered: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Generator Area: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                                               |
| 2 <sup>nd</sup> Floor Stairs: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                                 |
| 2 <sup>nd</sup> Floor Hallway: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                                |
| Linen Room: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                                                   |
| 2 <sup>nd</sup> Floor HK Trolley: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                             |
| 2 <sup>nd</sup> Floor Fire Exit: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                              |
| Regala Function Room: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                                         |
| 3 <sup>rd</sup> Floor Stairs: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                                 |
| 3 <sup>rd</sup> Floor Hallway: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                                |
| 3 <sup>rd</sup> Floor HK Trolley: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                             |
| 3 <sup>rd</sup> Floor Fire Exit: Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                                                                                              |

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| <b>208:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>308:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>209:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>309:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>210:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>310:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>211:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>311:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>212:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>312:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>214:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>314:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>215:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>315:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>216:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>316:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>217:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>317:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <b>218:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <b>318:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>319:</b> Vacant: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Clean: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Complete items: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/><br>Items good condition: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

### ENDORSEMENT NOTES

## RESIDENCIA SUITES HOTEL

MEMO: FOR BELLHOP OR BELL GIRL (ROOM ATTENDANT)

DATE: March 29, 2024

### ELEMENTS FOR THE BELL HOP OR PORTER

1. IDENTIFY THE ROLE OF A BELLBOY OR PORTER
2. ASSIST WITH GUEST ARRIVALS
3. ASSIST WITH GUEST DEPARTURES
4. ASSIST OTHER DEPARTMENTS
5. PROVIDE CONCIERGE SERVICES

### PRE-ARRIVAL PREPARATION CHECK

- EXPECTED ARRIVALS
- ARRIVAL DATE AND DEPARTURE DATE
- ESTIMATED TIME OF ARRIVAL
- GUESTS NAME
- NUMBER OF GUESTS
- ROOM TYPE
- ROOM RATE BOOKING GUARANTEED OR NOT
- SPECIAL REQUESTS (Extra furniture or beds, Bed linen, Food and Beverage, and Flowers and decorations)

### ESCORTING THE GUEST

Rooming the guest requires you to:

- Advise the guest of the venue's emergency evacuation procedure
- Answer any questions the guest may have
- Highlight facilities and services available in the venue
- Discuss upcoming events in the town.

Bell boy - Knock, say what position then wait 10 secs then again. (3 times)

- Explain all aspects of the hotel. Like we have massages, and restaurants to minimize the dead air.
- When assisting to the room, tell the guest the hot and shower procedures, explained how to open the door....



## SPECIFIC DUTIES OF ROOM ATTENDANTS

*Updated on February 6, 2025*

### FOR THE MORNING SHIFT (6:00 AM-3:00 PM)

*\*The tasks below are merely a general guide. The manager will update you of your "Need to Do Lists" from day to day should there be any slight changes.*

- EVERY MORNING SHIFT (HK) SHOULD PREPARE FOR BREAKFAST THE TABLES AND CHAIRS (JUST WIPE THE TABLES AND CHAIRS) IN THE GARDEN, DINERICO HALL, PLATES, CUPS, SAUCERS, AND COFFEE...RESTAURANT MENU SHOULD BE PLACED ON EACH TABLE.
- IF THERE IS AN ORDER / ADDITIONAL FOR BREAKFAST, LIST IT DOWN AND BRING IT TO THE FRONT DESK ALWAYS. (REMINDER: NO VERBALLY)
- BUST OUT THE PLATES & GLASSES.
- AFTER BREAKFAST TIME (7:00 AM – 9:00 PM), SWEEP, MOP, AND POLISH THE LOBBY AREA AND ALSO WIPE THE SLIDING DOORS, ENTRANCE DOOR, AND MIRROR.
- AND LASTLY, ASK THE FRONT DESK WHAT ROOMS ARE DIRTY OR NEEDED TO BE CHECKED FOR ARRIVALS TO MAKE SURE IT IS OKAY EVEN THOUGH THE NIGHT SHIFT IS ALSO CHECKING THE ROOMS FOR ARRIVALS.
- IF YOU WANT TO REQUEST SOMETHING, JUST INFORM INVENTORY CLERK, HEAD ROOM ATTENDANT OR HOTEL OPERATIONS MANAGER.
- ALWAYS FILL UP THE ROOM ATTENDANT FORM FOR CLEANING THE ROOMS.
- DON'T FORGET TO ENDORSE.

### FOR EARLY MID-SHIFT (10:30 AM -7:30 PM) & MID-SHIFT (12:00NN-9:00 PM)

*\*The tasks below are merely a general guide. The manager will update you of your "Need to Do Lists" from day to day should there be any slight changes.*

- ASK THE FRONT DESK WHAT ROOMS ARE DIRTY OR NEEDED TO BE CHECKED FOR ARRIVALS TO MAKE SURE THE ROOM IS OKAY.
- AFTER CLEANING THE ROOMS, SWEEP, MOP, AND POLISH THE HALLWAY (2<sup>ND</sup> & 3<sup>RD</sup> FLOOR) AND LOBBY AREA.

- WIPE THE BARS ON THE STAIRS ALSO OUTSIDE THE FUNCTION ROOM (GARDEN AREA), IN THE UPPER KEYCARD SWIPPER, AND THE SLIDING WINDOWS IN EACH HALLWAY.
- SWEEP THE GARDEN AREA AND WATER THE PLANTS.
- IF THERE IS AN ORDER / ADDITIONAL, LIST IT DOWN AND BRING IT TO THE FRONT DESK ALWAYS. (REMINDER: NO VERBALLY)
- IF YOU WANT TO REQUEST SOMETHING, JUST INFORM INVENTORY CLERK, HEAD ROOM ATTENDANT OR HOTEL OPERATIONS MANAGER.
- ALWAYS FILL UP THE ROOM ATTENDANT FORM FOR CLEANING THE ROOMS.
- DON'T FORGET TO ENDORSE.

### **FOR THE NIGHT SHIFT (9:00 PM – 6:00 AM)**

*\*The tasks below are merely a general guide. The manager will update you of your "Need to Do Lists" from day to day should there be any slight changes.*

- ASK THE FRONT DESK WHAT ROOMS ARE DIRTY OR NEEDED TO BE CHECKED FOR ARRIVALS TO MAKE SURE THE ROOM IS OKAY.
- ALWAYS FILL UP THE ROOM ATTENDANT FORM FOR CLEANING THE ROOMS.
- AFTER CLEANING THE ROOMS, SWEEP, MOP, AND POLISH THE HALLWAY (2<sup>ND</sup> & 3<sup>RD</sup> FLOOR) AND LOBBY AREA.
- SWEEP THE GARDEN AREA AND WATER THE PLANTS.
- CLEAN THE LOBBY AREA CR ALWAYS. (PUT SOME AMENITIES)
- PREPARE THE TABLES AND CHAIRS IN THE GARDEN. (FOR BREAKFAST)
- BRUSH THE TILES GOING TO THE LOBBY CR.
- THROW THE TRASHES OUTSIDE IN THE DUMP DRUM.
- WASH THE MOP AND PUT IT IN THE CLOTHESLINE. (GENERATOR AREA)

THANK YOU! 😊 FOR MORE QUESTIONS, JUST ASK OR MESSAGE MA'AM JM.

NOTED BY

MS. JANIEL MICA FELICIANO



MS. VERNIE COCUACO




# **GENERAL GIUDE FOR ROOM ATTEDANTS**

*Updated on February 6, 2025*

## **1.) PLACEMENT OF BATH TOWEL**

- Hang aesthetically in the towel rack area in guest bathrooms or origami the bath towels on bed.

## **2.) DRINKING WATER FOR GUESTS (HOT/COLD)**

- Prepare thermos (*hot/cold*) as needed on the spot when guests would request it BUT FIRST, ALWAYS OFFER THAT THEY CAN GET FROM THE WATER DISPENSER LOCATED IN THE 2<sup>ND</sup> FLOOR HALLWAY.
- ONLY SERVE UPON REQUEST OF GUESTS.
  - For cold water request, get from water dispenser then put ice cubes in thermos.
  - For hot water request, boil in electric kettle then transfer to thermos.

## **3.) CHECKING OF ROOMS A FEW MINUTES BEFORE GUESTS WILL OCCUPY IT.**

- A few minutes before guest will occupy the room, make a quick inspection of the room, especially the bathroom, to make sure it is ready to be occupied by guest.
- Check again all linens for any stains that might have been overlooked.
- Spray the room with air-freshener.

## **4.) PENALTIES FOR GUESTS (please inform front desk)**

### **a.) Smoking (please inform front desk)**

- Penalty of ₱1,500 for smoking will be imposed to guests.
- Always document evidence (take picture/video) if you have caught guests violating our policy.

### **b.) Inserting Other Cards In Keycard Power Switch (please inform front desk)**

- Penalty of ₱3,000 for inserting other cards/ objects in keycard power switch will be imposed to guests.
- Always document evidence (take picture/video) if you have caught guests violating our policy.

**c.) Hard Liquor (please inform front desk)**

- A hard liquor, at Residencia Suites Hotel, is defined as alcoholic percentage of at least 10% and Proof of at least 20.
- Bringing in of hard liquor is STRICTLY prohibited.
- For violation, a fine of ₱1,500 will be imposed.
- Always document evidence (take picture/video) if you have caught guests violating our policy.

**d.) Foul-Smelling Foods (please inform front desk)**

- Please inform guests that bringing in of foul-smelling foods, such as durian, raw fish, etc., in the hotel is prohibited.
- For violation, a fine of ₱1,500 will be imposed.
- Always document evidence (take picture/video) if you have caught guests violating our policy.

**e.) Possession Of Drugs (please inform front desk)**

- Please inform guests that bringing in of illegal drugs, such as Shabu, Marijuana, etc., in the hotel is prohibited.
- For violation, a fine of ₱10,000 will be imposed and possible reporting to government authorities (PDEA).
- Always document evidence (take picture/video) if you have caught guests violating our policy.

**f.) Toilet Flushed Items (please inform front desk)**

- Such as sanitary napkins, condoms and any other items that will clog the toilet bowl.
- For violation, a fine of ₱3,000 will be imposed.
- Always document evidence (take picture/video) if you have caught guests violating our policy.

**5.) KEYCARD ACCESS FOR GUEST ROOMS**

- ROOM ATTENDANT KEYCARDS can OPEN ONLY OCCUPIED GUEST ROOMS.
- In the event room attendants need to enter vacant rooms, they should borrow front desk keycards with permission.

**6.) GUEST ROOMS POWER & MOTION STATUS**

- If you want to know if guest rooms are powered ON and/or if someone is inside guest rooms, you may ask front desk for info.

## **7.) GUESTS CAUGHT LEAVING ROOM “POWERED ON” EVEN IF NO ONE IS AROUND**

- Please take the following steps:

**STEP 1:** Do not pull out the keycard. Inform front desk and Turn OFF power breaker of the room of the guests.

**STEP 2:** Once guests have return to the hotel, Turn ON the power breaker of the room of the guests.

**STEP 3:** If guests will ask “why did the room Power OFF?” Tell guests that even if keycard is left in the room, it will still power OFF if our computer system will detect for some time (10-20 mins.) that no one is in the room...for fire safety reasons.

## **8.) EMPTY USED BOTTLES**

- All empty used bottles should be turn over to the inventory clerk for reuse.

## **9.) DISQUIETING GUESTS**

- Guests should not be disturbed in their rooms by 9pm onwards unless absolutely necessary or guests are still awake.

## **10.) AMENITY KIT**

- Soap, shampoo, toothbrush, toothpaste & hotel slipper are placed in their appropriate locations in the bathroom/guest room.
  - ✓ For Executive Suite Room, in addition to the above amenities, 2 bottles of bubble bath soap liquid are also provided per 1 night of check-in.
    - Please do not throw used empty bottles...turnover to inventory clerk for reused.

## **11.) PLACEMENT OF T.V. REMOTE CONTROL**

- T.V. remote control should be placed horizontally to telephone in guest rooms.

## **12.) TUCKING-IN DUVET COVER**

- For better presentation, duvet cover may be tucked-in.

## **13.) MAIN WATER GATE VALVE IN GUEST BATHROOMS**

- To minimize damage to bathroom fixtures (*shower, bidet, faucet, etc.*) due to our high pressurized water system, please always lower the pressure of the water gate valve during cleaning of each guest room.

## **14.) BIDET WATER VALVE**

- To minimize damage to the Bidet Hose due to the high pressurized water system, please lower the pressure of the bidet water valve.

## **15.) NOISY CR DOOR IN GUEST ROOMS**

- Simply put WD-40 solution on the door hinges.

## **16.) MINIBAR REFRIGERATORS**

- **Occupied Guest Rooms**- remember to POWER ON refrigerator.
- **Vacant Guest Rooms**- remember to POWER OFF refrigerator.

## **17.) ELECTRIC KETTLE IN ROOMS WITH MINIBAR**

- All rooms with minibar are provided with electric kettle (*free of charge*)
  - ✓ The number of coffee cups to put with the kettle corresponds to the number of guests the room w/ minibar accommodates (*ex. Twin/Double Deluxe Room = 2 coffee cups, Family Deluxe Room = 3 coffee cups*).
- For rooms WITHOUT MINIBAR, ELECTRIC KETTLE IS CHARGED upon REQUEST OF GUESTS.

## **18.) BED COB LIGHTS**

- Always TURN OFF bed cob lights in guest rooms upon check-out of guests.

## **19.) USED BATH SOAPS, SHAMPOOS & TOOTHPASTES**

- These should be stored in separate containers in Linen Room to be processed for recycling.
  - Once storage containers are full, please give to inventory clerk in stockroom for processing.
- These should NOT BE THROWN AWAY.

## **20.) USED GUEST BATHROOM TOILET PAPERS**

- All USED TOILET PAPERS should be REUSED FOR THE NEXT GUESTS.
  - Only reused toilet paper if NOT NOTICEABLY USED.
  - For noticeably used toilet papers, please turn over to inventory clerk for reused at the hotel (*for room attendants, front desk, garden comfort room, kitchen etc...*)

## **21.) GARBAGE BAGS**

- Please reuse guest room garbage bags if only dry little items have been thrown inside...just empty it.

## **22.) TOXIC GUESTS (CODE 3)**

- These are guests who are very rude, very unreasonable, keeps on complaining etc...remember to serve these guests very well to avoid problems.
- Inform front desk and hotel operations manager if such a terrible guest has checked-in.

### **23.) GUESTS FROM OTHER COUNTRIES**

- Make sure to serve these guests well since they usually have high standards.

### **24.) DON'T LET GUESTS BORROW HOTEL STAFF KEYCARDS**

- For safety and security of other guests at the hotel, please don't let guests borrow your hotel staff keycards as this can access all rooms.

### **25.) LOITERING INSIDE THE FRONT DESK IS PROHIBITED**

### **26.) TURN OVER DAMAGED HK ITEMS.**

- For any cleaning equipment or HK items that have been damaged, please turn over to Inventory Clerk.

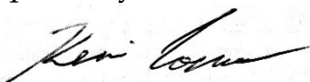
### **27.) RETURN HOTEL ITEMS BEFORE GOING HOME**

- Don't forget to return hotel items to front desk before going home. (*ballpen, keycards, walkie talkie, etc...*)

### **28.) WAYS TO MAXIMIZE COLDNESS OF AIRCON IN ROOMS**

- TURN OFF aircon timer in the remote if it is ON...the orange light (*beside the green power light*) should disappear on the aircon unit.
- Check the room windows...sometimes it has been left open.
- Check the aircon remote settings.

Prepared by:

  
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General Manager



# SOP FOR CLEANING

*(You may use your own style of cleaning if it also works.)*

*Updated on February 6, 2025*

## **1.) Common Areas (hallway, lobby, locker room, linen room, male & female CR, staff CR, kitchen, stockroom etc.)**

### **A. STAFF CR, GUEST MALE AND FEMALE CR**

#### **i. Tile Floors**

**STEP 1:** Pour **Oxybleach** (*2 teaspoons per cup concentration*) on tile floor and scrub all areas for a few minutes.

*\*hot water will activate oxybleach*

**STEP 2:** Add a sprinkle of **baking soda** powder on tile floor and scrub again all areas.

**STEP 3:** Add a sprinkle of detergent powder on tile floor and continue scrubbing as long as needed until cleaned.

**STEP 4:** Pour water on tile floor to rinse.

**STEP 5: YOU'RE DONE!**

#### **\*For spot stain cleaning:**

a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)

b.) Brush/scrub stain area until cleaned.

c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.

d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.

e.) Rinse with water. Your Done!

*\* Use the "Black Light Flashlight" (most effectively use when area is dark) to check for hidden dirt/stains.*

## ii. Comfort Room Fixtures

- Wipe all fixtures with a dry cloth.
- To add shine back, apply “metal polisher”. →



### \*For spot stain cleaning:

- a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)
- b.) Brush/scrub stain area until cleaned.
- c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.
- d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.
- e.) Rinse with water. Your Done!

*\* Use the “Black Light Flashlight” (most effectively use when area is dark) to check for hidden dirt/stains.*

## iii. Toilet Bowl

**STEP 1:** Pour just enough Oxybleach powder to soak toilet bowl then scrub all areas.

*\*hot water will activate oxybleach*

**STEP 1:** Add a sprinkle of **baking soda** powder in toilet bowl and continue scrubbing all areas.

✓ For hard to remove stains, use the “Pumice Stone” to scrub.

**STEP 2:** Add a sprinkle of detergent powder in toilet bowl and continue scrubbing as long as needed until cleaned.

**STEP 3:** Pour water in toilet bowl to rinse.

**STEP 4:** YOU'RE DONE!

### \*For spot stain cleaning:

- a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)
- b.) Brush/scrub stain area until cleaned.
- c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.
- d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.
- e.) Rinse with water. Your Done!

*\* Use the “Black Light Flashlight” (most effectively use when area is dark) to check for hidden dirt/stains.*

#### **iv. Comfort Room Walls**

- Wipe with a damp cloth (*soapy water*) until cleaned.

##### **\*For spot stain cleaning:**

- a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)*
- b.) Brush/scrub stain area until cleaned.*
- c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.*
- d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.*
- e.) Rinse with water. Your Done!*

*\* Use the "Black Light Flashlight" (most effectively use when area is dark) to check for hidden dirt/stains.*

#### **v. Comfort Room Ceiling**

- Feather dust to remove cobwebs and dust.

### **B. FLOORS - HALLWAY, LOBBY, LINEN, LOCKER, FUNCTION AND OTHER COMMON FLOORS**

#### **SCENARIO 1: IF VERY DUSTY:**

- First dust sweep the floor then mop with floor cleaner solution (*in a spray bottle*).

##### **\*For spot stain cleaning:**

- a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)*
- b.) Brush/scrub stain area until cleaned.*
- c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.*
- d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.*
- e.) Rinse with water. Your Done!*

## SCENARIO 2: IF ONLY LITTLE TO NO DUST:

- May proceed right away to mopping with floor cleaner solution (in a spray bottle).

### \*For spot stain cleaning:

- a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)
- b.) Brush/scrub stain area until cleaned.
- c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.
- d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.
- e.) Rinse with water. Your Done!

## C. WOOD FURNITURES & WOOD FIXTURES w/ WAXING ONCE A MONTH

- In between days without the waxing schedule, simply wipe away dust with a lightly damp (soapy water) cloth.

## D. OTHER NONE WOODEN FURNITURES & FIXTURES

- Wipe with a lightly damp (soapy water) cloth to remove dust.
- To add shine back, apply “metal polisher”. →



## E. MIRRORS & GLASSES

- Wipe with a lightly damp cloth (soapy water) until cleaned.

## F. COMMON WALLS

- Wipe with a lightly damp (soapy water) cloth to remove dust.

*\* Use the “Black Light Flashlight” (most effectively use when area is dark) to check for hidden dirt/stains.*

## G. DEODORIZE THE AIR

- Spray with air freshener.
- If foul odor is very strong, use the ozonator, in an enclosed area, for 10 minutes.

## H. MOSQUITOS

- At the first sign of mosquitos, light 3 sticks of mosquito incense per location.  
*\*More incense sticks in more locations if needed.*
- In the male and female CR, at the first sign of mosquitos, light 3 sticks of mosquito incense in the deepest insides of the CR.

## I. COCKROACHES

- To bait & poison cockroaches, use poison chalk in areas where cockroaches are frequently spotted.
  - Do this repeatedly everyday until no more cockroaches seen.
- To instantly kill cockroaches on the spot, use the Mortein Multi Insect Killer spray and spray directly on cockroaches.

## J. RATS

- To bait & poison rats, place rat poison baits (*see “Steps How to Prepare Solutions” section for more details on rat poison baits*) in areas where rats are frequently spotted.  
*\*If also want to catch them at the same time, rat glue traps & rat kill traps are available for use.*
  - Do this repeatedly everyday until no more rats seen.
- To discourage rats from coming back, use the “Peppermint Air Freshener” and “Peppermint Cotton Balls” in areas where rats would usually pass by.

## K. ANTS

- To bait & poison ants, use poison chalk in areas where ants are frequently spotted.
  - Do this until no more ants seen.
- To instantly kill ants on the spot, use the Mortein Multi Insect Killer Spray.

## L. MOLDS

- For signs of mold growth, spray and wipe area with vinegar...then wipe dry.
- To discourage growth of molds, NEVER LEAVE AREA MOIST.

*\*DO NOT USE THE BLOWER TO REMOVE MOLDS...THIS WILL SCATTER THE MOLD SPORES AROUND THE AREA.*

## M. KITCHEN & STOCKROOM (Clean by Kitchen Staff & Inventory Clerk)

### i. Floors

**STEP 1:** Pour **Oxybleach** (2 teaspoons per cup concentration) on tile floor and scrub all areas for a few minutes.

*\*hot water will activate oxybleach*

**STEP 2:** Add a sprinkle of **baking soda** powder on floor and scrub again all areas.

**STEP 3:** Add a sprinkle of detergent powder on floor and continue scrubbing as long as needed until cleaned.

**STEP 4:** Pour water on floor to rinse.

**STEP 5:** YOU'RE DONE!

#### **\*For spot stain cleaning:**

- a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)
- b.) Brush/scrub stain area until cleaned.
- c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.
- d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.
- e.) Rinse with water. Your Done!

### ii. Kitchen Fixtures

- Wipe all fixtures with a dry cloth.
- To add shine back, apply "metal polisher". →



### iii. Kitchen Countertops

- Wipe all countertops with a damp cloth (*soapy water*).

#### \*For spot stain cleaning:

- a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)
- b.) Brush/scrub stain area until cleaned.
- c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.
- d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.
- e.) Rinse with water. Your Done!

### iv. Kitchen Walls

- Wipe with a lightly damp (*soapy water*) cloth to remove dust.

## 2.) Guest Rooms

### A. BATHROOM

#### i. Tile Floors

**STEP 1:** Pour **Oxybleach** (*2 teaspoons per cup concentration*) on tile floor and scrub all areas for a few minutes.

*\*hot water will activate oxybleach*

**STEP 2:** Add a sprinkle of **baking soda** powder on tile floor and scrub again all areas.

**STEP 3:** Add a sprinkle of detergent powder on tile floor and continue scrubbing as long as needed until cleaned.

**STEP 4:** Pour water on tile floor to rinse.

**STEP 5:** YOU'RE DONE!

#### \*For spot stain cleaning:

- a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)
- b.) Brush/scrub stain area until cleaned.
- c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.
- d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.
- e.) Rinse with water. Your Done!

*\* Use the "Black Light Flashlight" (most effectively use when area is dark) to check for hidden dirt/stains.*

## ii. Fixtures

- Wipe all fixtures with a dry cloth.
- To add shine back, apply “metal polisher”. →



*\* Use the “Black Light Flashlight” (most effectively use when area is dark) to check for hidden dirt/stains.*

## iii. Shower Curtains

- > Wipe with a damp cloth (*soapy water*) until cleaned.

### \*For spot stain cleaning:

- a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)
- b.) Brush/scrub stain area until cleaned.
- c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.
- d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.
- e.) Rinse with water. Your Done!

*\* Use the “Black Light Flashlight” (most effectively use when area is dark) to check for hidden dirt/stains.*

## iv. Shower Heads *(small holes where water comes out)*

- Clean by inserting the small shower head brush in the small holes of the shower heads.

## v. Shower Drainage

- To remedy the problem of foul odors coming from the drainage, put chlorine granules (*just enough*) in the drainage.
- Once in a while once seen dirty, open the shower drainage cover and clean the drainage and hole.

*\* In case extensive blockage (water not draining) of drain has happened, use the “Drain Metal Hose” to unblock the blockage.*

## vi. Toilet Bowl

**STEP 1:** Pour just enough oxybleach powder to soak toilet bowl then scrub all areas.

*\*hot water will activate oxybleach.*

**STEP 2:** Add a sprinkle of **baking soda** powder in toilet bowl and scrub all areas.

✓ *For hard to remove stains, use the "Pumice Stone" to scrub.*

**STEP 2:** Add a sprinkle of detergent powder in toilet bowl and continue scrubbing as long as needed until cleaned.

**STEP 3:** Pour water in toilet bowl to rinse.

**STEP 4:** YOU'RE DONE!

**\*For Spot Stain Cleaning:**

a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)

b.) Brush/scrub stain area until cleaned.

c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.

d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.

e.) Rinse with water. Your Done!

*\* Use the "Black Light Flashlight" (most effectively use when area is dark) to check for hidden dirt/stains.*

**Unclogging a Toilet Bowl Using the Toilet Bowl Pump (see post in Linen Room on how to use the Toilet Bowl Pump):**

**STEP 1.** Charge the "Toilet Bowl Pump" to 60 PSI using the "Pressure Charging Attachment" (see figure 1).

**STEP 2.** Remove the "Pressure Charging Attachment" (see figure 1) and attach the "Toilet Bowl Balloon Attachment" (see figure 1).

**STEP 3.** Insert "Toilet Bowl Balloon Attachment" (see figure 1) in toilet bowl, making sure it is completely sealed.

**STEP 4.** Trigger fire the toilet bowl pump.

✓ If still clogged after doing the steps above, increase pressure to 80 PSI on next "pressure charging" and keep on doing the steps above until 3 times (if still clogged, wait for 1 day before calling maintenance).



**Figure 1.** Pressure Charging Attachment (left) and Toilet Bowl Balloon Attachment (right)

## vii. Bidet

- Turn it On for a few seconds to let the stall water come out.  
(*foul smelling sometimes*)

### Unclogging the Holes of the Bidet Spray Gun:

STEP 1. Turn OFF the water valve of the bidet.

STEP 2. Remove the bidet spray gun from the bidet hose.

STEP 3. Insert the tip of the paper clip/safety pin in the holes of the bidet spray gun.

STEP 4. Reattached bidet spray gun to bidet hose and turn back ON water valve (*half open only*) of bidet.

## viii. Bathroom Walls

- Wipe with a damp cloth (*soapy water*) until cleaned.

### \*For Spot Stain Cleaning:

- a.) Use Muriatic Acid in spray bottle (already prepared by Inventory Clerk & ready to use right away: 17% solution- 5 parts water and 1 part MA)
- b.) Brush/scrub stain area until cleaned.
- c.) Pour a sprinkle of baking soda to neutralize acid and continue brushing/scrubbing to further clean.
- d.) Sprinkle detergent powder to emulsify dirt and continue brushing/scrubbing.
- e.) Rinse with water. Your Done!

*\* Use the "Black Light Flashlight" (most effectively use when area is dark) to check for hidden dirt/stains.*

## ix. Bathroom Exhaust Fan

- Once very dusty, please tell our maintenance technician to remove the exhaust fan...maintenance cleaning is usually every 6 months.

## x. Bathroom Ceiling

- Feather dust to remove cobwebs and dust.

## xi. Deodorization of Bathroom

- Upon check-in of guests, wet spray the upper walls of the bathroom with air freshener and put chlorine granules (*just enough*) in drainage.
  - ✓ For extensively foul odor CR guest rooms, the "deodorizer cake" (ex. Albatros) is used, as well as the ozonator (7 mins.)

## **B. INSIDE ROOM (OUTSIDE THE BATHROOM)**

### **i. Laminated Floors (*waxing once a month*)**

#### **SCENARIO 1: IF VERY DUSTY:**

- First dust sweep the floor then mop with floor cleaner solution (*in a spray bottle*). Afterwards, dry mop the area.

#### **SCENARIO 2: IF ONLY LITTLE TO NO DUST:**

- May proceed right away to mopping with floor cleaner solution (*in a spray bottle*). Afterwards, dry mop the area.

### **ii. Wood Furnitures & Wood Fixtures (*waxing once a month*)**

- In between days without the waxing schedule, simply wipe away dust with a lightly damp (*soapy water*) cloth.

### **iii. Other None Wooden Furnitures & Fixtures**

- Wipe with a lightly damp (*soapy water*) cloth to remove dust.
- To add shine back, apply “metal polisher”. →



*\* Use the “Black Light Flashlight” (most effectively use when area is dark) to check for hidden dirt/stains.*

### **iv. Room Walls**

- Wipe with a lightly damp (*soapy water*) cloth to remove dust.

*\* Use the “Black Light Flashlight” (most effectively use when area is dark) to check for hidden dirt/stains.*

### **v. Room Ceiling**

- Feather dust to remove cobwebs and dust.

### **vi. Room Cob Lights Area Behind the Bed**

- Use the blower machine to easily remove the dust.
  - ✓ Don't forget to move away the beds as dust will fly over.

### **vii. Room Windows & Mirror**

- Wipe with a damp cloth (*soapy water*) until cleaned.

### **viii. Deodorize the Room Air**

- Upon check-in of guests, spray room with air freshener.

### **ix. Mosquitos and Other Flying Insects**

- In an enclosed area, at the first sign of mosquitos and/or flying insects, light 3 sticks of mosquito incense placed near the bathroom entrance door.

### **x. Ants**

- To bait & poison ants, use poison chalk in areas where ants are frequently spotted.
  - Do this until no more ants seen.
- To instantly kill ants on the spot, use the Mortein Multi Insect Killer Spray.

### **xi. Molds**

- For signs of mold growth, spray and wipe area with oxybleach...then wipe dry.
- To discourage growth of molds, NEVER LEAVE AREA MOIST.

*\*DO NOT USE THE BLOWER TO REMOVE MOLDS...THIS WILL SCATTER THE MOLD SPORES AROUND THE AREA.*

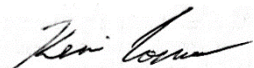
### **xii. Proper Care for Guest Room Mattresses**

- All middle sides of mattresses are labeled with numbers 1, 2, 3 & 4. The numbers correspond to the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> & 4<sup>th</sup> week of every month respectively.
  - a.) **1<sup>st</sup> week of the month** - the number "1" side of the mattress should be at the head of the guest.
  - b.) **2<sup>nd</sup> week of the month** - the number "2" side of the mattress should be at the head of the guest.
  - c.) **3<sup>rd</sup> week of the month** - the number "3" side of the mattress should be at the head of the guest.
  - d.) **4<sup>th</sup> week of the month** - the number "4" side of the mattress should be at the head of the guest.

### xiii. Minibar Refrigerators

- For the inside, wipe with a damp cloth (*soapy water*) until cleaned.
- For the outside, wipe with a lightly damp (*soapy water*) cloth to remove dust.

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## GUIDE TO MAKE-UP OCCUPIED GUEST ROOMS

*Updated on February 6, 2025*

### **1.) EVEN IF “NOT REQUESTED” BY GUEST:**

- Please MUR the room at least once a day, but do not change the linens if it is still clean.

### **2.) IF “REQUESTED” BY GUEST:**

- When a guest would request it, always ask if change of linens should also be done.
- If guest did not mention any specific time frame, always ask guest “WHEN?”.

### **3.) GUEST REQUESTED CHANGE OF BED LINENS WITHIN THE 24-HOUR PERIOD FROM PREVIOUS CHANGE (no valid reason).**

- No charge on 1st request but will already be charged on 2nd and succeeding request if still within the 24-hour period...please inform front desk.

### **4.) GUEST REQUESTED CHANGE OF BATH TOWEL WITHIN THE 24-HOUR PERIOD FROM PREVIOUS CHANGE (no valid reason).**

- No charge on 1st request but will already be charged on 2nd and succeeding request if still within the 24-hour period...please inform front desk.

### **5.) GUEST REQUESTED CHANGE OF PILLOW CASE WITHIN THE 24-HOUR PERIOD FROM PREVIOUS CHANGE (no valid reason).**

- No charge on 1st request but will already be charged on 2nd and succeeding request if still within the 24-hour period...please inform front desk.

### **6.) GUEST REQUESTED CHANGE OF BLANKET WITHIN THE 24-HOUR PERIOD FROM PREVIOUS CHANGE (no valid reason).**

- No charge on 1st request but will already be charged on 2nd and succeeding request if still within the 24-hour period...please inform front desk.

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# STEPS HOW TO PREPARE SOLUTIONS

*Updated on February 6, 2025*

## 1.) CITRIC ACID *(phase out)*

- Anti-Bacterial, Anti-Fungal, Anti-Viral, Disinfectant, Deodorizer, Stain Remover, Descaler, Hard Water Remover.
- Mix all of the following in 1.5 liters bottle (*green cover bottles*) to get a 10% solution:
  - ✓ 200 grams Citric Acid powder
  - ✓ Tap water

## 2.) OXALIC ACID *(phase out)*

- For blood stains and rust.
- Mix all of the following in 1.5 liters bottle (*green cover bottles*) to get a 10% solution:
  - ✓ 200 grams Oxalic Acid Powder
  - ✓ Tap water

## 3.) FLOOR CLEANER SOLUTION

- a.) *(phase out)* Zip Floor Cleaner 100 mL + tap water (*mix in 1.5 liters bottle*)
- b.) *(phase out)* Members Value Floor Cleaner 100 mL + tap water (*mix in 1.5 liters bottle*)
- c.) Fabuloso Floor Cleaner 100 mL + tap water (*mix in 1.5 liters bottle*)

## 4.) RAT POISON

**STEP 1:** Open “Ratol rat poison sachet” and mix 2 grams of poison with 100 grams of leftover foods in kitchen.

**STEP 2:** Put poison bait in areas where rats would usually pass by.

- ✓ Replace poison bait everyday as needed until rats are gone.

## 5.) PEPPERMINT BALLS/AIR FRESHENER

- a.) **Peppermint Balls** - soak cotton balls in pure peppermint oil and store in an enclosed container (*jar, etc..*)
- b.) **Peppermint Air Freshener** - mix all of the following in 1.5 liters bottle (*green cover bottles*):
  - ✓ 60 mL pure peppermint oil
  - ✓ 20 mL polysorbate 20
  - ✓ Tap water

## 6.) DISHWASHING LIQUID

- Mix all of the following in 1.5 liters bottle (*green cover bottles*):
  - ✓ 1 part Dishwashing liquid
  - ✓ 2 parts tap Water

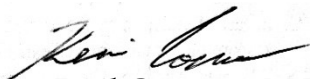
## 7.) MURIATIC ACID

- Mix all of the following in 1.5 liters bottle (*green cover bottles*) to get a 17% solution:
  - ✓ 255 ml Muriatic Acid
  - ✓ Tap water

## 8.) BUBBLE BATH SOAP LIQUID (*for Executive Suite Bathroom*)

- Directly pour in 15 mL bottle until  $\frac{3}{4}$  full.
- DO NOT THROW AWAY empty used bottles...it can still be reused.

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## ROOM ATTENDANT'S CHECKLIST FORM



Just scan the QR Code below!



**PART V.**

**SECURITY GUARD**

# **INSTRUCTIONS FOR SECURITY GUARD**

*Updated on February 6, 2025*

## **GUESTS ARRIVAL**

- 1.) When guests arrives, open the main door and help them with their luggage.
- 2.) Inform front desk/room attendant of guest arrival through walkie talkie.
- 3.) Get details of guests (*from front desk*) such as name, room number, number of guests in a room, check-out date and vehicle details (*If with vehicles*)
  - These details will be used for monitoring the in and out activities of guests.
  - Blank "Guest Details" sheets available at front desk...get copies as needed.

## **VISITORS OF GUESTS**

- Get details of visitors of guests such as visitor name, guests' name to visit, room number and vehicle details (*If with vehicles*)

## **WHEN GUESTS LEAVE HOTEL (*not check-out*)**

- 1.) Always get room keycard from guests when they leave the hotel.
- 2.) Surrender room keycard of guest to front desk for safekeeping.

## **GUESTS CHECK-OUT**

- No need to inspect guest luggage/bags.
- Open the main door and help them with their luggage.

## **PARKING AREA**

- ONLY HOTEL GUESTS, hotel staff and store customers are allowed to park.
- At night, usually around 9pm, put the barrier rope to prevent unauthorized parking.

## **BORROWING OF HOTEL EQUIPMENTS AND ITEMS**

- STRICTLY NO BORROWING of hotel equipments & items (cellphone, charger etc...).

## **WHEN HOTEL STAFF GOES HOME**

- Before going home, remind hotel staff to return any hotel item/s that may have been brought by accident (*ex. ballpen, walkie talkie etc.*).

## **PERSONAL CELLPHONE**

- a.) **Morning Shift** - upon time-in, surrender your cellphone to front desk. You are allowed to get your cellphone only upon time-out and lunch break.
- b.) **Night Shift** - before 9pm, surrender your cellphone to front desk. You are allowed to get your cellphone by 9pm onwards.

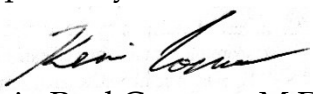
## **WHERE TO STATION**

- a.) **Morning Shift** - you may station inside or outside the hotel entrance door.
- b.) **Night Shift** - once receptionist or room attendant will already LOCK THE HOTEL ENTRANCE DOOR, please station OUTSIDE THE HOTEL ENTRANCE DOOR. Keys of the hotel entrance door should be left with the receptionist/room attendant.

## **CLEANING YOUR AREA & WATERING ENTRANCE PLANTS**

- Always clean your area at the entrance of the hotel.
- Always water the plants at the entrance of the hotel.

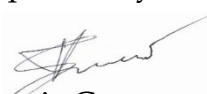
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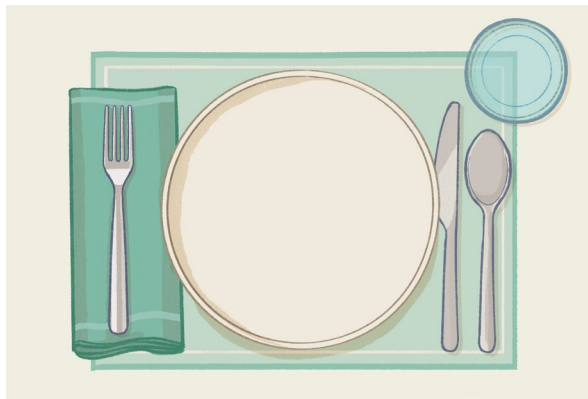
**PART VI.**

**RESTAURANT**

October 07, 2024

## FOR RESTAURANT TO-DO LISTS:

- Every day sweep the floor, mop the floor, and wipe the tables.
- Prepare the things for breakfast (spoon, fork, cups and saucers, creamer, coffee stir, and sugar. Don't forget the table tissue napkin.
- Also, the coffee urn and juice always check if it's still okay and tasty. When making the Juice please update the front desk if ano na timpla. Always change the coffee after 3 days and only 2 brewed coffees.
- Always arrange the things on the bar counter and wipe the tables and the drawers.
- The plates, spoons, forks, drinking glasses, water goblets, etc. should be wiped with a dry cloth.
- Make sure to prepare the spoon, fork, plates, and table napkin when the guest is in the seat. (Please see the proper set up table setting)



- Always change the tablecloth on the coffee table for breakfast and check the tablecloth at the back (round table) if there is no dirt or stain.
- The sliding doors should be wiped before closing the restaurant.
- The plants in each table should be checked and always change the water.
- The pastries should be displayed every morning (breakfast time) then by 8:30 pm, put in the chiller.
- Always make sure the curtain is closed (parking side) and (garden side).
- Make sure to sweep, wipe the tables, and mop again before leaving the restaurant and check the surroundings if it's okay then lock the both doors (inside and outside).

Thank you! If wala na stocks, just request to sir al or ma'am mhica. 😊

## **GENERAL GUIDE FOR RESTAURANT**

*Updated on February 9, 2025*

### **1.) IMMEDIATE PAYMENT OF RESTO ORDERS**

- We no longer allow guests' restaurant orders to be charged to their room bills. All restaurant orders must be paid real time in cash or thru our other payment channels.

### **2.) CARE FOR THE UTENSILS, CHAFING DISH ETC.**

- To add shine back to metal utensils, chafing dish etc., apply "metal polisher". →



### **3.) BUFFET BREAKFAST**

- Strictly NO ROOM SERVICE. If guests don't want to come down, then their free buffet breakfast is forfeited.

### **4.) ROOM SERVICE: RESTAURANT ORDERS**

- Please inform guests there will be a 5% Room Service Charge.

### **5.) SENIOR DISCOUNT**

- Now applies to all food restaurant items.

### **6.) SOLAR PANELS**

- Solar panels are permanently placed at the top of each umbrella of each garden table.

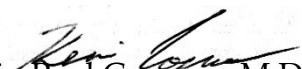
### **7.) GARDEN TABLE UMBRELLAS**

- During breakfast time between 7am-9am, garden umbrellas are open.
- After breakfast time, garden umbrellas should be close to promote growth of garden grass and prolong the life span of the umbrellas.
- At around 6pm, garden umbrellas are open only when guests would occupy the table...no need to open the umbrellas of vacant tables.

## 8.) MOSQUITOS

- To control and kill mosquitos in the lobby, garden, comfort room etc..., please light 3 sticks of mosquito incense.

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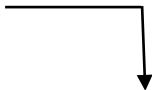
  
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## RESTAURANT ORDERS GUIDE

*Updated on February 6, 2025*

### 1.) INSTRUCTIONS FOR WAITERS *(coming soon)*

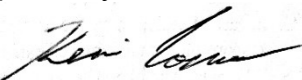
- i. When there are diners at the restaurant, borrow **“restaurant orders menu cellphone”** from front desk.
  - ✓ Open cellphone and login in “Loyverse POS app” = Passcode is “7777”
    - Pattern security access of cellphones is:  
  - ✓ Make sure wifi and bluetooth of the cellphone are enabled.
- \* Please ask help from restaurant staff on how to use the “restaurant orders menu cellphone”*
- ii. Get resto orders of diners using the **“restaurant orders menu cellphone”**.
  - ✓ Assign table # and room # (if also hotel guest).
- iii. Once done getting the orders of diners, go near the caffe bar counter then press the “save” button and inform restaurant front desk that you have saved a “restaurant order open ticket”.
  - ✓ Ask restaurant front desk to give you 1 printed copy of the order slip.
    - This copy is for you (waiter) so you can monitor serving of orders.
- iv. Wait for customer orders to be ready.
  - ✓ Monitor serving of orders base on the printed order slip copy that you have.
- v. When there are NO MORE DINERS at the restaurant, please return the **“restaurant orders menu cellphone”** to front desk.

### 2.) INSTRUCTIONS FOR RESTAURANT FRONT DESK AT CAFFE BAR COUNTER

- i. For resto orders of diners at the restaurant, input the orders in Dinerico POS tablet at the caffe bar counter. Please label the resto order ticket properly.
- ii. Once resto orders have been saved as “open tickets” in Dinerico POS tablet, printed orders will come out from all resto order printers.
  - ✓ 1 copy will come out at the front desk printer for their copy.
  - ✓ 1 copy will come out at the kitchen printer for their copy.
  - ✓ 1 copy will come out in Dinerico “Waiter’s Order Printer” for waiter’s copy.
  - ✓ 1 copy will come out in Dinerico “Caffe Bar’s Printer” for your copy for monitoring purposes.

- iii. Wait for resto orders to be ready.
- iv. Upon bill out of guests/ diners, click “print bill” to print “amount due receipt”.
- v. Once restaurant customers have given payment money, please go to the front desk. All payments are made at the front desk.
- vi. Once front desk has already charged the bill of the resto diners, the open ticket should already disappear from Dinerico POS tablet.

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## **RESTAURANT CASH TIPS GUIDE**

*Updated on December 8, 2023*

### **1.) RESTAURANT CASH TIPS PERSONALLY GIVEN BY RESTAURANT CUSTOMERS TO ROOM ATTENDANTS**

- Cash tips personally given by restaurant customers to room attendants is **CENTRALIZED SHARING**, and should be drop in “Hotel & Restaurant Tip Box” located at front desk.

### **2.) RESTAURANT CASH TIPS LEFT IN BILL HOLDER**

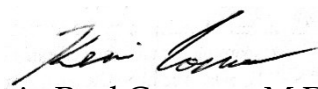
- All cash tips left in bill holder is **CENTRALIZED SHARING**, and should be drop in “Hotel & Restaurant Tip Box” located at front desk.

### **3.) RESTAURANT ROOM SERVICE “KEEP THE MONEY CHANGE”**

- For guests who would immediately pay their restaurant orders during delivery of their food at their room, the “keep the money change” is **CENTRALIZED SHARING**, and should be drop in “Hotel & Restaurant Tip Box” located at front desk.

✓ *At the 1<sup>st</sup> of every month, cash tips accrued in “Hotel & Restaurant Tip Box” will be divided among staff involved.*

Prepared by:



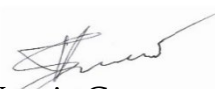
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Sample computation how restaurant tip will be divided:

Total collected for December: ₱10,000

Total number of staff: 7

> Assuming no absence among staff, then:  $₱10,000 / 7 = ₱1,429$  each

> If with absence (ex. 3 days for Rosalie.), then:  $(₱1,429 / 30) \times 27$  days

The ₱143 deducted

from Rosalie will be

equally divided to the  
other 6 staff.

$= ₱1,286$

**PART VII.**

**CAFFE BAR**

# RECIPES *by Sid Daranda*

Updated on February 6, 2025

## MEASUREMENTS:

### ICED DRINKS

#### SPANISH LATTE

- 45g condensed
- 180g Milk
- 1shot espresso
- Ice (estimate)

#### CARAMEL MACCHIATTO

- 35g caramel sauce
- 15g Vanilla syrup
- 180g Milk
- 1shot espresso
- Ice

#### VANILLA

- 45g vanilla syrup
- 180g Milk
- 1shot espresso
- Ice

#### MOCHA

- 45g chocolate sauce
- 180g Milk
- 1shot espresso
- Ice

#### DIRTY MATCHA

- 15g condensed
- 45g Matcha
- 180g Milk
- 1shot espresso
- Ice

#### WHITE MOCHA

- 45g White chocolate
- 180g Milk
- 1shot espresso
- Ice

#### CAPPUCCINO

- 180g Milk
- 1shot espresso
- Foam
- Ice

#### cafe latte

- 180g Milk
- 1shot espresso
- Ice

### HOT DRINKS

#### SPANISH LATTE

- 35g condensed
- 1shot espresso
- 200g Steamed milk

#### CARAMEL macchiATTO

- 30g caramel sauce
- 10g vanilla syrup
- 1shot espresso
- 200g steamed milk

#### MOCHA

- 30g chocolate sauce
- 1shot espresso
- 200g steamed milk

#### DIRTY MATCHA

- 30g Matcha
- 10g condensed
- 1shot espresso
- 200g steamed milk

#### WHITE MOCHA

- 30g White chocolate
- 1shot espresso
- Steamed milk

#### CAPPUCCINO

- 1shot espresso
- Steamed milk
- With foam

#### cafe latte

- 1shot espresso
- Steamed milk

#### VANILLA

- 30g vanilla syrup
- 1shot espresso
- steamed milk

#### AMERICANO

- 1shot espresso
- Hot water

## FRAPPE (BLENDED)

### CARAMEL FRAPPE

- 100g Milk
- 45g Caramel sauce
- 30g Vanilla powder
- 300g Ice
- 1 shot espresso
- Whip cream on top

### MOCHA FRAPPE

- 100g Milk
- 45g chocolate sauce
- 1 shot espresso
- 30g vanilla powder
- 300g Ice
- Whip cream

### VANILLA FRAPPE

- 100g Milk
- 45g vanilla
- 1 shot espresso
- 30g vanilla powder
- 300g Ice
- Whip cream

### MATCHA

- 150g Milk
- 45g Matcha
- 30g Vanilla powder
- 300g Ice
- Whip cream

### STRAWBERRY

- 150g Milk
- 45g Strawberry
- 30g Vanilla powder
- 300g Ice
- Whip cream on top

### BLUEBERRY

- 150g Milk
- 45g Blueberry
- 30g vanilla powder
- 300g Ice
- Whip cream on top

### SUPREME JAVA

- 150g Milk
- 45g Java powder
- 15g chocolate chips
- 30g Vanilla powder
- 300g Ice
- Whip cream

### WHITE MOCHA FRAPPE

- 100g Milk
- 45g white chocolate
- 30g vanilla powder
- 300g Ice
- Whip cream

**PART VIII.**

**HOTEL KITCHEN**

# **BREAKFAST PROTOCOL GUIDE**

*Updated on February 6, 2025*

## **1.) FRONT DESK RECEPTIONIST**

- ***{Upon check-in of guest}***, you may issue all entitled breakfast coupons (*number should be in order*).
  - ✓ Inform guests that they should present breakfast coupons to waiter (*server*) during breakfast time (*7am-9am*) at the garden/Dinerico Hall to avail free breakfast – NO BREAKFAST COUPONS, NO FREE BREAKFAST.
- ***{During Breakfast Time}***, instruct guests to sit at any table prepared for breakfast in the garden/Dinerico Hall.
  - ✓ NEVER ACCEPT FREE BREAKFAST COUPONS FROM GUESTS...tell guests to give the coupons to the waiter (*server*).
- ***{After Breakfast Time}***, coordinate with inventory clerk (*checker*) in turning over all collected breakfast coupons, breakfast checklist etc. to ma'am Vernie.

## **2.) ROOM ATTENDANT**

### **A.) Before Breakfast Time**

- Make sure garden/Dinerico tables and chairs are clean and ready to use.
  - ✓ Restaurant Menus are placed on each garden/Dinerico table.

### **B.) During Breakfast Time**

- Be on the lookout for guest sitting at the garden/Dinerico tables.
  - ✓ Collect breakfast coupons and update “free breakfast to serve checklist” based on the coupons received.

### **C.) After Breakfast Time**

- Bust out dirty plates and utensils.
  - ✓ Arrange garden/Dinerico tables and chairs.
- Give the “free breakfast to serve checklist” (*and breakfast coupons collected*) to front desk.

## **3.) INVENTORY CLERK**

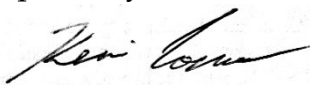
### **A.) By 7pm (or earlier) the Night Prior to Breakfast Time**

- Ask front desk how many guests to serve free breakfast.
  - ✓ Procure and prepare needed stocks for breakfast.

#### 4.) KITCHEN STAFF

- Ask front desk or inventory clerk how many guests to serve free breakfast.

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## **KITCHEN ORDERS GUIDE**

*Updated on December 8, 2023*

### **KITCHEN ORDER COLORS**

- \***Green** – less than **20 minutes** has gone by.
- \***Yellow** – **20-30 minutes** has gone by.
- \***Red** – more than **30 minutes** has gone by.

### **GENERAL INSTRUCTIONS:**

- NEVER ACCEPT HANDWRITTEN RESTAURANT ORDERS. A printed copy of restaurant orders should always be given and/or orders have been received via “Kitchen Orders Tablet/Kitchen T.V.”.
- The “Kitchen Orders Tablet” and “Kitchen T.V.” is used for easy viewing and timer of restaurant orders. Orders in “Kitchen Orders Tablet” and “Kitchen T.V.” are the same with printed copy of restaurant orders.
- Always leave open the “Loyverse KDS” app on tablet screen so that orders will enter and kitchen staff will be notified via sound notification. STRICTLY NO WATCHING OF YOUTUBE VIDEOS OR USAGE OF TABLET FOR PERSONAL USE.

### **1.) HOW & WHEN TO TURN ON/OFF KITCHEN ORDERS TABLET AND KITCHEN T.V.**

#### **a.) When to Turn ON/OFF the Kitchen Orders Tablet**

- TURN ON the Kitchen Orders Tablet during START OF DUTY SHIFT OF THE 1<sup>ST</sup> KITCHEN STAFF TO ARRIVE.
- TURN OFF the Kitchen Orders Tablet at the END OF DUTY SHIFT OF THE LAST KITCHEN STAFF TO LEAVE.

#### **b.) How to Turn ON the Kitchen T.V.**

**STEP 1.** After TURNING ON the Kitchen Orders Tablet, the 1<sup>st</sup> kitchen staff to arrive may now turn on the Kitchen T.V. *(from the right bottom side of the T.V., press the 1<sup>st</sup> button to power on.).*

**STEP 2.** Wait for Kitchen T.V. to load.

**STEP 3.** Once Kitchen T.V. is displaying moving pictures, it is now in standby mode.

**STEP 4.** Go back to Kitchen Orders Tablet and go to “Kitchen Orders Display” folder → “Home app” → “Kitchen T.V.” → “Cast Screen”.

**STEP 5.** Kitchen T.V. is now displaying screen from Kitchen Orders Tablet. Press the home button to back and open the “Loyverse KDS app” in “Kitchen Orders Display” folder.

**YOUR DONE!**

**c.) How to Turn OFF the Kitchen T.V.**

- TURN OFF the Kitchen T.V. by pressing the power button at the right bottom side (*1<sup>st</sup> button*) of the T.V. at the END OF DUTY SHIFT OF THE LAST KITCHEN STAFF TO LEAVE.

**2.) CHARGING THE KITCHEN ORDERS TABLET**

- The Kitchen Orders Tablet has been set to alarm if it is already low in battery or already fully charged.
- If alarm for low battery has been triggered, please charge the Kitchen Orders Tablet.
- If alarm for fully charged battery has been triggered, please unplug the charger to avoid overcharging the Kitchen Orders Tablet.

**3.) TROUBLESHOOTING THE “KITCHEN ORDERS TABLET”.**

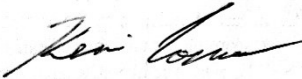
**STEP 1.** Front Desk will phone call kitchen if an error has occurred in sending kitchen orders via the Kitchen Orders Tablet.

**STEP 2.** In Kitchen Orders Tablet, TURN OFF WIFI then TURN ON AGAIN AFTER A FEW SECONDS.

**STEP 3.** Inform Front Desk that step 2 above has been done and tell them to “retry” sending kitchen orders.

**STEP 4.** Wait for kitchen orders to arrive in “Kitchen Orders Tablet” and “Kitchen T.V.”.

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# **THAWING PROTOCOL GUIDE**

*Updated on June 19, 2023*

- Frozen foods are placed inside a Ziplock Bag and submerged under running tap water in a bowl.
  - ✓ This will effectively thaw frozen foods in 5-10 minutes...much faster and better than in a microwave.



# **PART IX.**

# **INVENTORY**

# INVENTORY SOP

*Updated on February 6, 2025*

## **IMPORTANT:**

- Always update and refill stocks.
- Always follow the FIFO rule (*First-In, First Out*)
- Always check and pull-out expired food items.
- If any of the hotel staff needs to get something from the stocks and Inventory Clerk is not around, instruct all hotel staff to leave a filled-up request form at the table of the inventory clerk or inform via viber group in “Requested Items”.
  - ✓ Conversely, if stocks have arrived for restock and Inventory Clerk is not around, instruct all hotel staff to leave a written note at the table of the inventory clerk.

**STEP 1:** When doing an inventory count, ask front desk to print all open tickets with RESTAURANT ORDERS, and label those printed tickets *“open tickets before inventory”*.

**STEP 2:** You may now proceed to the kitchen/stockroom to start your inventory count.

- Always indicate your “start time” and “end time” of “actual counting” of inventory items.

**STEP 3:** Once done doing an actual count of inventory items, please ask front desk to print the following:

- a.) Open tickets with RESTAURANT ORDERS (*please label “open tickets after inventory”*)
- b.) CHARGED RECEIPTS with RESTAURANT ORDERS (*only between start time of “actual inventory count” and end time of “actual inventory count”*).

**STEP 4:** You may now proceed to inputting the data in the inventory cellphone.

**STEP 5:** Do the necessary count corrections (*per item*) based on the open tickets and charged receipts printed. Please see scenarios below for your guide.

- 1.) **SCENARIO #1:** Printed open tickets (*before inventory*) IS EQUAL to printed open tickets (*after inventory*). NO NEW CHARGED RECEIPTS during inventory.

**What to do:** ADD to ACTUAL COUNT.

- 2.) **SCENARIO #2:** Printed open tickets (*before inventory*) IS NOT EQUAL to (*negative*) Printed open tickets (*after inventory*). NEW CHARGED RECEIPTS (*positive*) during inventory.

**What to do:** NONE

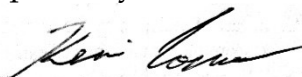
- 3.) **SCENARIO #3:** Printed open tickets (*before inventory*) IS NOT EQUAL to (*positive*) Printed open tickets (*after inventory*). NO NEW CHARGED RECEIPTS during inventory.

**What to do:** ADD to ACTUAL COUNT IF WITH DIFFERENCE.

- 4.) **SCENARIO #4:** Printed open tickets (*before inventory*) IS EQUAL to Printed open tickets (*after inventory*). NEW CHARGED RECEIPTS (*positive*) during inventory.

**What to do:** IF NO DIFFERENCE, DON'T DO ANYTHING. IF DIFFERENCE IS POSITIVE (*actual count higher than computer count*), THEN MINUS TO ACTUAL COUNT.

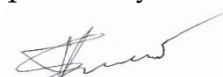
Prepared by:

  
Kevin Paul Cocuaco, M.D.  
Assistant General Manager

Noted by:

  
Janiel Mhica R. Feliciano  
Hotel Operations Manager

Approved by:

  
Vernie Cocuaco  
General Manager



# **PART X.**

# **EVENT SPACES**



# **GENERAL GUIDE FOR EVENT SPACES**

*Updated on February 9, 2025*

## **1.) TIME FOR EVENT COORDINATORS**

- All Event Coordinators/Decorators are allowed to visit the hotel to decorate ONLY between 6AM - 9PM.
- Event host guests are allowed to decorate and prepare the venue 2 hours prior their event.

## **2.) PAYMENT FOR EVENT SPACE RESERVATIONS**

- All function reservations whether packaged meals, seminar packages, or consumables must be paid in full prior the start of the event:
  - a.) **₱10,000 advance deposit for blocking of event date.**
  - b.) **50% deposit one (1) week before the said event.**
  - c.) **Full payment three (3) days before the event.**
- All payments made are NON-REFUNDABLE, NON-TRANSFERABLE & NON-CONVERTIBLE.

## **3.) USE OF VENUE ONLY (NO SET MEALS OR MEAL PACKAGES)**

- Please inform guests that this is NOT ALLOWED.

## **4.) CONSUMABLES, CELEBRATIONS & SEMINARS**

### **a) SEMINARS:**

#### **i. Whole Day (8am-5pm)**

- ✓ Minimum of 20 pax. and above
- ✓ Should avail at least **"AM SNACK, LUNCH & PM SNACK"**
- ✓ Free Venue
- ✓ Free Sound System
- ✓ Free Microphones
- ✓ Free Projector Screen
- ✓ Free White Board
- ✓ Free Table Arrangement
- ✓ Free Waiter Services

**ii. Half-Day (8am-1pm or 1pm-6pm)**

- ✓ Minimum of 20 pax. and above
- ✓ Should avail at least "1 MEAL & 1 SNACK"
- ✓ Free Venue
- ✓ Free Sound System
- ✓ Free Microphones
- ✓ Free Projector Screen
- ✓ Free White Board
- ✓ Free Table Arrangement
- ✓ Free Waiter Services

**b) FUNCTIONS / EVENTS (*birthdays, baptisms, weddings, etc.*):**

- ✓ Minimum of 25 pax. & above.
- ✓ Choice of package meals from set meals.
- ✓ Free Venue for 4 hours.
- ✓ Free Sound System
- ✓ Free Microphones
- ✓ Free White Board
- ✓ Free Table Arrangement
- ✓ Free Waiter Services

**c.) CONSUMABLES:**

**i. FOR FUNTIONS / EVENTS (*birthdays, baptisms, meetings, weddings, etc.*):**

**a.) ₱9,000 (4 hours) - (*ask ma'am Vernie for latest rate*)**

- ✓ Below 25 pax
- ✓ Free Venue
- ✓ Free Sound System
- ✓ Free Microphones
- ✓ Free Projector Screen
- ✓ Free White Board
- ✓ Free Table Arrangement
- ✓ Free Waiter Services

**ii. FOR SEMINARS**

**a.) ₱12,000 (8am-5pm) - (*ask ma'am Vernie for latest rate*)**

- ✓ Below 20 pax
- ✓ Free Venue
- ✓ Free Sound System
- ✓ Free Microphones
- ✓ Free Projector Screen
- ✓ Free White Board
- ✓ Free Table Arrangement
- ✓ Free Waiter Services

**b.) ₱8,000 (8am-1pm or 1pm-6pm) - (*ask ma'am Vernie for latest rate*)**

- ✓ Below 20 pax
- ✓ Free Venue
- ✓ Free Sound System
- ✓ Free Microphones
- ✓ Free Projector Screen
- ✓ Free White Board
- ✓ Free Table Arrangement
- ✓ Free Waiter Services

## **5.) DURING RESERVATION OF EVENT SPACE**

- Always put everything in writing and let client sign so disputes that may arise later may be easily resolved.
  - ✓ Please see "Event Space Contract" file saved in pc#1...please edit and print copies as needed.

## **6.) NO CORKAGE FEE**

- a.) **Celebrations (*birthdays, baptism and the like*)** – the **MAIN CAKE** is **FREE OF CHARGE** (*no corkage fee*).

## **7.) ALL WAITERS SHOULD DRESS FORMALLY**

- Black shoes, black pants, white polo long sleeves and bowtie/necktie.

## **8.) ACKNOWLEDGEMENT SIGNING OF HOST GUEST THAT FOOD IS COMPLETE AND AS AGREED**

- Once food for event has been brought out, before any guests will touch the food, please let host guest see the food first then let him/her sign the "Complete & Adequate Food Acknowledgement form" so that host cannot complain later that food is incomplete/inadequate.

## **9.) ADDITIONAL FOOD, REQUESTS & ITEMS DURING THE EVENT**

- a.) **If Client Host Will Pay:** Before granting (*additional food, requests or items*), always let client acknowledge by signature on printed POS open ticket. Keep this signed printed POS open ticket so that disputes that may arise later may be easily resolved.
- b.) **If Guest of Client Will Pay:** Immediately collect full payment. Please do not delay collection of payment.

## 10.) SOUND SYSTEM

- Operation of sound system (*microphones, amplifier, etc.*) should be done by trained hotel staff and NOT GUESTS.

## 11.) 20% MORE ATTENDEES RULE

- Always expect 20% more attendees than originally discuss with client.
  - ✓ This rule saves us the trouble and embarrassment of not being ready.

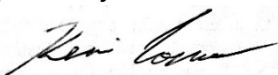
## 12.) EVENT CASH TIPS

- All cash tips given during the event is **CENTRALIZED SHARING**, and should be drop in "Hotel & Restaurant Tip Box" located at front desk.

## 13.) SENIOR/PWD DISCOUNT

- NO SENIOR/PWD DISCOUNT WILL APPLY FOR ALL TYPES OF EVENTS.

Prepared by:



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Assistant General Manager

Noted by:



Janiel Mhica R. Feliciano  
Hotel Operations Manager

Approved by:



Vernie Cocuaco  
General Manager



**PART XI.**

**HOTEL LAUNDRY**



# HOTEL LAUNDRY SOP

*Updated on February 9, 2025*

## **A.) FOR HOTEL STAFF AT THE HOTEL**

*\*Laundry Checklist Forms saved in pc#1 at front desk...print copies as needed.*

*\*Delivery cut-off time of linens/guest clothes to laundry house is 8pm every night.*

### **1.) Hotel Linens**

**STEP 1:** All dirty linens are counted and segregated (*according to type*) ideally during the following time schedule:

- a.) After check-in & check-out of guests usually at around 3-4pm.
  - 2 copies of the dirty linen checklist are made (*1 for front desk & 1 for laundry woman*).
- b.) Night time during downtime.
  - 2 copies of the dirty linen checklist are made (*1 for front desk & 1 for laundry woman*).

**STEP 2:** The dirty linens, prepared for laundry, are delivered to the laundry house ideally every late afternoon (*between 4-5pm*) and very early in the morning (*between 5:30am-6am*)

- At the same time, clean linens are collected from the laundry house (*exchange*).

***\*For linen shortage, dirty linens may immediately be brought anytime to the laundry house for priority washing and drying.***

***\*\*For blood stained linens (and other types of stains), immediately wash at the hotel with COLD WATER and detergent soap.***

## 2.) Guest Clothes

**STEP 1:** When guests would avail laundry service, room attendant counts and weighs the guest clothes, then puts it inside a laundry cellophane to be delivered to the laundry house.

- 3 copies of the guest clothes checklist are made (1 for front desk, 1 for hotel guest & 1 for laundry house).
  - Front desk pictures the checklist and sends to "Hotel Laundry" Viber group.

*\*For ironing services, please contact laundry woman to flat iron guest clothes.*

**STEP 2:** Wait for laundry house to message/call when clean guest clothes are ready for pick-up.

## B.) FOR LAUNDRY HOUSE

*\* "Cleaned Linen Checklist Forms" printed by sir Kevin.*

### 1.) Hotel Linens

**STEP 1:** Recount delivered dirty linens and check against the checklist given by the room attendant.

**STEP 2:** Wash the hotel linens...just follow the posted instructions in the laundry house.

**STEP 3:** Store cleaned linens in laundry house for pick-up by room attendants.

- 2 copies of the cleaned linen checklist are made (1 for front desk & 1 for laundry house).

*\*For still heavily stained linens after washing and drying, please set aside and inform ma'am Vernie or Sir Kevin for decision to pull-out and buy new ones.*

## 2.) Guest Clothes

*\*For ironing services, front desk will contact to flat iron guest clothes.*

**STEP 1:** Front desk will send a picture of the guest clothes checklist via "Hotel Laundry" Viber group...guest clothes will be delivered in a while by room attendant.

**STEP 2:** Wash guest clothes according to the guest clothes checklist given by room attendant.

**STEP 3:** Once cleaned guest clothes are ready for pick-up, message/call hotel front desk to inform.

**STEP 4:** Once picked-up by room attendant, comment "done & delivered" on picture of guest clothes checklist in "Hotel Laundry" Viber group that was previously sent by front desk.



### **BLOOD STAIN GUIDE**

- All blood stains should be wash as soon as possible.
- NEVER WASH IN HOT/WARM WATER.
- NEVER EXPOSE TO HEAT.

STEP 1: Soak in cold running water for a few seconds.

STEP 2. Soak in detergent and brush (*using toothbrush*).

*\*The steps above should be able to remove the blood stain, especially when it is still fresh.*





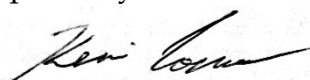
### **OLD LINENS GUIDE**

*Updated on February 6, 2025*

- All old looking or heavily hard to remove stained linens should already be set aside to be further use as cleaning cloth for hotel staff.
  - ✓ Please show these linens to hotel manager and/or head room attendant for approval.



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General Manager



# GUEST CLOTHES CHECKLIST



**LAUNDRY WOMAN'S COPY**

**GUEST CLOTHES CHECKLIST FOR LAUNDRY**

Name of Guest: \_\_\_\_\_ Room #: \_\_\_\_\_  
 Housekeeper-In-Charge: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Time of Delivery to Laundry House: \_\_\_\_\_

| ITEMS               | QUANTITY |
|---------------------|----------|
| Shirt/Polo/Blouse:  |          |
| Pants/Shorts/Skirt: |          |
| Underwear:          |          |
| Socks:              |          |
| Others:             |          |
|                     |          |
|                     |          |
|                     |          |
|                     |          |
|                     |          |
|                     |          |

TOTAL WEIGHT (kilos): \_\_\_\_\_ TOTAL QUANTITY: \_\_\_\_\_  
 RUSH LAUNDRY? (5 hrs. or less): YES ☐ NO ☐  
 WHICH CLOTHES TO IRON? \_\_\_\_\_

Housekeeper-In-Charge Signature: \_\_\_\_\_

Acknowledge By: \_\_\_\_\_  
 Guest's Signature Over Printed Name

Approved By: \_\_\_\_\_  
 Receptionist's Signature Over Printed Name





**GUEST'S COPY**

**GUEST CLOTHES CHECKLIST FOR LAUNDRY**

Name of Guest: \_\_\_\_\_ Room #: \_\_\_\_\_  
 Housekeeper-In-Charge: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Time of Delivery to Laundry House: \_\_\_\_\_

| ITEMS               | QUANTITY |
|---------------------|----------|
| Shirt/Polo/Blouse:  |          |
| Pants/Shorts/Skirt: |          |
| Underwear:          |          |
| Socks:              |          |
| Others:             |          |
|                     |          |
|                     |          |
|                     |          |
|                     |          |
|                     |          |
|                     |          |

TOTAL WEIGHT (kilos): \_\_\_\_\_ TOTAL QUANTITY: \_\_\_\_\_  
 RUSH LAUNDRY? (5 hrs. or less): YES ☐ NO ☐  
 WHICH CLOTHES TO IRON? \_\_\_\_\_

Housekeeper-In-Charge Signature: \_\_\_\_\_

Acknowledge By: \_\_\_\_\_  
 Guest's Signature Over Printed Name

Approved By: \_\_\_\_\_  
 Receptionist's Signature Over Printed Name





**HOTEL'S COPY**

**GUEST CLOTHES CHECKLIST FOR LAUNDRY**

Name of Guest: \_\_\_\_\_ Room #: \_\_\_\_\_  
 Housekeeper-In-Charge: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Time of Delivery to Laundry House: \_\_\_\_\_

| ITEMS               | QUANTITY |
|---------------------|----------|
| Shirt/Polo/Blouse:  |          |
| Pants/Shorts/Skirt: |          |
| Underwear:          |          |
| Socks:              |          |
| Others:             |          |
|                     |          |
|                     |          |
|                     |          |
|                     |          |
|                     |          |
|                     |          |

TOTAL WEIGHT (kilos): \_\_\_\_\_ TOTAL QUANTITY: \_\_\_\_\_  
 RUSH LAUNDRY? (5 hrs. or less): YES ☐ NO ☐  
 WHICH CLOTHES TO IRON? \_\_\_\_\_

Housekeeper-In-Charge Signature: \_\_\_\_\_

Acknowledge By: \_\_\_\_\_  
 Guest's Signature Over Printed Name

Approved By: \_\_\_\_\_  
 Receptionist's Signature Over Printed Name



# HOTEL DIRTY LINEN CHECKLIST



## LAUNDRY HOUSE COPY

### *DIRTY LINEN CHECKLIST*

Name of housekeeper-in-charge: \_\_\_\_\_

Date: \_\_\_\_\_

Time of Delivery to Laundry House: \_\_\_\_\_

| ITEMS                 | QUANTITY |
|-----------------------|----------|
| Bath Mat              |          |
| Bath Towel            |          |
| Pillow Case           |          |
| Duvet Cover (Single)  |          |
| Fitted Sheet (Single) |          |
| Duvet Cover (Double)  |          |
| Fitted Sheet (Double) |          |
| Table Cloth           |          |
| Chair Cover           |          |
| Hand Towel            |          |
| Blanket               |          |
| Table cloth Round     |          |
| Table Cloth Rectangle |          |
| Table Napkin          |          |

Housekeeper-In-Charge Signature: \_\_\_\_\_

Received By: \_\_\_\_\_  
Signature Overprinted Name

Approved By: \_\_\_\_\_  
Signature Overprinted Name of Receptionist



## HOTEL COPY

### *DIRTY LINEN CHECKLIST*

Name of housekeeper-in-charge: \_\_\_\_\_

Date: \_\_\_\_\_

Time of Delivery to Laundry House: \_\_\_\_\_

| ITEMS                 | QUANTITY |
|-----------------------|----------|
| Bath Mat              |          |
| Bath Towel            |          |
| Pillow Case           |          |
| Duvet Cover (Single)  |          |
| Fitted Sheet (Single) |          |
| Duvet Cover (Double)  |          |
| Fitted Sheet (Double) |          |
| Table Cloth           |          |
| Chair Cover           |          |
| Hand Towel            |          |
| Blanket               |          |
| Table cloth Round     |          |
| Table Cloth Rectangle |          |
| Table Napkin          |          |

Housekeeper-In-Charge Signature: \_\_\_\_\_

Received By: \_\_\_\_\_  
Signature Overprinted Name

Approved By: \_\_\_\_\_  
Signature Overprinted Name of Receptionist



# HOTEL CLEAN LINEN CHECKLIST



## LAUNDRY HOUSE COPY CLEANED LINEN CHECKLIST

Name of laundry-in-charge: \_\_\_\_\_

Date: \_\_\_\_\_

Time of Pickup by HK: \_\_\_\_\_

| ITEMS                 | QUANTITY |
|-----------------------|----------|
| Bath Mat              |          |
| Bath Towel            |          |
| Pillow Case           |          |
| Duvet Cover (Single)  |          |
| Fitted Sheet (Single) |          |
| Duvet Cover (Double)  |          |
| Fitted Sheet (Double) |          |
| Table Cloth           |          |
| Chair Cover           |          |
| Hand Towel            |          |
| Blanket               |          |
| Table cloth Round     |          |
| Table Cloth Rectangle |          |
| Table Napkin          |          |

Laundry-In-Charge Signature: \_\_\_\_\_

Received By: \_\_\_\_\_  
Overprinted Name



## HOTEL COPY CLEANED LINEN CHECKLIST

Name of laundry-in-charge: \_\_\_\_\_

Date: \_\_\_\_\_

Time of Pickup by HK: \_\_\_\_\_

| ITEMS                 | QUANTITY |
|-----------------------|----------|
| Bath Mat              |          |
| Bath Towel            |          |
| Pillow Case           |          |
| Duvet Cover (Single)  |          |
| Fitted Sheet (Single) |          |
| Duvet Cover (Double)  |          |
| Fitted Sheet (Double) |          |
| Table Cloth           |          |
| Chair Cover           |          |
| Hand Towel            |          |
| Blanket               |          |
| Table cloth Round     |          |
| Table Cloth Rectangle |          |
| Table Napkin          |          |

Laundry-In-Charge Signature: \_\_\_\_\_

Received By: \_\_\_\_\_  
Overprinted Name



**PART XII.**

**HOTEL GARDEN**

# GENERAL GUIDE FOR GARDEN CARE

*Updated on February 6, 2025*

## 1.) SOLUTION PREPARATIONS FOR GARDEN/PLANT CARE

### a.) NEEM OIL FOR PLANTS (*for insect and pest control*)

- Mix all of the following in 1.5 liters bottle (*green/blue cover bottles*):
  - ✓ 1 tablespoon dishwashing liquid
  - ✓ 1 tablespoon pure neem oil
  - ✓ Tap water

#### HOW TO USE NEEM OIL

- Spray on plants, top and bottom parts of the leaves and stems.
- Pour some neem solution on the soil to get rid of root nematodes and other pathogens.
- For heavy infestations, repeat process every 2 days until the pests are completely controlled.
- Spray once a week for maintenance.

### b.) YARD & PEST CONTRL FOR PLANTS (*PLANT GUARD*)

- Mix all of the following in 1 gallon container (*Zonrox empty bottles*):
  - ✓ 4 tablespoons (59 ml) of PLANT GUARD
  - ✓ Tap water

#### HOW TO USE PLANT GUARD

- Spray directly to the leaves (*including underside*) early in the morning or late in the afternoon, 1x/week.

### c.) HUMIC PLUS (*soil conditioner*)

- Ready to use.

#### HOW TO USE HUMIC PLUS

- Spray directly to the soil during early in the morning or late in the afternoon, 1x/week.

### d.) ROOT TONIC (*root growth booster*)

- Ready to use.

#### HOW TO USE ROOT TONIC

- Spray directly to the soil during early in the morning or late in the afternoon, 1x/week.

**e.) HOME GROWER (for buds, flower & fruit setting)**

- Mix all of the following in 1.5 liters bottle (*green/blue cover bottles*):
  - ✓ 25 mL of pure HOME GROWER
  - ✓ Tap water

**HOW TO USE HOME GROWER**

- Spray directly to the soil during early in the morning or late in the afternoon, 2x/week.

**f.) GREEN & LEAFY (foliage booster)**

- Mix all of the following in 1.5 liters bottle (*green/blue cover bottles*):
  - ✓ 25 mL of pure GREEN & LEAFY
  - ✓ Tap water

**HOW TO USE GREEN & LEAFY**

- Spray directly to leaves (*including underside*) during early in the morning or late in the afternoon, 2x/week.

**2.) WATERING OF PLANTS**

- This should be done twice a day...in the late afternoon (*around 4pm – 5pm*) and early in the morning (*around 4am – 5am*).

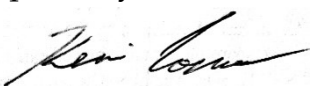
**3.) GARDEN UMBRELLAS & RETRACTABLE CANOPY**

- To encourage growth of grass and plants through sunlight exposure, always close the garden umbrellas and retract the canopy when no guests are sitting at the table.

**4.) RAKING OF GARDEN SOIL**

- When garden soil has become noticeably hard and compact, rake the soil to break it apart so that the grass and plants can grow properly.

Prepared by:

  
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Noted by:

  
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Approved by:

  
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General Manager



**PART XIII.**

**GUIDES FOR ALL HOTEL STAFF**

## HOTEL CASH TIPS, KEEP THE CHANGE ETC...

*Updated on December 8, 2023*

### 1.) HOTEL (NOT RESTAURANT) CASH TIPS

- Cash tips personally given by guests to a specific hotel staff will be **OWNED BY THE HOTEL STAFF GIVEN**. Sharing of cash tips solely depends to the hotel staff being given. He may or may not share.
- When guests would give you cash tips, as much as possible, please **DON'T DECLINE IT**. In most cases, guests would feel a little bad if you won't accept their cash tips... so please accept it.

### 2.) KEEP THE CHANGE

- For "keep the money change" or "money left in bill holder", during payment of guests at the front desk, the money is **CENTRALIZED SHARING**, and should be drop in "Hotel & Restaurant Tip Box" located at front desk.

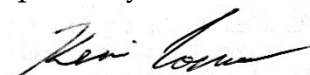
### 3.) FAILURE TO GET MONEY CHANGE BY GUEST

- In case guests fail to get their money change due to any unforeseen circumstances such as "no return of guests to hotel", cash is **CENTRALIZED SHARING**, and should be drop in "Hotel & Restaurant Tip Box" located at front desk.

### 4.) MONEY FOUND IN GUEST ROOMS DURING ROOM CLEANING

- It will be **OWNED BY THE ROOM ATTENDANT** who is cleaning the guest room.
- If the amount is unusually big and there is a possibility that the guest may have accidentally left the money and may return to the hotel to get it back, please leave it at the front desk for proper claiming by guest.

Prepared by:



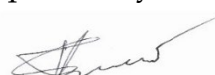
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General Manager





## **LUNCH BREAK RULES FOR HOTEL STAFF**

*Updated on February 6, 2025*

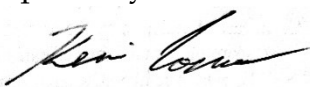
### **1.) TIME**

- Lunch break for each hotel staff is 30 minutes.
- In case of increase guest traffic, lunch break of hotel staff may be cut short and later be continued again when not busy anymore.

### **2.) VENUE**

- Lunch break of hotel staff should be within hotel premises only. LEAVING HOTEL PREMISES DURING LUNCH BREAK IS STRICTLY PROHIBITED.
- Please eat at the hotel garden/Dinerico Hall tables and NOT in the kitchen or in the stockroom.

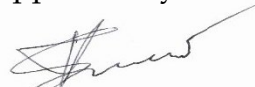
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General Manager





# **AFTERNOON BREAK RULES**

*Updated on February 6, 2025*

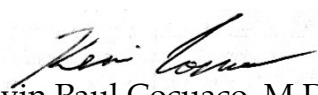
## **1.) TIME**

- Afternoon break for each hotel staff is 30 minutes.
- In case of increase guest traffic, afternoon break of hotel staff may be cut short and later be continued again when not busy anymore.

## **2.) VENUE**

- Afternoon break of hotel staff should be within hotel premises only.  
LEAVING HOTEL PREMISES DURING AFTERNOON BREAK IS STRICTLY PROHIBITED.
- Please eat at the hotel garden/Dinerico Hall tables and NOT in the kitchen or in the stockroom.

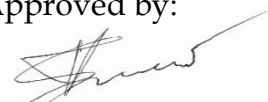
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Hotel Operations Manager

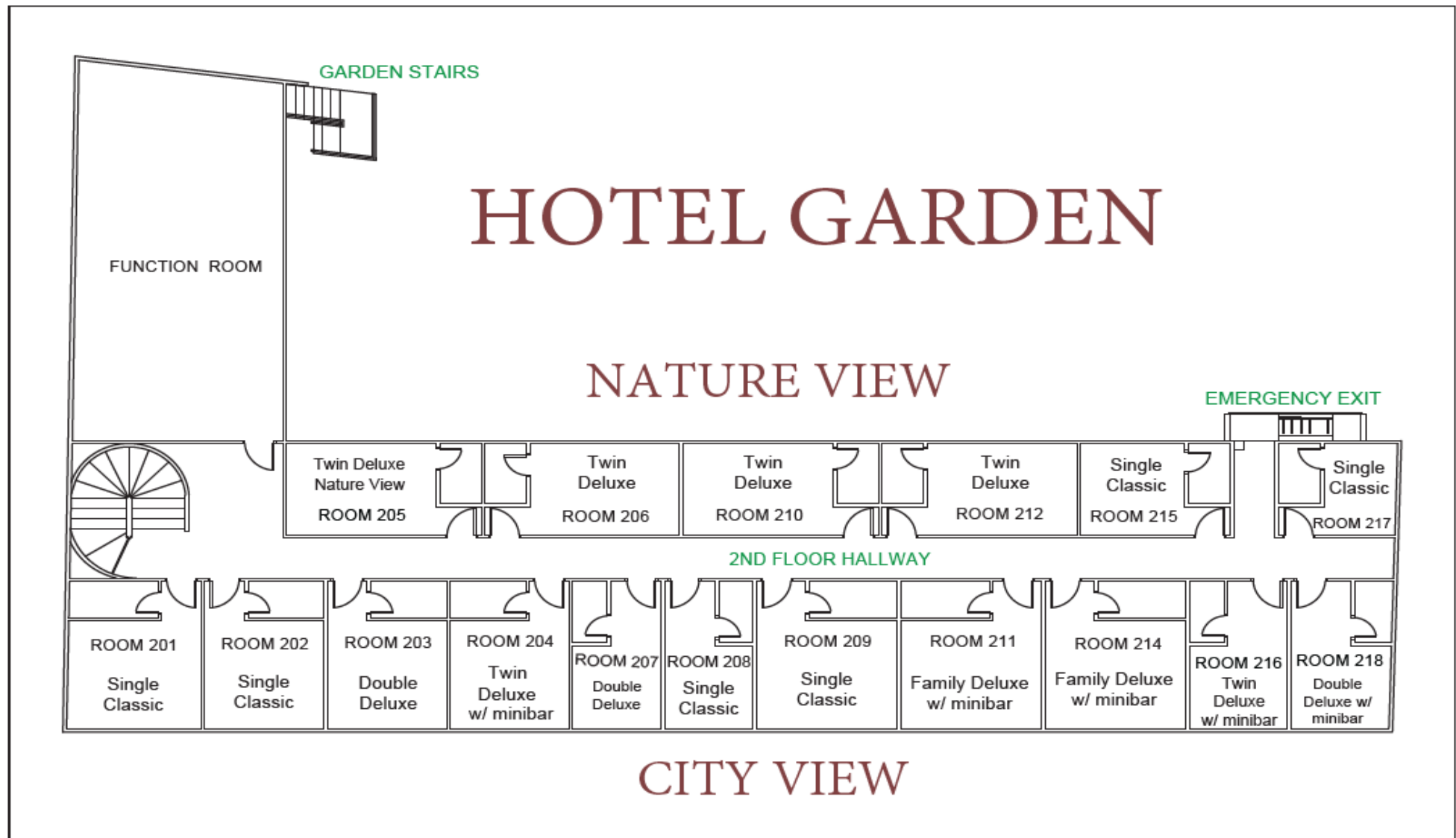
Approved by:

  
Vernie Cocuaco  
General Manager



# HOTEL ROOMS MAP

## 2nd FLOOR

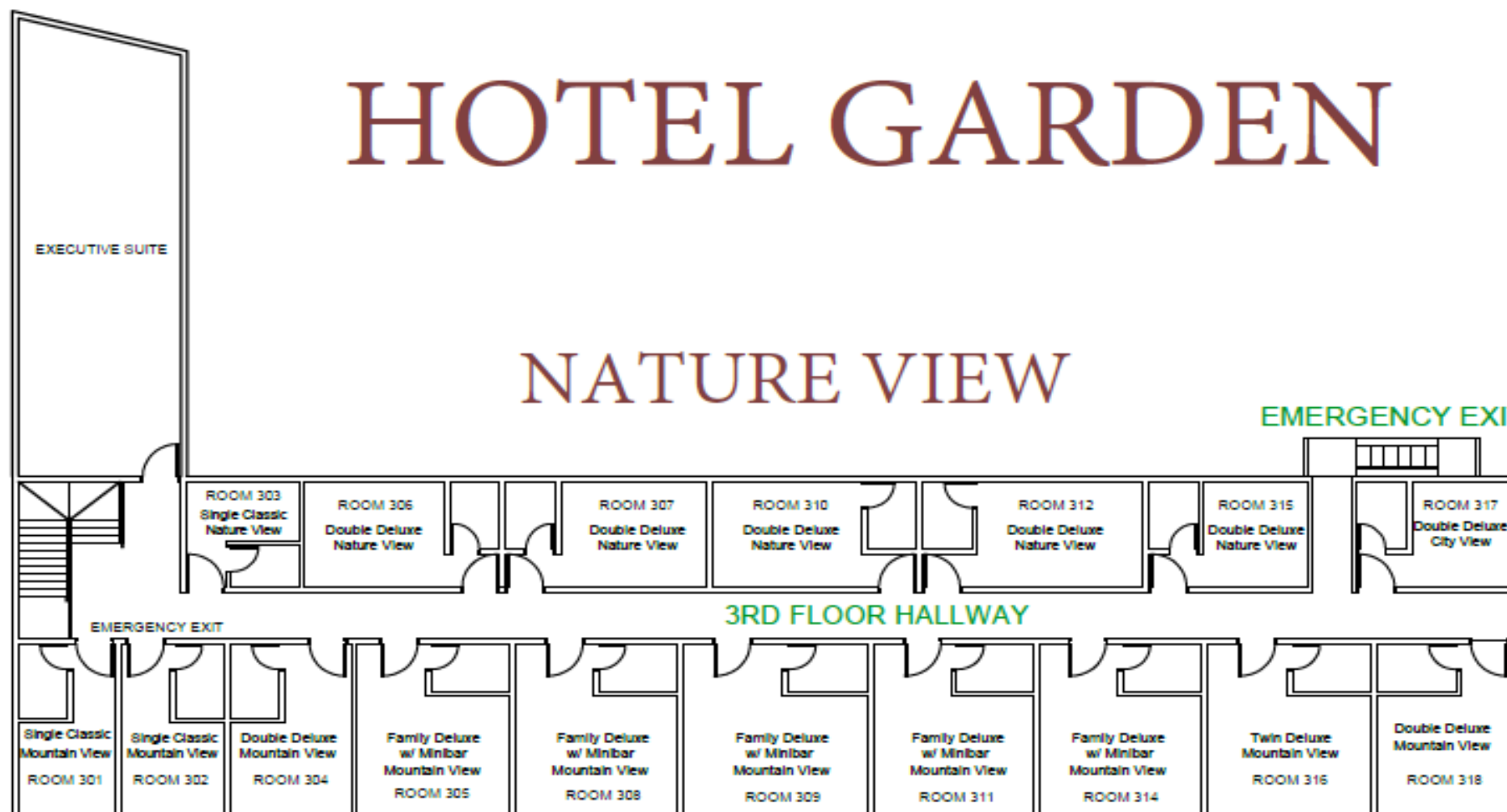


# 3rd FLOOR

## HOTEL GARDEN

### NATURE VIEW

EMERGENCY EXIT



### MOUNTAIN VIEW

**PART XIV.**  
**HUMAN RESOURCES**



# **GUIDE TO OVERTIME, CASH ADVANCE & ABSENCE**

*Updated on December 8, 2023*

## **1.) OVERTIME**

- When you need to report early or extend your time at the hotel, please scan the "Overtime" QR Code, located beside the biometrics, and fill-up the online form after reading the instructions located at the beginning of the form.

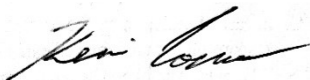
## **2.) ABSENCE**

- When you plan to absent, please scan the "Absent" QR Code, located beside the biometrics, and fill-up the online form after reading the instructions located at the beginning of the form.

## **3.) CASH ADVANCE (*highly discourage; if only an emergency*)**

- When you need to cash advance, please scan the "CA" QR Code, located beside the biometrics, and fill-up the online form after reading the instructions located at the beginning of the form.

Prepared by:

  
Kevin Paul Cocuaco, M.D.  
Assistant General Manager

Noted by:

  
Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

  
Vernie Cocuaco  
General Manager



# SALARY SOP

*Updated on December 8, 2023*

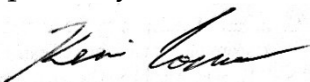
> All salaries are given via online bank / e-wallet fund transfer.

## STEPS

- 1.) Salary reference (*pdf format*) will be sent via “Residencia Suites Hotel” Viber group, on the 16<sup>th</sup> and 1<sup>st</sup> of every month.
- 2.) A soft copy of pay slip will be sent privately, via Viber, to each hotel staff.
- 3.) Hotel staff reviews their pay slip and salary reference sent.
- 4.) Once hotel staff is agreeable that the pay slip is correct, he/she digitally signs the pay slip and sends back a soft copy of the signed pay slip to HR.
- 5.) HR transfers the funds to the bank account / e-wallet of hotel staff.
- 6.) HR sends proof of payment screenshot to hotel staff via Viber.

**DONE!**

Prepared by:



Kevin Paul Cocuaco, M.D.  
Assistant General Manager

Noted by:



Janiel Mbica Feliciano  
Hotel Operations Manager

Approved by:



Vernie Cocuaco  
General Manager



# **INCIDENT REPORT PROTOCOL**

*Updated on December 8, 2023*

## **1.) WHEN TO WRITE AN INCIDENT REPORT?**

- When an incident has occurred at the hotel that resulted due to neglect of duty and/or attitude problem of the involve hotel staff.

## **2.) WHO WRITES THE INCIDENT REPORT?**

- Ideally, it is written/type by the hotel staff himself/herself then check by the hotel operations manager for correctness & accuracy.

## **3.) IS AN INCIDENT REPORT A GROUND FOR TERMINATION?**

- No, but it is considered a warning.
- If an incident or similar incident still keeps on occurring within the month for at least 3 times, this will be a ground for termination...hotel staff is already non-verbally saying that "I do not want to change my attitude".

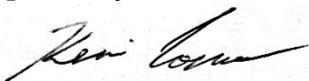
## **4.) ONCE THE INCIDENT REPORT HAS BEEN FINALIZED AND PRINTED, WHO SIGNS IT?**

- Signed by the hotel staff himself/herself and Hotel Operations Manager.

## **5.) COPIES OF THE SIGNED INCIDENT REPORT?**

- 1 copy for the hotel staff himself/herself.
- 1 copy for the hotel operations manager.

Prepared by:



Kevin Paul Cocuaco, M.D.  
Assistant General Manager

Noted by:



Janiel Mlica Feliciano  
Hotel Operations Manager

Approved by:



Vernie Cocuaco  
General Manager



**MEMO: FOR COMING LATE POLICY**

September 6, 2023

Being punctual and disciplined is one of the key attributes of an efficient hotel staff. The success of a hotel is also based on these factors. Recently, it has been observed that some hotel staff are not following the time of duty. The number of latecomers is increasing.

It is very important for the company to take action. It has been decided by management that the penalty rule for latecomers will now be strictly followed. If you are late beyond 15 minutes, a 5php per minute will be deducted from your salary, starting on September 16, 2023.

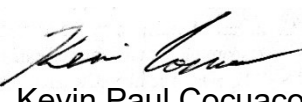
The hotel management always accepts a genuine reason but will never allow any employee to take it for granted.

Thank you for your cooperation!

Noted by:



Ms. Vernie Cocuaco  
General Manager



Dr. Kevin Paul Cocuaco  
Assistant General Manager



Ms. Janiel Mhica Feliciano  
Hotel Operations Manager





## MEMO OF ABSENCES

You have incurred \_\_\_\_ absence today dated \_\_\_\_\_.

Per our record, this is your \_\_\_\_ absence for the month of \_\_\_\_\_.

If you commit three (3) absences in one month with no medical certificate or honest valid reason, two days suspension. On the second month, if you commit again three (3) absences, three (3) days suspension. On the third, if the same is committed, you will be subject to termination.

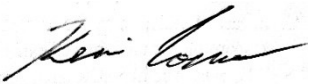
Acknowledged by:

\_\_\_\_\_  
Employee Signature Overprinted Name

Noted by:

\_\_\_\_\_  
Manager

Prepared by:

  
Kevin Paul Cocuaco, M.D.  
Assistant General Manager

Noted by:

  
Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

  
Vernie Cocuaco  
General Manager



## MEMO FOR COMING LATE AND ABSENCES

FEBRUARY 04, 2025

This is to inform everyone to become aware of their tardiness at work and be reminded of its consequence. Everyone is encouraged not to be late. It has been decided by management that the penalty rule for latecomers will now be strictly followed. If you are late beyond 15 minutes, 5 php per minute will be deducted from your salary and strictly no extension unless we say so, starting February 05, 2025.

For the absences, if you commit three (3) absences in one month with no medical certificate or honest valid reason/proof, it will be a warning. On the second month, if you commit again three (3) absences, you will be subject for termination.

As long as you have any proof or valid reason to be absent, we will consider it.

Thank you!

ACKNOWLEDGE BY:

---

Employee Signature Over Printed Name

NOTED BY:

MS. JANIEL MHICA FELICIANO

Hotel Operations Manager

APPROVED BY:

MS. VERNIE COCUACO

General Manager

DR. KEVIN PAUL COCUACO

Assistant General Manager

## GENERAL PERFORMANCE EVALUATION FORM

Name of Evaluator:

Name of Employee to Evaluate:

Date of Evaluation:

Job Title:

Date of last Evaluation:

| EVALUATION FACTORS |                                                                                           | S | A | NI |
|--------------------|-------------------------------------------------------------------------------------------|---|---|----|
| Dedication         | Reports to work on time.                                                                  |   |   |    |
|                    | Use time constructively.                                                                  |   |   |    |
| Performance        | Good working knowledge of job assignments.                                                |   |   |    |
|                    | Organizes and performance work in a timely, professional manner.                          |   |   |    |
| Cooperation        | Willingly accepts changes in assignments not directly related to the job.                 |   |   |    |
|                    | Willingly accepts work assignment                                                         |   |   |    |
| Initiative         | Performs assigned duties with little or no supervision                                    |   |   |    |
|                    | Performs assigned duties with little or no supervision, even under pressure               |   |   |    |
| Communications     | Communicates clearly and intelligently with persons and during telephone contacts.        |   |   |    |
| Teamwork           | Works well with fellow employees without friction                                         |   |   |    |
| Character          | Accepts constructive criticism without an unfavorable response                            |   |   |    |
| Responsiveness     | Handles stressful situations with tact                                                    |   |   |    |
| Personality        | Demonstrate a pleasant, calm personality when dealing with customers and fellow employees |   |   |    |
| Appearance         | Well-groomed, clean, and neat                                                             |   |   |    |
| Work habits        | Maintains a neat and orderly workstation                                                  |   |   |    |
|                    | Maintain neat and orderly paperwork                                                       |   |   |    |

**TOTAL SCORE:**

LEGEND: S= Satisfactory (8-10) A= Adequate (7-4) NI= Needs Improvement (3-0)

16

=

COMMENTS & RECOMMENDATIONS:

This performance evaluation has been reviewed with me, and I understand that I may attach my comments if Desired:

Signature of Evaluator

Noted by: Ms. Janiel Mhica Feliciano

Noted by: Ms. Vernie Cocuaco

Noted by: Mr. Kevin Cocuaco

For the evaluation factors under the Major Category, a majority average score of at least 8 should be attained for each evaluation factor. If below 8, this should improve in the next evaluation (after 2 months). If no improvement seen, the staff will be terminated.

### INSTRUCTIONS FOR HOTEL OPERATIONS MANAGER:

- 1.) Input individual ratings in empty boxes...average score will auto compute.
- 2.) Type-in anonymous comments (*gist*) of other hotel staff on space provided at the end.
- 3.) Print 1 hard copy and give to hotel staff being evaluated.

For the evaluation factors under the Minor Category, a majority average score of at least 6 should be attained for each evaluation factor. If below 6, this should be improved in the next evaluation (after 2 months). If no improvement seen, the staff will be terminated.

| RAIDA ELIAS APION                                              |                                                                                           |                    |  |  |  |  |  |  |  |                |
|----------------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------|--|--|--|--|--|--|--|----------------|
| Front Desk Receptionist                                        |                                                                                           |                    |  |  |  |  |  |  |  |                |
| SUMMARY EVALUATION REPORT FOR THE PERIOD: November 16-30, 2023 |                                                                                           |                    |  |  |  |  |  |  |  |                |
| Evaluation Factors                                             |                                                                                           | Individual Ratings |  |  |  |  |  |  |  | Average Rating |
| Dedication ( <i>minor category</i> )                           | Reports to work on time                                                                   |                    |  |  |  |  |  |  |  | 0.00           |
|                                                                | Use time constructively                                                                   |                    |  |  |  |  |  |  |  |                |
| Performance ( <i>major category</i> )                          | Good working knowledge of job assignments                                                 |                    |  |  |  |  |  |  |  | 0.00           |
|                                                                | Organizes and performance work in a timely, professional manner                           |                    |  |  |  |  |  |  |  |                |
| Cooperation ( <i>major category</i> )                          | Willingly accepts changes in assignments not directly related to the job                  |                    |  |  |  |  |  |  |  | 0.00           |
|                                                                | Willingly accepts work assignment                                                         |                    |  |  |  |  |  |  |  |                |
| Initiative ( <i>major category</i> )                           | Performs assigned duties with little or no supervision                                    |                    |  |  |  |  |  |  |  | 0.00           |
|                                                                | Performs assigned duties with little or no supervision, even under pressure               |                    |  |  |  |  |  |  |  |                |
| Communications ( <i>major category</i> )                       | Communicates clearly and intelligently with persons and during telephone contacts         |                    |  |  |  |  |  |  |  | 0.00           |
| Teamwork ( <i>major category</i> )                             | Works well with fellow employees without friction                                         |                    |  |  |  |  |  |  |  | 0.00           |
| Character ( <i>major category</i> )                            | Accepts constructive criticism without an unfavorable response                            |                    |  |  |  |  |  |  |  | 0.00           |
| Responsiveness ( <i>major category</i> )                       | Handles stressful situations with tact                                                    |                    |  |  |  |  |  |  |  | 0.00           |
| Personality ( <i>major category</i> )                          | Demonstrate a pleasant, calm personality when dealing with customers and fellow employees |                    |  |  |  |  |  |  |  | 0.00           |
| Appearance ( <i>minor category</i> )                           | Well-groomed, clean, and neat                                                             |                    |  |  |  |  |  |  |  | 0.00           |
| Work Habits ( <i>minor category</i> )                          | Maintains a neat and orderly workstation                                                  |                    |  |  |  |  |  |  |  | 0.00           |
|                                                                | Maintain neat and orderly paperwork                                                       |                    |  |  |  |  |  |  |  |                |
| Anonymous Comments by Other Fellow Hotel Staff:                |                                                                                           |                    |  |  |  |  |  |  |  |                |
| Anonymous Comment #1:                                          |                                                                                           |                    |  |  |  |  |  |  |  |                |
| Anonymous Comment #2:                                          |                                                                                           |                    |  |  |  |  |  |  |  |                |
| Anonymous Comment #3:                                          |                                                                                           |                    |  |  |  |  |  |  |  |                |
| Anonymous Comment #4:                                          |                                                                                           |                    |  |  |  |  |  |  |  |                |
| Anonymous Comment #5:                                          |                                                                                           |                    |  |  |  |  |  |  |  |                |
| Anonymous Comment #6:                                          |                                                                                           |                    |  |  |  |  |  |  |  |                |
| Anonymous Comment #7:                                          |                                                                                           |                    |  |  |  |  |  |  |  |                |
| Anonymous Comment #8:                                          |                                                                                           |                    |  |  |  |  |  |  |  |                |
| Anonymous Comment #9:                                          |                                                                                           |                    |  |  |  |  |  |  |  |                |

Prepared by:  
Janiel Mhica R. Feliciano  
Hotel Operations Manager

  
Hotel Operations Manager's Signature

Noted By:  
Kevin Paul L. Cocuaco, M.D.  
Assistant General Manager

  
Assistant Manager's Signature

Approved By:  
Vernie L. Cocuaco  
General Manager

  
General Manager's Signature





MEMO: FOR ALL STAFF

RE: EVALUATION FORM

DATE: OCTOBER 09, 2023

The evaluation form will be every 2 months, for all staff except Ms. Janiel Mhica Feliciano (every 4 months).

The evaluation factors to be seen on the evaluation form are group to either Major Category:

- Performance
- Cooperation
- Initiative
- Communications
- Teamwork
- Character
- Responsiveness
- Personality

Or Minor Category:

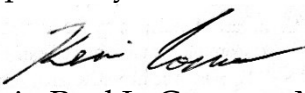
- Dedications
- Appearance
- Work Habits

For the evaluation factors under the Major Category, a majority average score of at least 8 should be attain for each evaluation factor. If below 8, this should be improved in the next evaluation (after 2 months). If no improvement seen, the staff will be terminated.

For the evaluation factors under the Minor Category, a majority average score of at least 6 should be attain for each evaluation factor. If below 6, this should be improved in the next evaluation (after 2 months). If no improvement seen, the staff will be terminated.

This is done by management for the betterment of everyone in the hotel. Thank you!

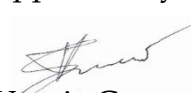
Prepared by:

  
Kevin Paul L. Cocuaco, M.D.  
Assistant General Manager

Noted by:

  
Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

  
Vernie Cocuaco  
General Manager





MEMO: RE: CASH ADVANCE

DATE: MAY 29, 2023

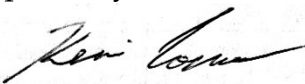
TO ALL CONCERNED:

EFFECTIVE JUNE 1, 2023, NO CASH ADVANCE (Cas) SHALL BE ALLOWED. THIS IS DUE TO ADDITIONAL RECORDING WORK AND MISTAKES IN SALARY COMPUTATION THAT WE HAVE EXPERIENCED.

WE ENCOURAGE YOU TO BE RESPONSIBLE FOR YOUR FINANCES AND TO BUDGET EFFICIENTLY UPON RECEIPT OF YOUR SALARIES ON PAYDAY.

THANK YOU FOR YOUR COOPERATION.

Prepared by:

  
Kevin Paul L. Cocuaco, M.D.  
Assistant General Manager

Noted by:

  
Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

  
Vernie Cocuaco  
General Manager





MEMO: ALL STAFF

RE: RESTAURANT TIPS

DATE: SEPTEMBER 29, 2023

Restaurant tips should be forwarded at the Front Desk "Tip box" as this is understood to be equally divided among the staff and has been a common fund ever since.

Your honesty, sincerity and understanding on this matter is highly appreciated. Any staff pinpointed to this incident will be terminated.

Prepared by:

A handwritten signature in black ink, appearing to read "Kevin Cocuaco".

Kevin Paul L. Cocuaco, M.D.  
Assistant General Manager

Noted by:

A handwritten signature in black ink, appearing to read "Janiel Mhica Feliciano".

Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

A handwritten signature in black ink, appearing to read "Vernie Cocuaco".

Vernie Cocuaco  
General Manager



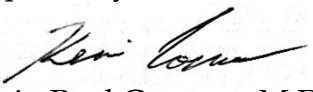


AUGUST 31, 2023 (THURSDAY)

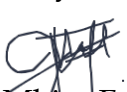
## MEMO: **FOR UNIFORM POLICY**

- PLEASE BE ADVISED THAT STARTING SEPTEMBER 1, 2023 (FRIDAY) WILL START IMPLEMENTING THE UNIFORM POLICY. ALL STAFF IS EXPECTED TO BE IN THEIR PRESCRIBED UNIFORM STARTING TOMORROW.  
TAKE NOTE: NON-WEARING OF HOTEL UNIFORM WILL BE CHARGED ₱100/day.

Prepared by:

  
Kevin Paul Cocuaco, M.D.  
Assistant General Manager

Noted by:

  
Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

  
Vernie Cocuaco  
General Manager





MEMO: RE: AIRCON WHEN CLEANING ROOMS

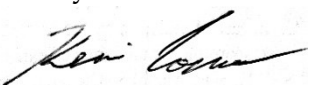
DATE: JANUARY 6, 2024

TO ALL ROOM ATTENDANT,

EFFECTIVE JANUARY 6, 2024, WHILE THE ROOM IS BEING CLEANED AND THE AIR CONDITIONER IS ON, AN INCIDENTAL REPORT WILL BE GIVEN TO YOU IF WE CATCH YOU DOING THAT. YOU CAN JUST OPEN THE DOOR AND THE WINDOWS IF YOU ARE CLEANING THE ROOM.

THANK YOU FOR YOUR COOPERATION.

Noted by:

  
Kevin Paul Cocuaco, M.D.  
Assistant General Manager

Prepared by:

  
Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

  
Vernie Cocuaco  
General Manager



RESIDENCIA SUITES HOTEL

MEMO: FOR ATTENDING SEMINAR

APRIL 3, 2024

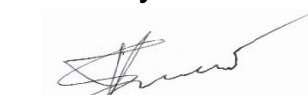
ALL STAFF ARE REQUIRED TO ATTEND SEMINARS AND/OR TRAININGS SHOULD THERE BE ANY, DEPENDING ON THE SCHEDULE OF WHO IS FREE AND HOW MANY PARTICIPANTS NEED TO ATTEND.

FURTHERMORE, ALL STAFF ARE ADVISED TO WEAR THEIR FORMAL ATTIRE WITH NAME BADGE DURING THE CONDUCT OF THE SEMINAR.

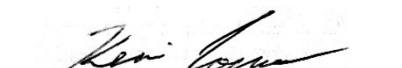
STAFF WHO REFUSE TO ATTEND WILL BE PENALIZED EQUIVALENT TO SALARY DAYS CORRESPONDING ACCORDING TO THE NUMBER OF DAYS OF THE SEMINAR AND/OR TRAININGS MISS.

THANK YOU FOR YOUR COOPERATION!

Noted by:



Ms. Vernie Cocuaco  
General Manager



Dr. Kevin Paul Cocuaco  
Assistant General Manager



Ms. Janiel Mhica Feliciano  
Hotel Operations Manager



MEMO: RE: ENTERING THE KITCHEN

DATE: April 29, 2024

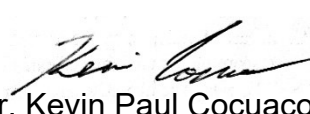
TO ALL SECURITY GUARDS,

Effective starting April 29, 2024, all security guards are strictly prohibited from entering the kitchen and stockroom.

THANK YOU FOR YOUR COOPERATION.

Noted by:

  
Ms. Vernie Cocuaco  
General Manager

  
Dr. Kevin Paul Cocuaco  
Assistant Manager

  
Ms. Janiel Mhica Feliciano  
Hotel Operations Manager



**QUITCLAIM AND RELEASE**

**KNOW ALL MEN BY THESE PRESENTS:**

FOR VALUABLE CONSIDERATIONS, I \_\_\_\_\_,  
of legal age, married/single and a resident of \_\_\_\_\_,  
Zamboanga City, Philippines, hereby **RELEASE AND FOREVER DISCHARGE** by  
these presents, for myself, my heirs and successors, ~~and the establishment~~ its owner,  
managers, and/or assigns from any and all claims by way of unpaid wages, separation  
pay, holiday pay, restday pay, overtime pay, differential pay or other benefits as may be  
due me in connection with my past employment or after my Contract of Employment  
terminates.

I hereby state that I have no other claim or right of action of whatever nature,  
whether past, present or contingent against the said establishment and its officers.

I hereby further tender my resignation from the named establishment effective  
immediately.

IN WITNESS WHEREOF, I have hereunto set my hand this  
\_\_\_\_\_ day of \_\_\_\_\_, year \_\_\_\_\_, in Zamboanga City,  
Philippines.

\_\_\_\_\_  
(printed name and signature)

Signed in the Presence of:

\_\_\_\_\_ and \_\_\_\_\_

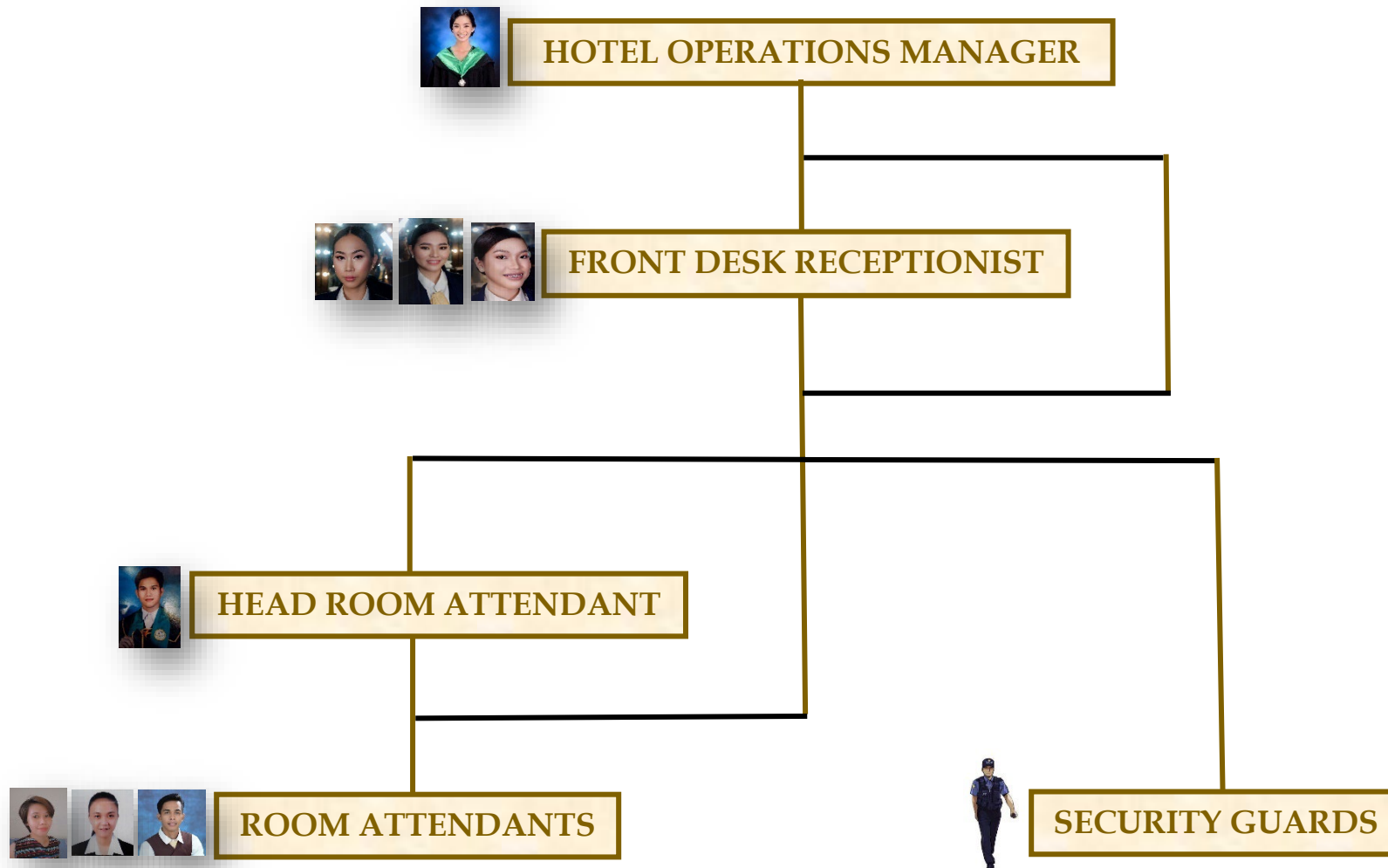
**REPUBLIC OF THE PHILIPPINES)**  
**CITY OF ZAMBOANGA. ....)**  
x -----x

BEFORE ME, a Notary Public for and in the City of Zamboanga, Philippines, on this  
\_\_\_\_\_, at Zamboanga City, personally appeared  
\_\_\_\_\_ with his Com. Tax.  
No. \_\_\_\_\_ issued at \_\_\_\_\_ on  
\_\_\_\_\_ known to me to be the same person who executed the  
foregoing instrument and he acknowledge to me that the same is his free act and  
voluntary deed.

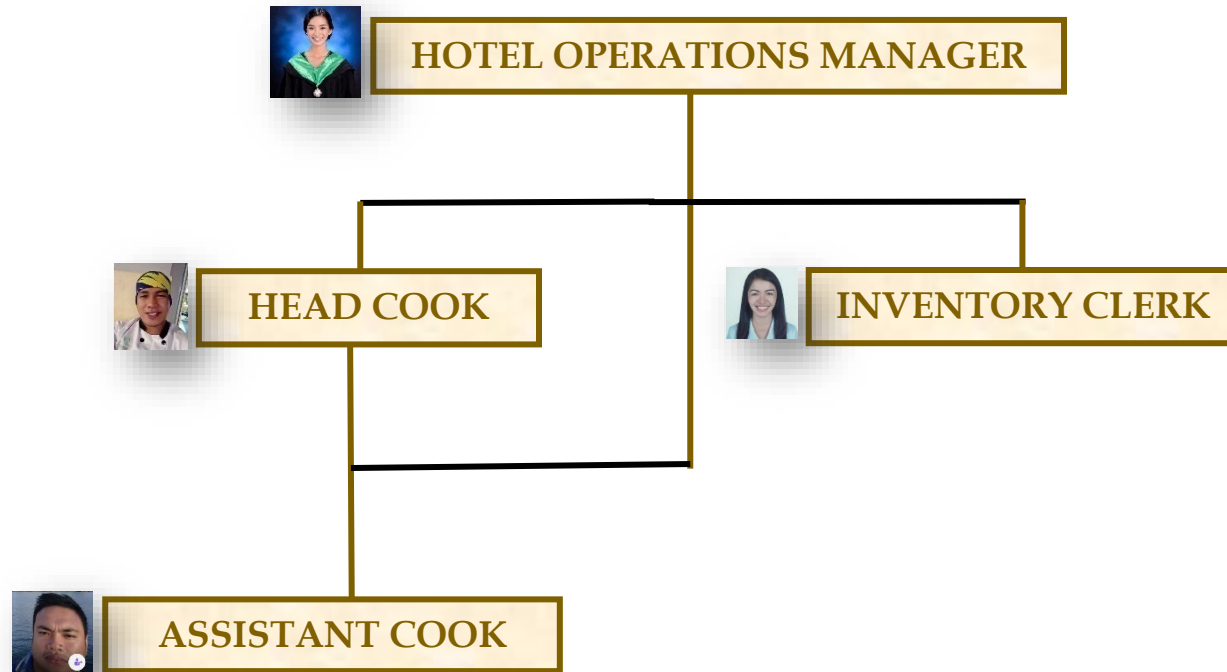
**WITNESS MY HAND AND SEAL, on the day and year and at the place above  
written.**



# HOTEL ORGANIZATIONAL CHART



# RESTAURANT ORGANIZATIONAL CHART



## SALARY COMPUTATION FOR ON-CALL STAFF

*Updated on December 21, 2023*

- Done by Front Desk Receptionist.
- Excel files (*Straight Time/Broken Time - 1 for old Regular Staff and 1 for OJT/Trainee/Not Regular Staff*) for salary computation of On-Call Staff saved in PC#2 in desktop...please see screenshots below for more details.

### **INSTRUCTIONS:**

- > Input "scheduled time-in" of On-Call OJT/Trainee staff in 24 hour hh:mm format.
  - DO NOT PUT the "unauthorized early time-in".
- > Input "scheduled time-out" of On-Call OJT/Trainee staff in 24 hour hh:mm format.
  - DO NOT PUT the "unauthorized late time-out".
- > After doing the steps above, the "hours reported" and "salary" will auto-compute.
- > Print 1 copy (*for hotel*) of the pay slip and let On-Call staff sign.
  - Get back signed pay slip from On-Call staff and give to HR.
- > Pay out the "Net On-Call Salary" from POS.
- > You're Done!



RESIDENCIAS SUITES  
HOTEL

| VHEN LOUIS H. BENDO                                     |              |
|---------------------------------------------------------|--------------|
| SALARY FOR OJT/TRAINEE STAFF ON-CALL: December 11, 2023 |              |
| Details                                                 |              |
| Time-in:                                                | 12:00 pm     |
| Time-out:                                               | 9:00 pm      |
| Hours Reported:                                         | 8.00         |
| On-Call Salary:                                         | ₱300         |
| <b>Less:</b>                                            |              |
| CASH ADVANCE:                                           |              |
| Charges:                                                |              |
| <b>Total Deductions</b>                                 | <b>₱0.00</b> |
| <b>Net On-Call Salary to Pay Out:</b>                   | <b>₱300</b>  |



On-Call's Signature

Receptionist's Signature

## INSTRUCTIONS:

- > Input "scheduled time-in" of On-Call Regular staff in 24 hour hh:mm format.
  - DO NOT PUT the "unauthorized early time-in".
- > Input "scheduled time-out" of On-Call Regular staff in 24 hour hh:mm format.
  - DO NOT PUT the "unauthorized late time-out".
- > After doing the steps above, the "hours reported" and "salary" will auto-compute.
- > Print 1 copy (for hotel) of the pay slip and let On-Call staff sign.
  - Get back signed pay slip from On-Call staff and give to HR.
- > Pay out the "Net On-Call Salary" from POS.
- > You're Done!



| ARNEL YAP                                           |          |
|-----------------------------------------------------|----------|
| SALARY FOR REGULAR STAFF ON-CALL: December 11, 2023 |          |
| Details                                             |          |
| Time-in:                                            | 12:00 pm |
| Time-out:                                           | 9:00 pm  |
| Hours Reported:                                     | 8.00     |
| On-Call Salary:                                     | ₱381     |

| Less:         |  |
|---------------|--|
| CASH ADVANCE: |  |
| Charges:      |  |

|                  |       |
|------------------|-------|
| Total Deductions | ₱0.00 |
|------------------|-------|

|                                |      |
|--------------------------------|------|
| Net On-Call Salary to Pay Out: | ₱381 |
|--------------------------------|------|



On-Call's Signature

Receptionist's Signature

## INSTRUCTIONS:

- > Input "scheduled broken time-in" of On-Call OJT/ Trainee staff in 24 hour hh:mm format.
  - DO NOT PUT the "unauthorized early time-in".
- > Input "scheduled broken time-out" of On-Call OJT/ Trainee staff in 24 hour hh:mm format.
  - DO NOT PUT the "unauthorized late time-out".
- > After doing the steps above, the "hours reported" and "salary" will auto-compute.
- > Print 1 copy (*for hotel*) of the pay slip and let On-Call staff sign.
  - Get back signed pay slip from On-Call staff and give to HR.
- > Pay out the "Net On-Call Salary" from POS.
- > You're Done!



### VHEN LOUIS H. BENDO

SALARY FOR OJT/ TRAINEE STAFF ON-CALL: December 15, 2023

#### Details for Shift 1

|                                      |             |
|--------------------------------------|-------------|
| Broken Time-in 1:                    | 6:30 am     |
| Broken Time-out 1:                   | 12:30 pm    |
| Broken Hours Reported 1:             | 5.56        |
| <b>Broken Time On-Call Salary 1:</b> | <b>₱209</b> |
| <b>Details for Shift 2</b>           |             |
| Broken Time-in 2:                    | 5:00 pm     |
| Broken Time-out 2:                   | 8:00 pm     |
| Broken Hours Reported 2:             | 2.44        |
| <b>Broken Time On-Call Salary 2:</b> | <b>₱91</b>  |

#### Less:

|               |  |
|---------------|--|
| CASH ADVANCE: |  |
| Charges:      |  |

|                         |              |
|-------------------------|--------------|
| <b>Total Deductions</b> | <b>₱0.00</b> |
|-------------------------|--------------|

|                                       |             |
|---------------------------------------|-------------|
| <b>Net On-Call Salary to Pay Out:</b> | <b>₱300</b> |
|---------------------------------------|-------------|



On-Call's Signature

Receptionist's Signature

## INSTRUCTIONS:

- > Input "scheduled broken time-in" of On-Call Regular staff in 24 hour hh:mm format.
  - DO NOT PUT the "unauthorized early time-in".
- > Input "scheduled broken time-out" of On-Call Regular staff in 24 hour hh:mm format.
  - DO NOT PUT the "unauthorized late time-out".
- > After doing the steps above, the "hours reported" and "salary" will auto-compute.
- > Print 1 copy (for hotel) of the pay slip and let On-Call staff sign.
  - Get back signed pay slip from On-Call staff and give to HR.
- > Pay out the "Net On-Call Salary" from POS.
- > You're Done!



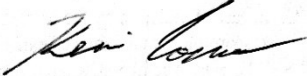
|                                                     |              |
|-----------------------------------------------------|--------------|
| <b>ARNEL YAP</b>                                    |              |
| SALARY FOR REGULAR STAFF ON-CALL: December 15, 2023 |              |
| <b>Details for Shift 1</b>                          |              |
| Broken Time-in 1:                                   | 6:30 am      |
| Broken Time-out 1:                                  | 12:30 pm     |
| Broken Hours Reported 1:                            | 5.56         |
| <b>Broken Time On-Call Salary 1:</b>                | <b>₱265</b>  |
| <b>Details for Shift 2</b>                          |              |
| Broken Time-in 2:                                   | 5:00 pm      |
| Broken Time-out 2:                                  | 8:00 pm      |
| Broken Hours Reported 2:                            | 2.44         |
| <b>Broken Time On-Call Salary 2:</b>                | <b>₱116</b>  |
| <b>Less:</b>                                        |              |
| CASH ADVANCE:                                       |              |
| Charges:                                            |              |
| <b>Total Deductions</b>                             | <b>₱0.00</b> |
| <b>Net On-Call Salary to Pay Out:</b>               | <b>₱381</b>  |



On-Call's Signature

Receptionist's Signature

Prepared by:

  
 Kevin Paul L. Cocuaco, M.D.  
 Assistant General Manager

Noted by:

  
 Janiel Mhica Feliciano  
 Hotel Operations Manager

Approved by:

  
 Vernie Cocuaco  
 General Manager



**PART XV.**

**MESSAGE SERVICE**



## MASSAGE SERVICE MONITORING SHEET

Updated on November 19, 2024

### MASSEUSE CONTACT DETAILS:

- 1.) Zubody Spa:
- a. 0951-192-9947
  - b. 0963-826-5708
  - c. (062) 308-3380

A.) Instruct MASSAGE THERAPIST to collect the following full payments directly from guest after each massage session and PAY TO FRONT DESK:

- a. 1 HOUR.....P600
- b. 1 HR. & 30 MINS.....P900
- c. 2 HOURS.....P1,200

B.) After receiving the above payments from therapist, please PAY OUT the following for payment to MASSAGE THERAPIST:

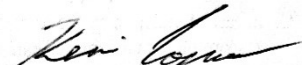
- a.) 1 HOUR.....P350
- b.) 1 HR. & 30 MINS.....P525
- c.) 2 HOURS.....P700

### INSTRUCTIONS FOR FRONT DESK:

- 1.) Fill-up the appropriate information in the space provided under each heading.
- 2.) Once massage session is done, collect full payment (*P600, P900 or P1,200*) from therapist.
- 3.) After collecting full payment from therapist, PAY OUT (*P350, P525 or P700*) for payment to therapist...then let therapist sign in the table below.

| Room # | Time Duration of Massage | Start Time | Expected End Time | Name of Masseuse | PAY OUT Received | Signature of Masseuse |
|--------|--------------------------|------------|-------------------|------------------|------------------|-----------------------|
|        |                          |            |                   |                  |                  |                       |
|        |                          |            |                   |                  |                  |                       |
|        |                          |            |                   |                  |                  |                       |
|        |                          |            |                   |                  |                  |                       |
|        |                          |            |                   |                  |                  |                       |
|        |                          |            |                   |                  |                  |                       |
|        |                          |            |                   |                  |                  |                       |

Prepared by:

  
Kevin Paul L. Cocuaco, M.D.  
Assistant General Manager

Noted by:

  
Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

  
Vernie Cocuaco  
General Manager



**PART XVI.**

**OJT STUDENTS**



RESIDENCIA SUITES HOTEL  
MEMO: FOR COMING LATE POLICY

JANUARY 2, 2024

It has been brought to the management's attention that a handful of OJTs do not follow the prescribed schedule. We remind you that your hours begin at 7:00 am – 4:00 pm then others 10:30 am – 7:30 pm and 12:00nn – 9:00 pm. You also must inform the leader or the manager beforehand if you are going to be absent or late for work. Management has decided that the penalty rule for latecomers will now be strictly followed. If you are late beyond 15 minutes, you will be marked absent for 1 day. Also, if you are late/absent then you decide what time to come in, you will automatically be absent even if you are on duty that is not your time. This is a practice for your future, to be disciplined and be punctual.

The hotel management always accepts a genuine reason but will never allow any OJT Students to take it for granted.

Thank you for your cooperation!

Noted by:

Kevin Paul L. Cocuaco, M.D.  
Assistant General Manager

Prepared by:

Janiel Mhica Feliciano  
Hotel Operations Manager

Approved by:

Vernie Cocuaco  
General Manager



# END

