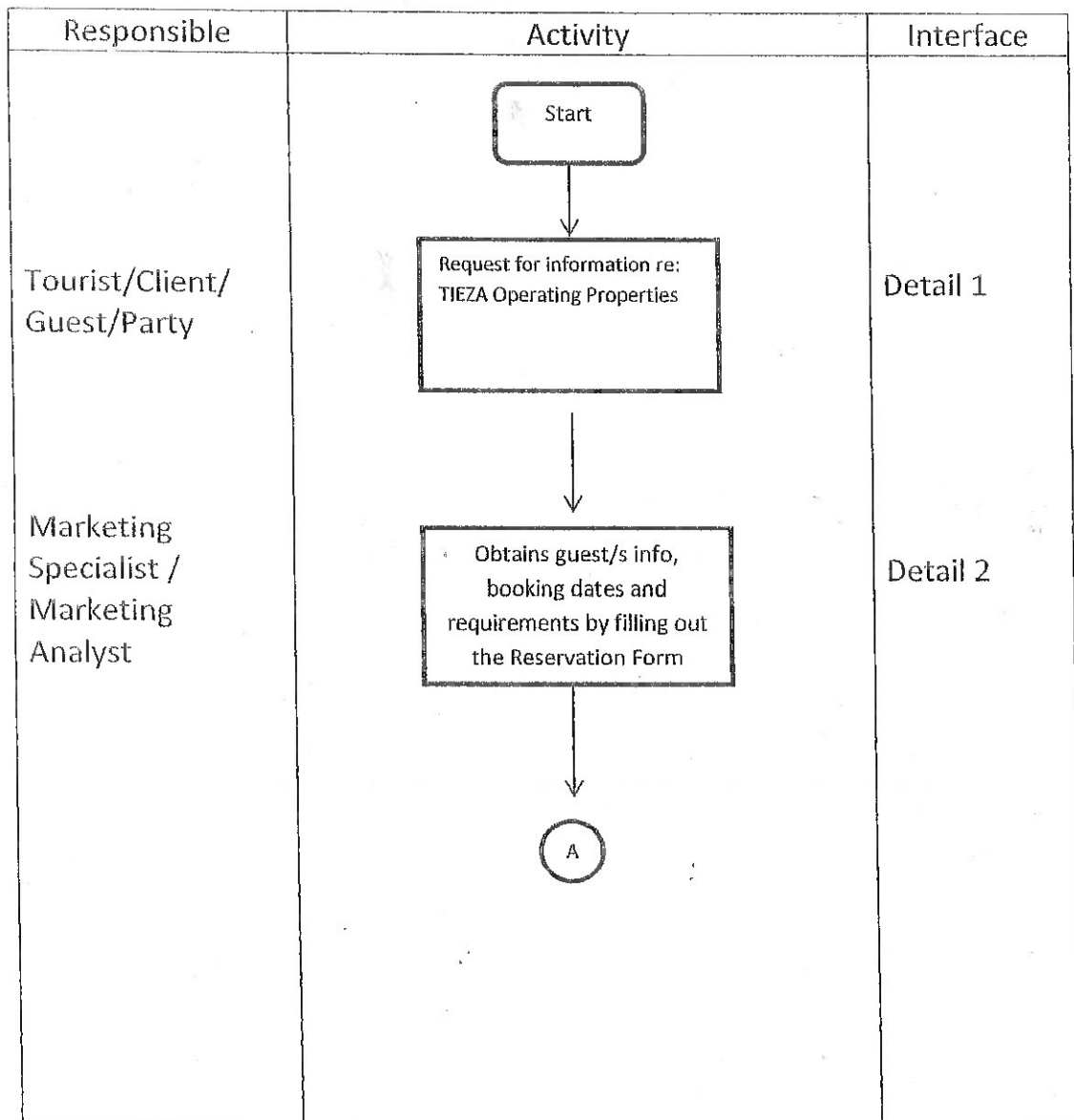


	TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY		
	RESERVATIONS PROCEDURE	Effectivity Date	NOV 24 2014
		Revision Level	1
	WORK INSTRUCTION	Document Code	BUDD.WI.02

A. Scope

This procedure applies to the effective and efficient monitoring, management and supervision of reservations/bookings for TIEZA Operating Properties (with accommodation).

B. Details



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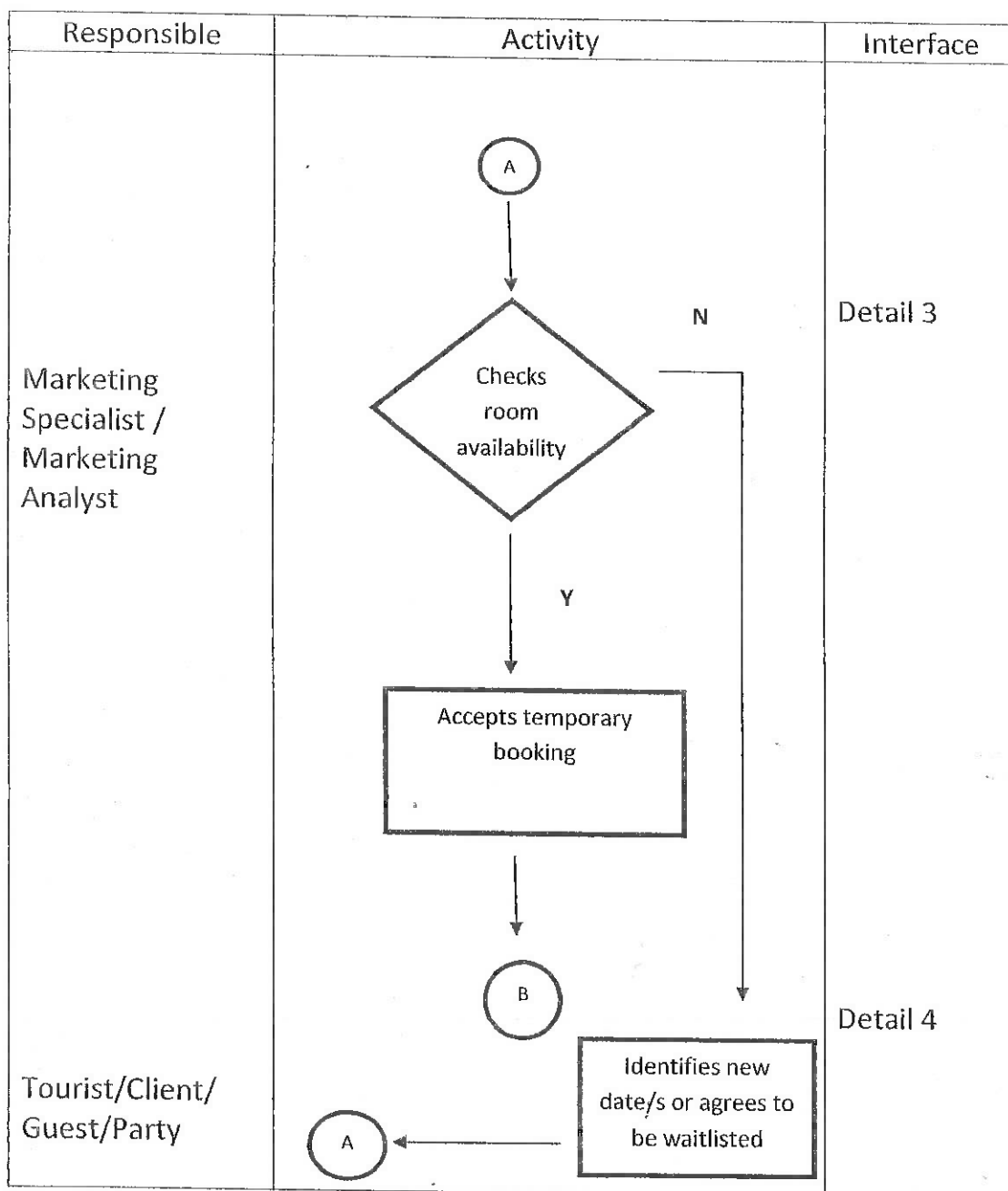
RESERVATIONS PROCEDURE

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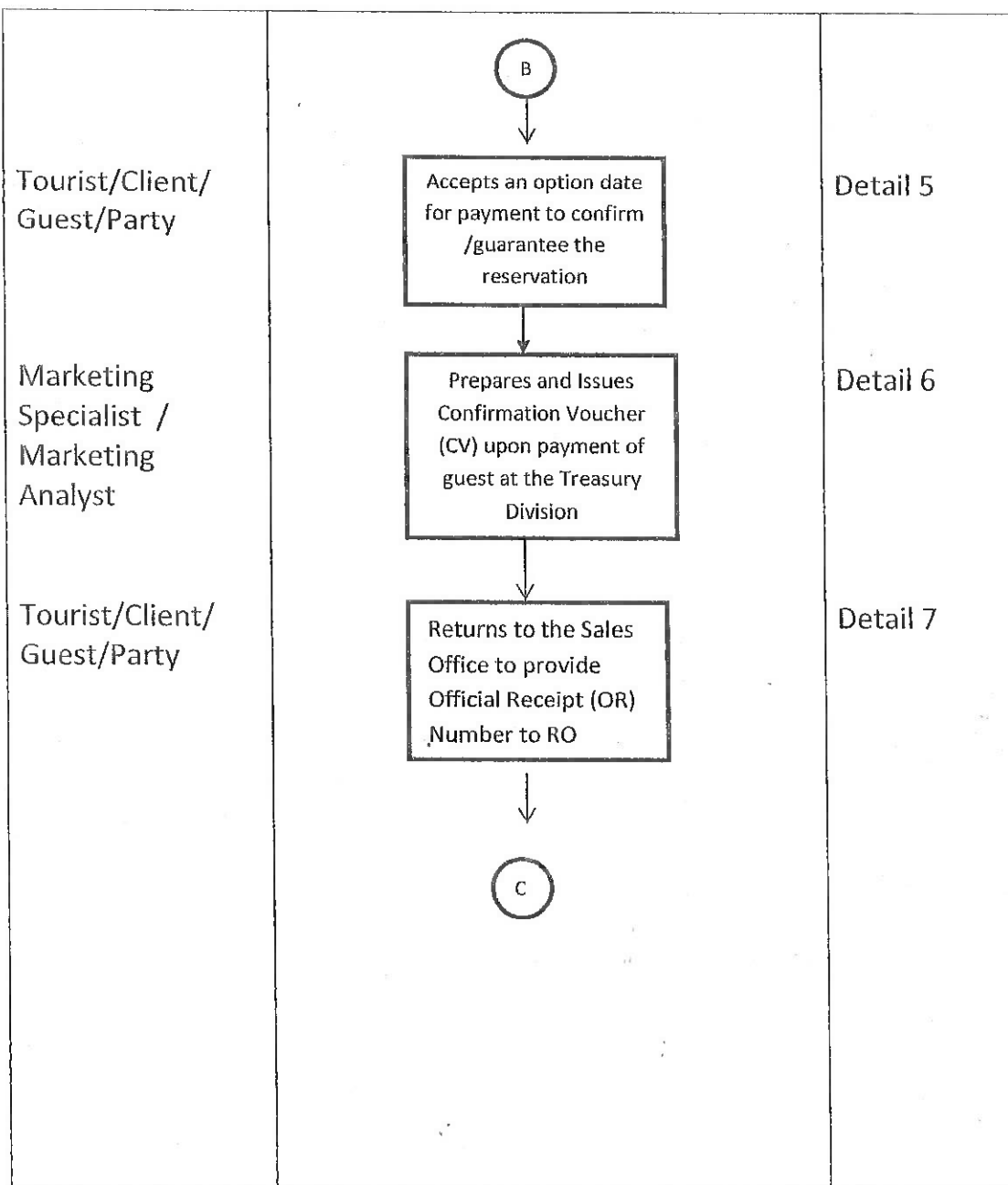
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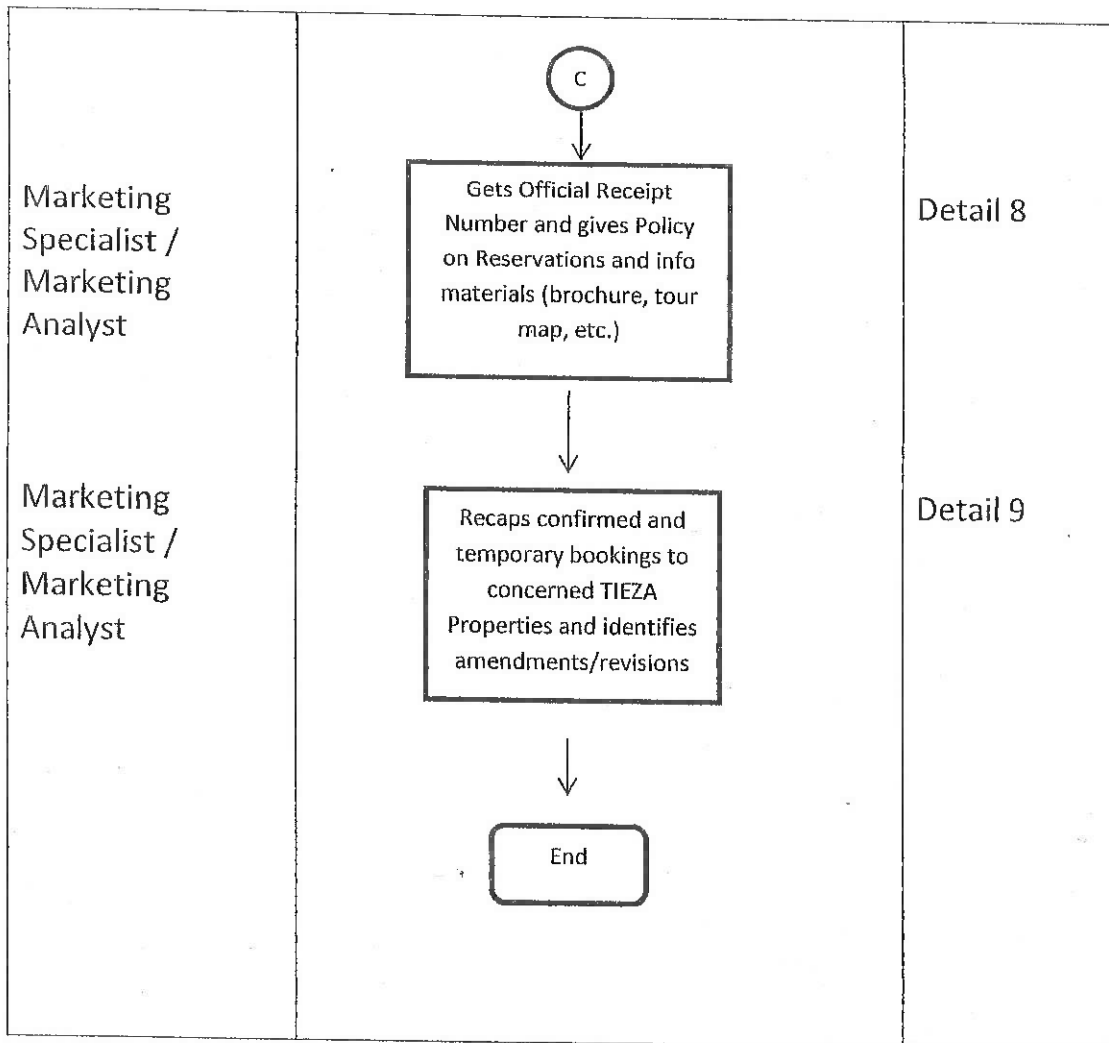
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1. Reservations may be made through telephone, fax, email or at the Makati Sales Office. Client inquires and gets information on the TIEZA Properties.

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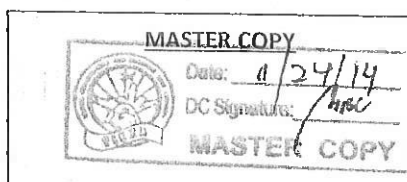
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2. The Marketing Specialist or Marketing Analyst accomplishes the Reservation Form with the following information:
 - a. TIEZA Property
 - b. Name of Guest /Party
 - c. Contact Details
 - d. Booking Dates
 - e. Requirements (Rooms/Meals/Transfers/Tours, etc.)
3. The Marketing Specialist or Marketing Analyst checks on the room availability. A temporary blocking is made based on the Banaue Hotel Room Plotting Chart and telephone call for Balicasag Island Dive Resort and Gardens of Malasag Eco Tourism Village.
4. In cases wherein room is not available for a particular date/s, client has the option to either identify a new booking date or the reservation shall be placed on a waitlist status.
5. The client is given an option date for payment together with the cost breakdown through telephone, fax, email or at the Makati Sales Office.
6. The Marketing Specialist or Marketing Analyst prepares and issues the Confirmation Voucher (CV) as basis for payment at the Treasury Division
7. Client returns to the Sales Office to surrender the 2nd and 3rd copy of the CV and provides the Marketing Specialist or Marketing Analyst with the Official Receipt (OR) Number.
8. The Marketing Specialist or Marketing Analyst gets the OR Number and provides guest with the Policy on Reservations and info materials (brochure, tour map, etc.)
9. A daily recap is prepared by the Marketing Specialist or Marketing Analyst and forwarded to the concerned TIEZA Property.



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C. Forms



Reservations Form
Confirmation Voucher

Reviewed by:


JETRO NICOLAS F. LOZADA
 Asst. Chief Operating Officer
 Assets Management Sector

Approved by:


JETRO NICOLAS F. LOZADA
 Quality Management Representative

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