

ABSTRACT

CORDOVA, KRISTIAN ROMMEL V., RELUCANO, CONSTANTINO B., SAIRAFI, DAVID R., and OMBAO, JOSE NORBERTO I. March 2014. Mariners' Polytechnic Colleges, Panganiban Drive, Naga City. **"CONFLICT MANAGEMENT in SELECTED CATERERS."**

Adviser : Adelfa M. Phan, MM

Keywords: Conflict Management, Catering Services

The study primarily aimed to identify the strategies in managing conflicts in catering. Specifically, this study answered the following questions: 1. What is the profile of the caterers: number of years in catering service, number of staff, rules and regulations implemented, management style, services offered, facilities/amenities offered, menu offered, and mode of payment, 2. What are the common conflicts encountered before, during, and after the event strategies offered to address them?

The design used in this study was descriptive research design where two selected caterers were made respondents. Interview questions were formulated with a variety of questions related to the profile of the caterer, how they handle their conflicts before, during, and after the event in their catering business.

The major findings were: 1.) as to number of years in operation, Camille's Anne Catering has been operating 20 years now while Asog Garden Catering Services has now been operation for 18 years. As to number of staff, Camille's Anne Catering has 3 regular staff and the rest are on-call. Asog Garden has 2 regular staff and the rest are on-call. As to rules and regulations, both caterers consider punctuality as the most important rule in operating the business. As to management style, Camille's Anne Catering is directive while Asog Garden Catering Services has topsy-turvy management. As to services offered, other than the regular services for all occasions, Asog Garden Catering Services offer utensils and equipment for rentals while Camille's Anne Catering has lights and sound system. As to amenities offered, both have the necessary amenities. However, Asog Garden Catering Services has tents and carpets. As to menu, Camille's Anne Catering has packaged menu to choose from while Asog Garden Catering Services works on requested menu of their clients. As to mode of payment; Camille's Anne Catering works on installment while Asog Garden

Catering Services offers pre-paid, post-paid and installment basis. 2.) One of the conflict or problem encountered is on the number of cover ordered for the event. Customers order for a specific number of guests arrived. Caterers usually include ten percent buffer for more than the number of covered order but when there are more than the number of cover ordered, food shortage occur. Another problem encountered is that the clients are unable to pay for the packaged cover for an event. Caterers observed that some of their customers want a grand preparation for a certain occasion but have an insufficient fund to pay for it. During the event, customers complain that the food is lacking and that the services offered is not commensurate to the amount of the package. According to the caterers, these issues crop up because the clients find it hard to pay the corresponding package. As a consequence, 10 percent of the balance is left unpaid. Establishments. As a consequence, they have to prepare additional tables and a different set of food served for the guests who are not included in the previous order. Likewise, delayed payment happens because of the situation. The last problem encountered is on the credibility of the customers. Since trust is one of the characteristic of catering service, caterers also find measures to check on the reputation of the customers. According to them, there are customers who have a bad record especially when it comes to paying their bills, and 3.) Camille's Anne Catering only allows payment in installment basis while Asog Garden Catering Services also accept installment but for those clients with bad records only. Asog Garden Catering Services also allow pre-paid orders and rentals for new equipment and they allow pos-paid order ad rentals for their long time clients. Asog Garden Catering Services buys food if needed at available food provider from outside of the premises of the event they cater when the food runs short.

The major conclusions of this were: 1.) The success of a business is not on the light of the business but on the service and the innovations it offers, 2.) There are more conflicts/problems encountered during and after the event. Problem during the event is when the guests exceed the reserved covers and problems after is collection of full payment, and 3.) Due to past experiences Camille's Anne Catering changed their payment method into installment basis so that they can assure profit to their business. Asog Garden Catering Services is rewarding their long-term clients with the liberty to choose pre-paid, post-paid or installment, however, they are being strict to clients that are not paying on time.