

## **Abstract**

Villareal, Ryan B., Baily, Spencer R., Llamera, Alvin Rhue, Montaña, Erick Gene B. 2013. Mariners' Polytechnic Colleges, City of Naga. "Dining Operations of Chef Doy's gourmet Restaurant".

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The objective of the study was conducted to determine the dining operation of Chef Doy's Gourmet in Naga City. Specifically, the study aimed to answer the following questions: 1) What are the dining operation aspects of Chef Doy's Gourmet in line with a) food and beverage; and b) entertainment? 2) What makes Chef Doy's Gourmet special than the other restaurants in Naga City in terms of: a) accessibility; b) ambiance; c) efficiency and effectiveness of the staff; and d) Customer safety?

This study used the descriptive method and had 50 respondents. Data were tallied, tabulated and subjected to statistical treatment like frequency count, percentages, and weighted mean. The findings are presented in table 2 the dining operation aspects of Chef Doy's Gourmet in line with food and beverage aspect. The food and drink in desired temperature ranked 1 with a weighted mean of 4.64 described as very satisfactory; nutrition and aesthetic value of food and drink ranked 2 with a weighted mean of 4.60 described as very satisfactory; authentic flavor ranked 3 with a weighted mean of 4.54 described as very satisfactory; uses plating and taste ranked 5 with a weighted mean of 4.48 described as very satisfactory. In line with entertainment, table 3 shows that the video and sounds are loud and clear which ranked 1 with a weighted mean of 4.42 described as very satisfactory; state of the art sound system ranked 2 with a weighted mean of 4.18 described as satisfactory; new and updated sounds and music ranked 3 with a weighted mean of 4.12 described as satisfactory; well-trained entertainers ranked 4 with a weighted mean of 3.80 described as moderate; offer spacious floor ranked 5 with a weighted mean of 3.62 described as moderate.

The study concludes that 1.) Chef Doy's Gourmet served food and drink in desired temperature. Aside from giving importance on nutrition and aesthetic value of food and drink, the lounge has its affordable price. Chef Doy's Gourmet provided a loud and

clear video and sound using a state-of-the art sound system. More so, in their lists of songs for videoke and disco music are updated. In addition to the entertainment, they provided a mere trained entertainers, thus guest and other customers enjoyed much their stay.

The edge over other restaurants of Chef Doy's Gourmet in line with accessibility. 1<sup>st</sup> venue for fun, party, get-together and special events ranked 1 with a weighted mean of 4.74 described as very satisfactory; signage ranked 2 with a weighted mean of 4.04 described as satisfactory; situated at the CBD area ranked 3 with a weighted mean of 3.94 described as satisfactory; has parking space ranked 4 with a weighted mean of 3.74 described as satisfactory