

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 : 56 mininutes

Fees/Charges: : Hostel Fee of P600/head (air-conditioned rooms) and P450/head (non-air conditioned rooms)
Archipelago Room Fee of P250/head
VIP Room Fee of P2,000/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	5 minutes/ client	Staff on duty	None	Logbook for reservation/ Checklist
2	Register at the front desk	Verifies ID of the client	2 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	2 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	3 minutes	Staff on duty	None	Official Receipt
7	Claim the Key for the assigned room	Issues the Key for the assigned room	2 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	2 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

: 40 minutes

Fees/Charges

: P 1,300.00 / 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	2 minutes	Staff on duty	None	Current registration form
2	Take the interview	Conducts interview	10 minutes	Staff on duty	None	Interview form
3	Sign contract together with parent/guardian	Issues contract to the qualified student after passing the interview Checks the signed contract	5 minutes	Staff on duty	None	Contract for Normal Hall Dormer
4	Get order of payment	Issues order of payment for 2 months’ advance & 1 month deposit	2 minutes	Staff on duty	None	Order of payment form
5	Pay dorm rental fee at Cashier’s Office	Issues official Receipt	10 minutes	Cashier	P 1,300.00 / month	Official Receipt
6	Present Official Receipt	Records the official receipt on the individual ledger card	2 minutes	Staff on duty	None	Official Receipt issued by the cashier’s office
7	Claim Dormitory ID cards	Issues Dormitory ID cards	2 minutes	Staff on duty	None	Dorm ID card
8	Get official room assignment	Gives official room assignment	2 minutes	Staff on duty	None	Students’ registry logbook
9	Proceed to assigned room/bed	Assists the dormers to the assigned room	5 minutes	Staff on duty	None	
END OF TRANSACTION						