

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 : 25 minutes

Fees/Charges: : Hostel Fee of P1,200/night (air-conditioned rooms) and P900/night (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	2 minutes/ client	Staff on duty	None	Logbook for reservation/ Checklist
2	Register at the front desk	Verifies ID of the client	1 minute/ client	Staff on duty	None	Transient’s Registry Logbook
3	Fill out Hostel Registration form (HRF)	Assists the client in filling out the form	2 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	10 minutes	Staff on duty	P1,200/night (Aircon) P900/night (non-aircon)	Official Receipt
6	Claim official receipt	Issues official receipt, records customer information in registry logbook	1 minute	Staff on duty	None	Official Receipt
7	Claim the Key for the assigned room	Issues the Key for the assigned room	1 minute	Staff on duty	None	Logbook

8	Proceed to the assigned room	Assists the client in bringing in his/her luggage	3 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	1 minute	Staff on duty	None	Registry log book
2	Surrender the key and claim gate pass	Issues gate pass	2 minute	Staff on duty	None	Gate pass
END OF TRANSACTION						