



Republic of the Philippines
Province of Ilocos Norte
MUNICIPALITY OF MARCOS
TOURISM OFFICE

Head: Hon. Antonio V. Mariano
Municipal Mayor
Tourism Officer-Designate: Novelyn V. Malinay
Mobile No.: 0917-108-9981

FRONTLINE SERVICES

❖ **CONDUCT MONITORING AT TOURIST ATTRACTION**

Schedule of Services: Monday to Sunday 8:00am – 12:00nn 1:00pm – 5:00pm

THE SERVICE:

Aims to provide sincere and honest service to all tourists and ensure the safe, enjoyable and convenient stay in the attraction.

The Client shall	The Service Provider shall	It will take	Responsible Person
Register in the Visitor's Logbook	Assist the tourists to fill-out the visitor's logbook.	1 minute	Officials on-duty
	Provide information on basic health and safety protocols and proper waste disposal.	2 minutes	Officials on-duty
	Monitor and supervise officials on-duty. Collect the number of tourist arrivals.	15 minutes	Tourism Officer-Designate
Accomplish the Client Feedback Form & drop at designated drop box at the Municipal Hall.			
TOTAL RESPONSE TIME: 18 minutes			



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❖ TOURIST INFORMATION AND GUIDING SERVICES

Schedule of Services: Monday to Sunday 8:00am – 12:00nn 1:00pm – 5:00pm

THE SERVICE:

Aims to provide sincere and honest service to all tourists and ensure the safe, enjoyable and convenient stay in the attraction.

The Client shall	The Service Provider shall	It will take	Responsible Person
Inquire via phone or walk-in.	Receive and answer client's inquiry. Provide tourism related data/information.	5 minutes	Tourism Officer-Designate
Get data/information	Log or record transaction and endorse to the officials on-duty in the attraction.	5 minutes	Tourism Officer-Designate
Accomplish the Client Feedback Form & drop at designated drop box at the Municipal Hall.			
TOTAL RESPONSE TIME: 10 minutes			