

# **SERVICE OPERATION OF MOUNT SEA RESORT HOTEL AND RESTAURANT**

Undergraduate Case Study  
Submitted to the Faculty of the  
College of Economics, Management and Development Studies  
Cavite State University  
Indang, Cavite

In partial fulfillment  
of the requirements for the degree  
Bachelor of Science in Business Management



00017820

*Service operation of Mount Sea Resort  
Hotel and Restaurant  
658.812 R47 2018  
CS-571*

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June 2018



## ABSTRACT

**RIODEQUE, JESSA MAE P., Service Operation of Mount Sea Resort Hotel and Restaurant.** Undergraduate Case Study. Bachelor of Science in Business Management major in Operations Management. Cavite State University, Indang, Cavite. Adviser: Prof. Rowena R. Noceda.

A case study was conducted at Mount Sea Resort Hotel and Restaurant located at 163 Marseilla St. Bagbag II Rosario, Cavite. It aimed to analyze the service operation of Mount Sea Resort. Specifically, it aimed to: (1) determine the profile of the company in terms of their history, organization and management, mission and vision, services offered; (2) describe the service operation; (3) analyze the service operation of Mount Sea Resort using SWOT analysis; and (4) determine the problems encountered in service operation and recommend feasible solutions.

Descriptive research design was used to answer the objectives presented. The study focused on the service operation of the hotel. Primary data were gathered through personal interviews and ocular observations. Secondary data were obtained from the record and files of the hotel.

Mount Sea Resort offers different kind of services for hotel rooms, restaurant, vertical avenue, function hall and swimming pools. The service operation of the hotel includes the room accommodation process, standard procedure in accommodating the guests for the restaurant, procedure to have an access to use the vertical avenue, banquet facility reservation and accommodating the customers for the inquiry of pool entrance service.



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