

WORK INSTRUCTION			
Facilities and Marketing Sales Office – NEGOTIATION AND CONTRACTING			
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1.0 PURPOSE. This document aims to standardize the processes and activities in receiving inquiries, negotiating and entering into an agreement/contract with the prospective clients relative to the use of Tagaytay City and Pasig City products and services.

2.0 SCOPE

2.1 This document covers the processes from receiving inquiries up to the conduct of after sales service.

3.0 DEFINITION OF TERMS

3.1 **Prospective Client** – Any person or entity that is a potential client.

3.2 **Reservation** – are bookings made by client at least a day before the arrival date for the use of DAP facilities, products and services.

3.3 **Proposal** – is the official written offer sent to a prospective client for validation and approval.

3.4 **Reservation Sheet/Contract** – is a type of contracting instrument used to document the agreements and commitments between the Academy and an individual or a private entity for the use of facilities of the Academy.

3.5 **Lease Agreement** – is a type of contracting instrument used to document the agreements and commitments between the Academy and an individual or a private entity for the use of facilities of the Academy.

3.6 **Memorandum of Understanding** – is used to formalize the agreements with another party for the use of facilities of the Academy without any financial obligations from both parties.

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4.0 DETAILS

Item No.	Activity	Responsibility	Interface
4.1	Inquiries Inquiries concerning facilities and/or the availability of facilities, products and services offered may be received thru: <ul style="list-style-type: none"> ▪ Telephone ▪ Facsimile ▪ Email ▪ Mail ▪ Website ▪ Personal visit or walk-in The prospective client shall be provided with the requirements and information they need	Account Executives Reservation Officer Supervisor Manager	Reservation Sheet/Contract
4.2	Reservation <i>For immediate reservation:</i> Details of the transaction with the reserving (prospective) client shall be obtained for recording. A business proposal shall be sent to the reserving client for confirmation of requirements and approval. <i>For inquiries:</i> A business proposal shall be sent to the reserving client for confirmation of requirements and approval. Note: When applicable, the following details shall be documented for reservation requirements. <ul style="list-style-type: none"> - Date of Reservations - No. of Rooms - No. of Guests 	Account Executive Reservation Officer Manager Authorized Signatories	Reservation Sheet/Contract Menu Guest List

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	<ul style="list-style-type: none"> - Meal Requirements - Purpose of the event - Other Requirements or special needs <p>Individual/Group Name with their respective complete address, Tel. No., Fax No., Mobile Phone No. and email address.</p>		
4.3	<p>Contracting</p> <p>Upon approval of the proposal, a Reservation Sheet/Contract shall be sent to the client for confirmation and approval.</p> <p>In cases of changes in the reservation, the necessary details for adjustment shall be documented and should be reflected in the revised Reservation Sheet/Contract and shall be sent to the client for confirmation and approval.</p> <p>Note: Lease Agreement shall be provided together with the Reservation Sheet/Contract to government entity client.</p>	<p>Account Executives Reservation Officer Supervisor Manager Authorized Signatories</p>	<p>Menu Reservation Sheet/ Contract Lease Agreement</p>
4.4	<p>Servicing</p> <p><i>Welcoming:</i> Guest shall be welcomed upon arrival. Complimentary welcome drinks shall be served.</p> <p><i>Validation of reservation:</i> Details of the reservation and the rest of the transaction shall be validated with the coordinator or contact person.</p> <p>Note: The client shall be informed of who to contact in case of concerns during their stay.</p>	<p>Account Executive Client Relations Officer Front Office Staff Waiters Public Area Staff Room Boys Bell Boys</p>	<p>Reservation Sheet/Contract Guest List Registration Form Customer Satisfaction Survey Form</p>



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	<i>Sending off:</i> Customer Satisfaction Survey Form shall be provided to client before leaving the premises. If necessary, clients shall be cordially escorted out		
4.5	After Sales and Re-Contracting Coordinate with clients to validate the services provided and check for future transaction	Account Executive	Summary of Customer Satisfaction Survey Form

5.0 REFERENCES

5.1 MC-2006-007 DAPCC Rates