

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 : 55 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	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
2	Present current registration form for verification	Verifies the registration form presented by student	5 minutes	Staff on duty	None	Current registration form
3	Take the interview	Conducts interview	10 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	5 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	P 1,300.00 / 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	5 minutes	Staff on duty	None	

END OF TRANSACTION

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:	Check In: 1 hour and 5 minutes; Check Out: 10 minutes
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

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Director, Auxiliary Services

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						

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