

## Abstract

**Laure, Luzeil L., Tena, Mae Anthonette S., Relato, Janille A., Almoneda, Jan Philip C., 2012. The Level of Efficiency of Performance of Personnel in Selected Hotels in Naga City Undergraduate Thesis. Mariners' Polytechnic Colleges, Naga City.**

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### Summary:

The study determined the level of efficiency of performance of personnel in selected hotels in Naga City. Specifically, this research answered the questions: 1. What are the office protocols that have to be observed in a hotel? 2. What are the factors associated in observing office decorum? 3. What disciplinary measures are adopted to correct violation of office procedures?

This research essentially utilized the descriptive analysis. Questionnaires were used to gather responses from the respondents. Data gathering was conducted from November to February 2012. The results gathered was summarized and presented in tables.

Findings revealed that: 1. Take immediate actions when guests request for additional amenities got the highest score. If the guests complain for other guests/ neighboring guests ranked 1 (3.16; 1b). Do the staffs designated working surroundings concede to their job description ranked 1 (3.33; 2a). How frequent they extend their time to finish their allotted job got the highest score with a weighted mean of 3.26 (2b, excellent). The quality of facility ranked 1, excellent (3.56; 2c). Makes disciplinary measures by casual talks got the highest score (3.66; 3a).

The study concluded that: 1. The performance of personnel in offices on selected hotels showed efficiency on accommodation. When it comes to accommodation, staff and personnel of selected hotels set their priorities in meeting the guests needs, like attending their request of additional amenities and change of amenities. (1b) They can handle complaints. If the guests complained about other guests and even if the guests demand for

more than hotel can provide and even if the staff accidentally spilled over them. (2a) staff and personnel fit their job because they are assigned or given work that suit their job description and hardly give jobs non-related to their field and employees give their job to sub-ordinate that are not qualified to do such work, do therefore given non-related jobs and employees not qualified is a rare case. (2b) Accordingly, daily work output of selected hotel personnel showed that employees frequently extend their time to finish their allotted work still employees arrive on time (ranked 2) and they can accomplish their work within the time of their regular office work, it is rare that absences occur and hardly employees work under time. (2c) Respondents have good quality of work. They can accomplish work on a given and limited time. (3a)The performance of personnel in offices on selected hotels showed efficiency on disciplinary measures. When it comes to discipline, offices make disciplinary measures by casual talks frequently. Followed by suspension after third offense but rarely suspend staff first offense.