

Title of Frontline Services:	Accommodation of Transient/s
Schedule of Availability of service:	Monday– Sunday (24 hour-service)
Key Person:	Dormitory Manager, Office of the Auxiliary Services
Who may avail of the service?:	Local and international Transients/Customers
What are the Requirements:	Valid ID/Passport
Duration:	1 hour and 15 mininutes
Fees/Charges:	Hostel Fee of P600/head (air-conditioned rooms) and P450/head (non-air conditioned rooms) Archipelago and Boys Room Fee of P250/head VIP Room Fee of Php2,000/room

How to avail of the service?

Step	Please Follow the Steps	Service Provider	Duration	Person/s In-charge	Fee	Form/document
A. Check In						
1	Place reservation through phone call or inquire directly	Handles queries of client/s Records messages	10 minutes/ client	Staff on duty	None	Logbook for reservation/Checklist
2	Register at the front desk	Verifies ID of the client	5 minutes/ client	Staff on duty	None	Transient's Registry Logbook
3	Fill out Hostel Registration form (HRF)	Assists the client in filling out the form	10 minutes/ client	Staff on duty	None	PNU Hostel RegistrationForm
4	Get order of payment	Issues order of payment	5 minutes	Staff on duty	None	Billing Statement
5	Pay lodging fee at Cashier's Office	Issues official Receipt	15 minutes	Staff on duty	P600/head (Aircon) P450/head (non-aircon)	Official Receipt
6	Claim official receipt	Issues official receipt, records customer information in registry logbook	5 minutes	Staff on duty	None	Official Receipt
7	Claim the following: Key for the assigned room	Issues the following items: Key for the assigned room	5 minutes	Staff on duty	None	Logbook

8	Proceed to the assigned room	Assists the client in bringing in his/her luggage	10 minutes	Staff on duty	None	Logbook
B. Check Out						
1	Inform the staff on duty of check out time	Inspects the vacated room Assists the client in checking out	5 minutes	Staff on duty	None	Registry log book
2	Surrender the key and claim gate pass	Issues gate pass	5 minutes	Staff on duty	None	Gate pass
END OF TRANSACTION						

NORMAL HALL DORMITORY

Title of Frontline Services: Admission of Student Dormers (Undergraduate)

Schedule of Availability of Service: Mondays – Saturday, 8:00 AM to 5:00 PM

Key Person: Dormitory Manager, Office of the Auxiliary Services

Who may avail of the service? Regular Students of the Philippine Normal University

What are the Requirements? Current Registration Form

Two recent copies of 1x1 pictures

Current Official Receipt

Duration: 1 hour and 25 minutes

Fees/Charges: Php 1,300/month

How to avail of the service?

Step	Please Follow the Steps	Service Provider	Duration	Person/s In charge	Fee	Form/document
1	Present current registration form for verification	Verifies the registration form presented by student	5 minutes	Staff on duty	None	Current registration form
2	Get and fill out application form for admission at the dormitory	Issues application form and checks information entries of applicant	5 minutes	Staff on duty	None	Student Dormer's application form
3	Take the interview	Conducts interview	20 minutes	Staff on duty	None	Interview form

4	Sign contract together with parent/guardian	Issues contract to the qualified student after passing the interview Checks the signed contract	10 minutes	Staff on duty	None	Contract for Normal Hall Dormer
5	Get order of payment	Issues order of payment for 2 months' advance & 1 month's deposit	5 minutes	Staff on duty	None	Order of payment form
6	Pay dorm rental fee at Cashier's Office	Issues official Receipt	10 minutes	Cashier	Php1,300/month	Official Receipt
7	Present Official Receipt	Records the official receipt on the individual ledger card	5 minutes	Staff on duty	None	Official Receipt issued by the cashier's office
8	Present current ID pictures	Prepares Dormitory ID card	5 minutes	Staff on duty	None	Students' record
9	Claim Dormitory ID cards	Issues Dormitory ID cards	5 minutes	Staff on duty	None	Dorm ID card
10	Get official room assignment	Gives official room assignment	5 minutes	Staff on duty	None	Students' registry logbook
11	Proceed to assigned room/bed	Assists the dormers to the assigned room	10 minutes	Staff on duty	None	
END OF TRANSACTION						