

SERVICE CHARTER

Volume 6



CONFERENCE FACILITIES

First Edition



development academy of the philippines

About DAP

Legal basis

The Development Academy of the Philippines (DAP) is a government corporation established in 1973 with original charter created by Presidential Decree 205, amended by Presidential Decree 1061, and further amended by Executive Order 288.

The Academy was founded by the following institutions: Bangko Sentral ng Pilipinas, Development Bank of the Philippines, Government Service Insurance System, National Economic and Development Authority, Philippine National Bank, Social Security System, and the Land Bank of the Philippines.

Mandate

The Academy was created for the following purposes:

- To foster and support the developmental forces at work in the nation's economy through selective human resource development programs, research, data-collection, and information services, to the end that optimization of wealth may be achieved in a manner congruent with the maximization of public security and welfare;
- In line with the foregoing objective, to promote, carry on and conduct scientific, interdisciplinary and policy-oriented research, education, training, consultancy, and publication in the broad fields of economics, public administration, and the political and social sciences, generally involving the study, determination, interpretation and publication of economic, political and social facts and principles bearing upon development problems of local, national or international significance; and
- To discharge a regional role in initiating and catalyzing exchange of ideas and expertise on development activities in the region of Asia and the Far East.

As the National Productivity Organization of the Philippines, DAP fulfills the country's commitment to the Asian Productivity Organization.

Governance

The governance and policy directions of the Academy are vested on a Board of Trustees composed of the heads of the following agencies: Civil Service Commission, Department of Agrarian Reform, Department of Agriculture, Department of Budget and Management, Department of Education, Department of Environment and Natural Resources, Department of Finance, Department of Health, National Economic and Development Authority, and the Office of the President.

Vision

DAP envisions itself to be a world-class national development and productivity organization.

Mission

DAP exists to:

- build capacities and partnerships among the key sectors of Philippine society;
- generate innovative, value-adding, and synergistic solutions to national and local concerns; and

- promote sustainable human development and global competitiveness in partnership with international community organizations.

Services

DAP offers training, education, technical assistance/consultancy, policy-and action-oriented research and publications in the areas of governance and accountability, productivity and quality, knowledge management, education and learning, and sustainable human development.

DAP also provides training and conference facilities that are conducive to learning and productive work.

Operating Centers

The core services of the Academy are carried out by its key operating centers.

Programs

- Center for Governance
- Center for Knowledge Management
- Center for Quality and Competitiveness
- Center for Sustainable Development

Graduate School

- Institute of Public Management
- Institute of Productivity and Quality

Regional Operations

- DAP sa Mindanao
- DAP sa Visayas

DAP operates a conference center in Tagaytay City.

Clients

DAP's clientele includes national line agencies, local government units, and government corporations. It also undertakes projects for international organizations and funding institutions, private firms including small and medium enterprises, non-government organizations, and the academe.

Conference Facilities

DAP has conference center facilities located in Pasig City and Tagaytay City.

DAP Conference Center in Pasig (DAPCC-Pasig) offers live-out conference facilities and rental of business facilities. It also has food and beverage, office-related and auxiliary services.

DAP Conference Center in Tagaytay (DAPCC-Tagaytay) is an ideal venue for live-in seminars, workshops, conferences, conventions or plan reflective get-aways. The DAP Conference Center in Tagaytay has live-in facilities, ranging from completely furnished cottages to dormitory-type rooms that can accommodate up to 500 guests. The Center can accommodate more than 2500 participants and offers function rooms of varying sizes complete with basic audio-visual equipment and wi-fi internet access. It also has a video conferencing facility, a spacious team building area and banquet restaurant which serves a variety of native and international cuisine.

Inquiries and Request for Booking

Who May Avail of the Service:

Public and private organizations; some facilities open to general public

Requirements: None

Schedule of Availability of Service:

Inquiries for corporate and group accounts: Monday to Friday 8:30 am to 5:30 pm, in DAPCC - Pasig and Tagaytay offices

Inquiries for individual accounts: 24 hours, Monday to Sunday, through DAPCC-Tagaytay Front Desk

Fees:

For specific facilities and corporate packages, please refer to the rate card flyer available at the Facilities Marketing and Sales Office in DAP Pasig and Tagaytay City and at the Public Affairs Desk.

Terms of Payment:

- Fifty percent (50%) deposit is required upon confirmation of the reservation and the balance/full payment shall be settled upon check-out. For government accounts, a Certificate of Availability of Funds (CAF) is required upon confirmation
- For cancellation of the reservation less than ten (10) working days before the reservation date, a penalty of fifty percent (50%) of the total contracted cost shall be charged.
- In case of postponement or re-scheduling less than ten (10) working days before the reservation date, a penalty of 100 percent of the cost of meals on the first day shall be charged.

Maximum Duration of Process: One (1) working day

Location of Office:

For DAP Conference Center in Pasig: Facilities Marketing and Sales Office, 3/F DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

For DAP Conference Center in Tagaytay: Facilities Marketing and Sales Office, DAP Conference Center, Barangay Sungay East, Tagaytay City

Procedure:

1. Visit, call or write DAP to inquire or request for quotation or make a booking/reservation through the Facilities Marketing and Sales Office. Interested parties may also log on to www.daptagaytay.com.ph to make on-line booking/reservation.
2. Receive copy of proposal in person or via fax or email.
3. Confirm reservation thru visit, phone, fax or email.
4. Review and sign reservation contract.
5. Pay required deposit fee at the Cashier.
6. Claim copy of the reservation contract.

-End of transaction-

Check-in and Check-out Procedures

Who May Avail of the Service

Confirmed and walk-in guests

Requirements: None

Schedule of Availability of Service:

Standard Check-in Time: 2:00 p.m.

Standard Check-out Time: 12:00 noon

Front Desk: open 24 hours

Fees: None

Maximum Duration of Process:

Check-in – 30 minutes;

Check-out – 30 minutes

Location of Office:

Front Desk, DAP Conference Center, Barangay Sungay, Tagaytay City

Procedure:

Check-In

Personal Accounts

1. Proceed to the Front Desk of the DAP Conference Center and fill out the registration form.
2. Pay the accommodation fee.
3. Get the room key from the Desk Clerk .

Group Accounts

1. Proceed to the Front Desk of the DAP Conference Center and fill out the registration form.
2. Get the room key from the Desk Clerk.

Check out

1. For personal and group accounts, proceed to the Front Desk and surrender room key.
2. Pay additional charges, if any.
3. Sign the Departure Form.

-End of transaction-

Food and Banquet Services

Who May Avail of the Service

Guests under group or individual accounts, general public

Requirements: None

Fees: Fees depend on amount of food ordered

Schedule of Availability of Service:

DAPCC – Tagaytay (Monday to Sunday, 8:30 am – 8:30 pm)

Meal	Time
Breakfast	6:30 to 8:30 am
AM Snacks	9:30 to 10:30 am
Lunch	11:30 am to 1:00 pm
PM Snacks	3:00 to 4:00 pm
Dinner	6:30 to 8:30 pm

DAP Pasig City - Monday to Friday, 7:30 am to 4:00 pm)

Meal	Time
Breakfast	7:30 to 8:30 am
AM Snacks	10:00 to 10:30 am
Lunch	12:00 to 1:00 pm
PM Snacks	3:00 to 4:00 pm

For meals to be served after 5:00 pm, special arrangement should be made two (2) days in advance.

Maximum Duration of Process: 35 minutes

Location of Office:

- Dining Hall, DAPCC-Tagaytay, Barangay Sungay East, Tagaytay City
- Cafeteria, 1/F Lower, DAP Building, San Miguel Avenue, Ortigas Center, Pasig City

Procedure:

Group Accounts

1. Proceed to the Dining Hall/Cafeteria. (Participants are required to wear their Seminar ID as pass to the dining hall.)
2. Those under group accounts are assigned to tables with their respective organization's name tags.
3. For buffet service, the participants may partake of the food at the buffet table assigned to the group. For Blue Plate service, participants will be served by the waiters. Otherwise, the client may avail of the self-service menu.

- *End of transaction* -

Lodging and Accommodation Services

The DAP Conference Center in Tagaytay offers miscellaneous lodging and accommodation services and other amenities such as personal care service, wake-up call services, and use of recreational facilities.

Who May Avail of the Service:

In-house guests

Requirements: None

Schedule of Availability of Service:

- Personal care services – by appointment
- Wake up call service – upon request
- Use of recreational facilities and gym– 6:00 am to 10:00 pm

Fees:

Personal care service -with appropriate fees

Use of gym and other recreational facilities – None

Procedure:

Personal Care Services

1. Request the Front Office to make an appointment with a service provider.
2. Confirm appointment.
3. After the service has been rendered, pay the service provider in cash.

Use of Recreational Facilities

1. Notify the Front Desk of his/her intent to use indoor or outdoor recreational facilities (e.g., billiard, table tennis).
2. Sign the borrower's form and give ID to the Bell Boy who will issue the paraphernalia.
3. After use, return the paraphernalia to the Bell Boy and claim ID.

Wake Up Call

Guest must inform the Desk Clerk on the requested time of wake up call.

Gym

The guest can go directly to the gym and sign in the log sheet provided indicating time-in and time-out.

-End of transaction-

Business Center Services

Use of computer and internet, printing, photocopying, and ID lamination services are available in the business centers of both DAP Pasig and Tagaytay facilities.

Who May Avail of the Service:

Conference participants, in-house guests, transacting public

Requirements:

Duly accomplished Request Form

Schedule of availability of Service:

Monday to Sunday, 8:00 am to 10:00 pm for DAP Conference Center -Tagaytay

Monday to Friday 8:00 am to 5:00 pm for DAP Pasig

Fees:

Service	Price/cost (in Php)	
	DAP Tagaytay	DAP Pasig
Internet usage 0.5 hour 1 hour	35.00 25.00	
Computer printing Black/pg Color/pg	10.00 30.00	15.00 20.00
Photocopying Short/pg A4/Long/pg	1.50 1.75	1.50 1.75
DAP calling cards 100 pcs		350.00
ID lamination Short		60.00

Location:

- DAPCC Internet Café, DAPCC-Tagaytay City, Barangay Sungay East, Tagaytay City
- Business Center, DAPCC-Pasig, DAP Building, San Miguel Avenue, Pasig City.

Procedure:

Internet Services

1. Fill out the Internet log-sheet. Indicate the type of service (i.e., browsing, email, printing of documents).
2. Indicate the start of usage for internet.
3. After usage, go to the counter and log-out.
4. Pay the clerk on duty.

Photocopying Services

1. Give Clerk the materials to be reproduced.
2. Fill out the Request Form.
3. Wait for the job to be done.
Note: If the number of copies to be reproduced is 20 pages or less you may wait but if it is more 20 pages, you are requested to claim the reproduced materials at a given time.
4. Collect photocopied materials and pay the Clerk-on-Duty. If the account is to be charged to the group, acknowledge/sign the Daily Ticket Form for accounting purposes.

-End of transaction-

Rental of Facilities

Who May Avail of the Service:

Public and private organizations

Requirements:

- Letter of intent
- Business profile
- SEC registration

Schedule of Availability of Service:

Inquiries can be made from Monday to Friday, 8:30 am to 5:30 pm

Fees: Two (2) months advance and Two (2) months rental deposit

Location of Office:

For inquiries, Facilities Marketing and Sales Office, 3/F DAP Building, Pasig City

Procedure:

1. Visit or call DAP to inquire or request for quotation or make a booking through the Facilities and Marketing Sales Office at the 3/F DAP Building.
2. Receive copy of proposal in person, via fax or email.
3. You may request for an ocular tour.
4. Confirm reservation thru phone, fax email or personal visit.
5. Review and sign the contract.
6. Pay required deposit fee at the Cashier located at the third floor. Receive copy of the reservation contract.

-End of transaction-

Service Pledge

The highest satisfaction of our customers is our commitment.

We are committed to provide responsive, innovative and value-adding services to respond to your needs.

We will provide you with excellent, professional, ethical, friendly and flexible service at all times.

We will take a consultative and collegial approach in the delivery of our services.

We will provide accurate information and answer your questions promptly.

We will deliver your requested services according to timeframes, terms and conditions negotiated between us.

What you can expect from us:

- DAP Pasig and DAP sa Mindanao offices will be open from Mondays to Fridays, except holidays, from 8:30 a.m. to 5:30 p.m., without noon break.
- DAP Conference Center shall provide 24/7 service (Front Desk Operations and Hotel Services only)
- We will accord special assistance to senior citizens, pregnant women and differently-abled persons
- We will respond to you within 24 hours of your contact
- We will let you know if there are any delays likely to affect our response times
- We will monitor our performance to ensure we are meeting your expectations

How you can reach us

DAP Facilities and Marketing and Sales Office

Reservation Officer

email : reso@dap.edu.ph;

Pasig Office :

Tel. Nos: (02) 631-2144/2148/2152

Fax Nos: (02) 633-5559

3/F DAP Building, San Miguel Avenue

Ortigas Center, Pasig City 1600

Tagaytay Office

Tel. Nos: (046) 483-1290 to 1292

Fax Nos: (046) 483-1290/1292

DAPCC-Tagaytay, Barangay Sungay East, Tagaytay City 2720

Public Affairs Office

Shirley T. Cubilla

Kimberly D. Chiong

Public Affairs Officers

email: cubillas@dap.edu.ph or

chiongk@dap.edu.ph or

cmco@dap.edu.ph

Tel. No: (02) 631-2171

Fax No:(02) 631-2123

2/F Lower DAP Building

San Miguel Avenue

Ortigas Center, Pasig City 1600

Tell us how we are doing

We value your feedback and encourage you to suggest ways we can further improve our services. If you have any suggestions or concerns about our service please contact:

Public Affairs Desk

Maria Aurora O. Umali

Director

email: umalia@dap.edu.ph or princessumali2004@yahoo.com or cmco@dap.edu.ph

Tel. No: (02) 6312171

Fax No: (02) 6312123

2/F Lower DAP Building

San Miguel Avenue

Ortigas Center, Pasig City 1600

or

Office of the Senior Vice President for Support Operations

Bernardo A. Dizon

Senior Vice President

e-mail: bernie@dap.edu.ph or

badergo@yahoo.com

Tel. No: (02) 633-5572

Fax No: (02) 633-5569

3/F DAP Building

San Miguel Avenue

Ortigas Center, Pasig City 1600

We will respond to your concerns and inform you of outcomes of any actions within five (5) working days.

If you are not satisfied with the response, you can raise your concerns to:

Office of the President

Antonio D. Kalaw, Jr.

President

email: tonyk@dap.edu.ph or

tonykalawjr@yahoo.com or

academy@dap.edu.ph

Tel. No:(02) 631-2153

Mobile No: 09189911127

Fax No:(02) 631-2123

6/F DAP Building, San Miguel Avenue

Ortigas Center, Pasig City 1600

We will give you feedback on the resolution of your concerns and outcomes of any actions within ten (10) working days.

***“Serbisyo nami’y para sa inyo,
Kalidad nami’y dahil sa inyo.***

Sa pag-unlad nami'y kaisa kayo."