

70
June 14, 1994

MEMORANDUM NO. 60

Series of 1994

T O: All Concerned

R E: Guidelines in the Operation of the ViSCA Cebu Guest House

The ViSCA Cebu Office has just been created as a distinct and separate unit to serve as the College liaison office in the Visayas. Consequently the services and operation of the ViSCA-Cebu Office especially the Guest House, must be improved. The following guidelines therefore should be observed in the operation and management of the ViSCA Cebu Guest House.

I. Supervision

1. The ViSCA Cebu Guest House shall be supervised directly by the ViSCA Cebu Office Head who shall act as Project Manager;
2. The Guest House Caretaker shall report directly to the VCO Head who is the authorized person to direct and manage said Guest House;
3. Since the Guest House shall be run as an income-generating project of the College, the VCO Head as designated Project Manager shall prepare a regular monthly report of income and expenditures. The project report shall be submitted to the Agribusiness Project Office through the Administrative Officer;
4. To make the Guest House a home away from home, the Project Manager shall direct the Caretaker and all VCO staff to be courteous and polite to everybody. Any complaint against discourtesy of VCO staff shall be immediately forwarded to the Administrative Officer conciliation/settlement.
5. Daily clean-up of the rooms, the receiving hall and the toilet is a must.

II. Guest House Facilities

1. Guest House facilities should always be made available to the guests on a first come first serve basis. Official guests shall have priority over other guests.
2. The Caretaker shall see to it that the refrigerator of the Guest House should always be ready with drinking water;
3. A coffee corner at cost should also be arrange. The Guest House perculator, cups, saucers and teaspoons should always be ready in the coffee corner;
4. All the five (5) rooms of the Guest House (3 upstairs and 2 downstairs) should always be ready for occupancy by incoming guests.

5. The Caretaker shall be mainly responsible for making the stay of guests at the Guest House pleasant and comfortable.

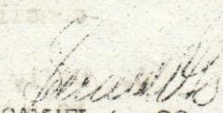
III. Recording and Monitoring of Income

1. All incoming guests should register in the logbook which shall be located in a conspicuous place of the receiving room or as suggested by the VCO Head;
2. After registering in the logbook, the Caretaker shall assign a (ready and furnished) room to the guest;
3. For control purposes, the VCO Clerk shall check regularly the guestbook for record purposes.
4. Upon check-out, the Caretaker shall indicate the school invoice number and amount paid in the logbook;
5. The VCO Clerk shall act as clerk of the project who prepares project reports including its subsequent remittance and transmittal to Baybay of amounts collected and project reports. The Clerk must see to it that the entries in the logbook must coincide with the amount of income indicated in the report that she is required to submit. The report must be prepared immediately at the end of every month and submitted to LUAPU thru the Administrative Officer on or before the 5th day of the succeeding month.
6. The VCO Head, being the Project Manager, shall be responsible for seeing to it that the Guest House shall be able to provide the necessary service to the guests.

IV. Feedback System

A suggestion box shall be installed as a means of getting feedback from guests.

For guidance of all concerned.


SAMUEL S. GO
President

cc: Vice President for Administration
Administrative Officer
Records
File