**Transcript of Interview**

**Interviewer:**

* Daphne P. Bonagua
* Flora Mae Viktoria L. Cipriano
* Frenz A. Delgado Jr.
* Kristel Jade E. Lazona

1. How long has it been since you company started in business?

The business started at 2002, so its been 15 years. However, the full operation of the resort started on 2006 because the buildings were not fully developed.

1. How many rooms do you have in your resort? What are the differences of each other?

There are 91 rooms.

|  |  |
| --- | --- |
| Room Type | Capacity |
| Tatay | 4 |
| Nanay | 4 |
| Anak | 4 |
| Lolo | 4 |
| Tyong 1 | 4 |
| Tyong 2 | 6 |
| Tyang 1 | 4 |
| Tyang 2 | 6 |
| Dormitory | 16 |
| Bayview | 2 |
| Villa | 9 |

1. What are the procedures upon check-in / check-out?

A registration form will be filled up for the personal information and as well with the remaining balance (which appears on the form). Upon check-out, no form will be filled-up. The given keycard will just be given back to the front desk.

1. How does the costumer/s pay for their stay (advance payment, upon check-in/check-out)?

If the reservation is through call, a minimum of 50% of the total bill will be ask to the guest and given 3 days to settle the required amount. Unsettled required amount means cancellation of the booking. For walk-in reservation, a full cash payment is asked to the guest.

1. What are the facilities or available services? How do you charge for it?

|  |  |
| --- | --- |
| Amenity / Facility | Fee |
| Billiards | Php. 150 per hour |
| Videoke | Php. 2,000 (unlimited until 12 midnight and resumes in the morning) |
| Banana Boat | Php. 2,500 (10 pax) |
| Island Hopping | Php. 2,000 (10 pax) |
| Kayak | Php. 400 per hour (2 pax)  Php. 500 per hour (3 pax) |
| Basketball / Volleyball | Free |
| Restaurant | Depends on the menu |

1. What are the procedures upon cancellation of reservation?

Payments are non-refundable unless there is a valid reason, or a calamity has occurred.

1. In what way do you confirm your costumers’ reservation?

The guest will call to the front desk to confirm that he has deposited the 50% amount to the bank account and the reservation will be confirmed.

1. Do the guests arrive and leave on time on their check-in and check-out?

Yes.

1. What do you do when the guest didn’t totally arrive?

The reservation will be rescheduled if there is a valid reason or a calamity has occurred. Else, the reservation will be considered availed.

1. Do you charge extra amount if the guest exceeds their stay?

Yes, 500 per hour and they exceeded later than 4:59 pm, it will be considered as an overnight stay.

1. What are the advantages of your resort to the other competitors?

|  |  |
| --- | --- |
| * Clean and green | * Employees organize and created activities |
| * Family-oriented | * Hospitable employees |

1. Is your company active in social media? (Indicate the social media)

Yes, the resort is active in social media: Facebook and Email.

1. What are the disadvantages that need to be improved in your resort?

* High room rates
* Transportation for commuters might be difficult due to the time schedule of the bus.

1. What are the strategies do you have when you are endorsing the resort?

|  |  |
| --- | --- |
| * Welcome greetings | * Promotional marketing through website |
| * Marketing sales (sales call) | * Strict in booking |

1. What are the strengths of your resort?

|  |  |
| --- | --- |
| * Staffs are polite | * Promotional marketing through website |
| * Marketing sales (sales call) | * Strict in booking |
| * Open 24 hours | * Free wifi |
| * CCTV | * 7 computers and 2 laptops |

1. What are the weaknesses of your resort?

|  |  |
| --- | --- |
| * Water supply | * Cabled TV |
| * Amenities |  |

1. How do you generate reports?

We separate out reports by the number of Filipinos and tourists that visit out resort. Monthly, we generate the customers’ day tour and the finance department handles the sales report. A specific template is used to record. In addition, the accounting department, they check, separate, organize and generate the reports of cashier payments, deposited payments and the credit card payment has a different attachment.

1. Does your resort have an email account? If so, what is it for?

Yes, for inquiries. Email address: [inquiry@bataanwhitecorals.ph](mailto:inquiry@bataanwhitecorals.ph)

Noel N. Fulgar

Sales Account Manager