

VISAYAS STATE COLLEGE OF AGRICULTURE
Baybay, Leyte

OFFICE OF THE PRESIDENT

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T O: All Concerned

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

The ViSCA Manila Office has been created primarily to serve as the college liaison office in Luzon. It is operated as a distinct and separate unit of the college and as such it is under the supervision of the College President. It has a component facility—the Guest House, whose primary objective is to serve the lodging needs of ViSCA staff, who are on official and unofficial business in Manila. Being operated under the RF Auxiliary Services, it must strive to make its operation self-liquidating. Hence, it becomes necessary to institute measures to be able to attain its goal in consonance with its present scheme of operation. The following guidelines therefore should be observed in the operation and management of the ViSCA Manila Guest House.

I. Supervision

1. Supervision and management should be directly done by the ViSCA Manila Office Head or his designated staff, who shall act as the Project Manager;
2. He must assign a caretaker who shall be responsible for the upkeep of all its facilities. The Guest House caretaker must work directly and closely with the Head of the VMO, or his designated staff who is the direct superior and is authorized to operate and manage the said Guest House;
3. As an RF Auxiliary project it must be run as an income-generating project of the college. The VMO Head or his designated staff shall be responsible in the regular preparation and submission of a yearly budgetary requirement and development plan, monthly project report of income and expenditures. The project report should be submitted to the Agribusiness Project Unit through the Office of the Executive Secretary;
4. The Project Manager should strive to make the Guest House "a home away from home" and as such it shall direct the caretaker and all VMO staff to be courteous and polite to everybody. Formal complaint to discourteous acts against VMO staff shall be filed with the Office of the Executive Secretary, who shall initiate steps to settle/reconcile affected parties.

5. Routine activities such as: daily cleaning of the rooms, living rooms, receiving hall and toilet should be performed by the caretaker.

II. Guest House Facilities

1. Official guests shall have priority over other guests on the use of the Guest House facilities. The first come first serve policy shall be observed by official guests. If space is still possible it shall be awarded to unofficial guests following the same first come first serve policy.
2. The caretaker shall see to it that the refrigerator of the Guest House shall always be functional and ready with drinking water;
3. All available rooms of the Guest House (except the living room of the caretaker) should always be ready for occupancy by incoming guests.
4. It is the responsibility of the caretaker to make the stay of the guests at the Guest House pleasant and comfortable.

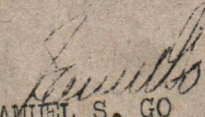
III. Recording and Monitoring of Income

1. A logbook shall be provided and maintained by the caretaker which should be placed in a conspicuous area of the receiving room as required by the VMO Head. All incoming guests shall be required to register in the logbook.
2. After registering in the logbook, the caretaker shall assign a room to the guest.
3. The VMO clerk shall check regularly the guestbook for record purposes.
4. Upon check-out the caretaker shall indicate the school invoice number and the amount paid in the logbook.
5. The VMO clerk shall act as clerk of the project and helps prepare and transmit project reports including remittance and transmittal to Baybay of amount collected. 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 help submit. The report must be prepared immediately at the end of every month and submitted to LUAPO thru the Executive Secretary on or before the 5th days of the succeeding month.
6. The VMO Head and his designated staff 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

To improve the operation a suggestion box shall be installed in an appropriate place as a means of getting feedback from guests.

For compliance of all concerned.


SAMUEL S. GO
President

cc: Vice President for Administration
Executive Secretary
LUAPO
Accounting
ICU
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