

# MYRANGGO MAGAZINE

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YOUR HOSPITALITY HUB

MARCH 2020



INTERVIEW WITH  
*DOT Secretary*  
**BERNA PUYAT**



**10**  
**REASONS**  
WHY HOTELIERS MAKE  
THE BEST PARTNERS



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WITH COMPARISON TABLE!



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# MYRANGGO MAGAZINE

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Our publishers began with a simple idea, which became OUR MISSION:  
“Let’s create a magazine that celebrates the Hospitality Industry,  
promotes our lifestyle, and showcases our unique version of success.”

FACEBOOK @MYRANGGO

## On The Cover:

Our Hospitality Heroes

Judith Distal El Nido Boutique Art Cafe

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Almera Alulod Lost Wanderers TLWT Travel Service

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## Inside This 2nd Issue of MY RANGGO Magazine:

MY RANGGO’s 25 Hospitality Heroes

Interview With DOT Sec. Berna Romulo-Puyat

Food and Hotel Expo Manila 2020

PMS: Know Your Property Management Systems

Calapan – Uncovering The Rich Culture Behind A Magical Gateway

How To Ace A Job Interview

Who Gets The Service Charge?

What To Do On Your Day Off - Manila

This Is A Complimentary Publication:

**Thank You**

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## EDITORS NOTE

Dear Reader,

Welcome to our 2nd My Ranggo Magazine! I am even more excited to launch this edition.

My Ranggo is a magazine in-print and online for the people that work in the hospitality and service industry. We specialize in articles that inspire, inform and support everyone in the industry; from the rank and file staff, to middle management, all the way to the business owners. My Ranggo strives to bring you helpful and interesting content.

Our first issue was certainly a milestone for Ranggo but in this second edition we showcase the Your Hospitality Heroes recognition program.

We know how much the hospitality industry contributes to our society on the frontline of services but often we do not realise the lengths hospitality businesses and their employees go to, to be a good member of the community. We believe these unsung heroes deserve some recognition and we hope they will serve as an inspiration to others too. You can see our Hospitality Heroes full profiles at [www.yourhospitalityhero.com](http://www.yourhospitalityhero.com)

March is also Women's Empowerment Month and this is a theme you will see reflected in many of the articles featuring some very inspiring women. We have our interview with DOT Secretary Berna Puyat-Rumolo, we talk to Nicole Thorp, tasked with rejuvenating a well known bar in Makati, and Sarah Adel LaBrooy and Julia Lervik of Boracay's legendary Lemoni Cafe. Not forgetting the four amazing empowered women we selected to feature in full from our Hospitality Heroes.

If you know of any Hospitality Heroes or have inspiring hospitality stories to tell do please share them with us, drop us a message at [info@myranggo.com](mailto:info@myranggo.com).

Please do check our website as well [www.myranggo.com](http://www.myranggo.com), we have extra features such as monthly events calendar and classified ads sections, as well as much more helpful and entertaining articles.

Happy reading!

Yours in Hospitality,

**Helen**  
Helen Atanacio

Founder and Chief Executive



# MYRANGGO MAGAZINE

YOUR HOSPITALITY HUB

## Interviews DOT Sec. Berna Romulo-Puyat

MY RANGGO was delighted to have the opportunity to interview DOT Sec. Berna Romulo-Puyat during the 27th PTAA Travel & Tours Expo 2020, last February 7-9.

The Expo was held at the SMX Convention Center Manila, Mall of Asia (MOA) and the theme was “More>Real”

Also present was Philippine Travel Agencies Association (PTAA) President Ritchie Tuaño.

The PTAA boasts more than 500 members and is widely recognized by international airlines, hotels, resorts, insurance and cruise companies. The PTAA works closely with the Department of Tourism (DOT), Department of Foreign Affairs, the Tourism Promotion Board, Bureau of Immigration, as well as the National Census and Statistics Office, embassies and consulates.

### Opening the Expo, Ritchie Tuaño said:

“In its 27th year, PTAA’s TravelTour Expo is expected to be the biggest edition yet, with over 400 exhibitors and operators. Ranging from travel agencies and cruise liners, to hotels and resorts, as well as insurance companies to ensure the safety of

would-be travelers. Event exclusive deals are the big draw of the Expo, with airline companies and travel agencies alike, offering tour packages and flights at jaw-dropping prices.”

MY RANGGO was delighted that Secretary Berna Romulo-Puyat took some time to answer our questions, as she toured the Expo with PTAA President Ritchie Tuaño

### MY RANGGO: We were wondering if you have the latest tourist arrivals figures for last year?

**DOT Sec Puyat:** Well of course, we believe that we have already surpassed our goal for 2019. We’re confident of that [although] we don’t have our December figures. But we’re confident we’ve reached at least 8.1 million. Our National Tourism Development Plan target is 8.2 million but I’m actually confident that we’re going to reach the 8.2 million target. That’s for 2019.

Domestic tourism we’ll probably get [the figures]

around March or April, from the Philippine Statistics Authority. I'm also confident that will be higher than 111, because when we reached 111 Boracay was (already) closed for 6 months in 2018. Last year there were no destinations closed, so I'm confident we will exceed 111

**MY RANGGO: Congratulations on that, ma'am. Which Philippines destinations are in the Top 5 for those arrivals?**

**DOT Sec Puyat:** Number 1 is now Boracay, Number 2 is Cebu, Metro Manila pa rin, Cordilleras. I think [that's what we know [so far], but number 1 is really Boracay, and Siargao [features] yes.

**Other Reporter: Ma'am for the nCoV, do we have any updates regarding the effects of it on recent arrivals?**

**DOT Sec Puyat:** It's very hard to mention the effects but right now what we're doing together with our tourism partners, like the PTAA and TCP (Tourism Congress of the Philippines). We were working on it even before the temporary ban. We have already provided all the resorts and hotels with guidelines. So we were already proactive with the private sector, very proactive with the private sector. They already knew the guidelines, how to treat and respond, just in case



anyone had nCoV.

The temporary ban, we are very happy that the private sector is very supportive of the temporary ban, we have their full support, and the private sector agrees safety first more than tourism numbers.

Obviously, our [Tourism Arrival] numbers will be affected but actually right after this we have a meeting with all the top tourism private sector leaders on what we can do. Because Korea is still number 1 and we have the US and we have other markets. It's important for the DOT together with the private sector to tell all our other markets that it's safe here in the Philippines.

We are also strengthening our



domestic tourism. As we speak, hotels and airlines have agreed to lower their prices. I spoke with Lance Gokongwei (Cebu Pacific) and Mikee Romero (Air Asia), they're all very supportive.

Because everyone, what's really nice with our tourism industry, we all help each other. Even if we don't speak to each other, it seems like we have. No one is negative and we all help each other.

**MY RANGGO: Is there any rehabilitation in plan already for Taal?**



**DOT Sec Puyat:** Taal is still at Level Number 3, once it normalizes [we will look at a rehabilitation plan] but we are ready for that. We will need to coordinate with the NEDA (National Economic Development Authority).

**MY RANGGO: Is there a plan to capitalize on the recent World Travel Awards, which awarded the Philippines The World's Leading Dive Destination Award?**

**DOT Sec Puyat:** We have been working on that actually, with the PHIDEX (Philippine International Dive Expo). It's the first time we won the Best Dive Destination, at the World Travel Awards, so we are still focusing on Dive Tourism. Nothing has been cancelled, we just have to focus on our marketing efforts, look to emerging destinations and continue with our marketing efforts.

**MY RANGGO: We're really happy with the new adverts from the Department of Tourism. Will there be any support for the MIMAROPA areas?**

**DOT Sec Puyat:** If we show all the regions, we might still be showing videos until now. But for the first time the Department of Tourism has made videos for all the regions. This year we're going to be making

videos for all the Provinces too. The DOT will be the ones doing it. Of course, I would never forget MIMAROPA.

**MYRANGGO: In connection with this event (PTAA), this is a very big help to our tourism industry.**

**DOT Sec Puyat:** Oh definitely, very kasi this (PTAA Expo) started in 1994 and it's still continuing, full support, with great sponsors and it's very good to hear that no one backed out, in light of recent events (Corona Virus 19). Everyone is full support.

**MY RANGGO: One last thing, would you like to publicly invite the public to visit the PTAA Expo?**

**DOT Sec Puyat:** I would like to invite everybody to please go to PTAA, starting tomorrow. Ang gaganda ng mga booths, I'm so amazed, ang daming mga discounts, budget. You'll even discover things you have never seen before, so you should come. It's like travelling all around the Philippines, and all around the world, in one day!

**MY RANGGO: Thank you very much**



### **Opening Remarks by DOT Secretary Puyat:**

Before anything else, on behalf of the Department of Tourism, I would like to congratulate everyone on the organizing committee for making this expo possible. I must say that you have outdone yourselves yet again. What began in 1994 to showcase the products and services of the PTAA's members, has since evolved into an annual event covering practically all segments of the travel business making it the biggest event for the travel and tourism industry in the Philippines. Now in its 27th edition, TTE has become the go-to of every budget conscious, travel loving and fun seeking Filipino and traveller alike. With over 400 travel related companies, national tourism organizations, and embassies being represented, Travel & Tour Expo 2020 boasts the most trusted brands, tourism boards and corporations offering exclusive promotions on airfare, accommodations and tour packages.

### **Key Points:**

- We breached the 8 million mark in foreign visitor arrivals, a first in the history of our country's tourism
- Tourism has become a catalyst for economic growth, contributing PHP 2.2 trillion and 12.7% to the country's GDP.
- The Philippine Tourism Industry employs 5.4 million people; 13% of the total work force in the country
- New Initiatives:
  1. Pasig River ferry cruise transport covering four cities, Manila, Mandaluyong, Makati and Pasig, will provide a fresh approach in exploring Metro Manila.
  2. Greater development of Intramuros; lit up at night, more space and museums to appreciate, including Fort Santiago Dungeon, which already has thousands lining up to visit.
  3. Marketing of Philippine Festivals all year round, to promote and preserve our culture and history. See our articles on the Visayan Festivals and the Oriental Mindoro Festivals.
- Market and product development, over the next few years, will target new customers and new segments, expanding our market to achieve our ambitious goals.
- Promotion of the Philippines lesser known destinations.

**DO YOU HAVE A cool or interesting story ABOUT THE HOSPITALITY INDUSTRY THAT YOU THINK WE SHOULD FEATURE? Please email us at [info@myranggo.com](mailto:info@myranggo.com)!**



# 10 Reasons Why Hoteliers Make the Best Life Partners

-Angel Lam Ko

Angel Lam Ko (aka Facebooks Hugot Hotelier) has been working in the hotel industry ever since graduating from UP-Asian Institute of Tourism back in 2007. Here are just a few of the remarkable traits that would make any hotelier an absolutely wonderful person to have around, most especially as a life partner.

## 1. Hoteliers are always well-groomed and presentable to the general public.

Hoteliers are so used to “grooming checks” that taking care of their looks becomes second nature to them. They can put their hair up in a neat French twist in 10 seconds and have the uncanny ability to scarf down a 5-course meal without messing up their lipstick. Male hoteliers will hardly ever be seen with a scruffy beard or overgrown hair. Since taking care of themselves already comes so naturally, you can be sure they will always be immaculately groomed when you go out. Whether on a simple pizza and movie night, or as a date in a classy wedding, you can be sure you’ll have a date you can be proud to show off.



Hoteliers are always immaculately groomed

## 2. Hoteliers are GREAT listeners.

The hotel industry, or the service industry in general, makes for an excellent training ground on being a great listener. Hoteliers will not interrupt you when you’re talking, they are trained to fight the “rebuttal instinct” (thinking of what they will say in response to you while you are still talking) and know how to read your underlying emotions through your non-verbal signals.

When you enter the door with your brows furrowed and



Hoteliers are great listeners

shoulders slumped, they can already tell something is up. When you want someone to talk to or prefer to be left alone, they will know the difference and give you whatever it is you need at the moment. This is a result of dealing with hundreds of irate guests on a regular basis. Hoteliers know the value of making you feel HEARD and UNDERSTOOD, even when they don’t always agree.

## 3. Hoteliers are excellent conversationalists.

Talking to a wide variety of people on a daily basis makes hoteliers experts at holding meaningful and insightful conversations. They are trained to be very keen on picking up clues on a person’s interests and preferences, and know by instinct whether to push for conversation or to back off. And since every day is a different amusing day in the hotel world, you can be sure to look forward to hearing interesting stories at the end of the day.

## 4. Hoteliers know to not just SATISFY but to DELIGHT.

With the onslaught of so many hotels these days vying for the attention of each discerning customer, hoteliers have been trained to always look for little golden windows of opportunities



Hoteliers give thoughtful gifts

to make a guest's day extra special. It is never enough to merely satisfy basic expectations but it is always the thrill of coming up with a memorable and personalized gesture that guests would be telling their friends for years to come. This "extra mile" culture definitely transcends to hoteliers' lives outside the workplace. You can expect to always be on the receiving end of little thoughtful surprises and unexpected extra touching gestures that would make you feel like a Very, Very, Very Important Person.

### **5. Hoteliers know how to apologize and make up for their mistakes.**

In a world that is imperfect and complicated, it is only natural that mistakes and complaints are constant realities in the lives of hoteliers. Good thing is that they know how to handle it when things go south. Hoteliers have no problem with saying "sorry," and can do it in the most sincere way you can imagine. But not just that, they also know that it does not end with a verbal apology, but that what's more important is what they do about it. They fix the problem and, as hoteliers do, provide a little extra oomph to make sure you know how much they want to regain your trust.

### **6. Hoteliers are the epitome of "grace under pressure."**

"When it comes to moments of crisis, you can always count on a hotelier to remain cool, calm and collected. With so many things that can go wrong in a hotel on a daily basis, they are already so used to rolling with the punches. They remain unfrazzled and in control, while doing anything in their power to manage the crisis. This can come in handy when you deal with life's many surprises and roadblocks together. It's always

nice to have someone beside you who can handle any situation with grace and levelheadedness.



**Make the Best Life Partners: Cool  
Calm Collected**

### **7. Hoteliers have connections.**

OK, this one may seem a bit superficial but it is definitely a perk of being with a hotelier. They have access to many luxuries that people usually have to pay big money for: concert tickets, museum passes, tours, events, conventions, kids activities. You name it, the right hotelier can usually make it happen. They have access to discounted employee rates for hotels and restaurants, so you have the privilege to experience luxury at a fraction of



**Hoteliers Make the Best Life Partners:  
Sold Out Concert?**

the normal cost.

### **8. Hoteliers can take care of you.**

Hoteliers take care of so many guests on a daily basis, that it becomes natural for them to be tuned in to other people's needs. If they can do it for strangers, what more for someone they truly love and care for (YOU)? Imagine how loving, caring and nurturing they could be. When you have had a bad day, expect them to be ready by your side with a cup of coffee,



**Hoteliers Make the Best Life Partners**

a listening ear and a back massage to relieve your stress. When you are sick, chicken soup, ginger tea or a nice Congee will be an automatic response, in their desire to take care of you and make you feel instantly better. And the best part is, they wouldn't even notice or think much of it since it already comes so naturally for them to take care of you. All you need to do is be appreciative of them and also take care of them the best way you can.

### **9. Hoteliers try to make the impossible possible.**

With the amount of unusual and sometimes crazy requests hoteliers receive from guests on a regular basis, they have come to learn that "impossible" requests just take a little bit longer to accomplish. It's all a matter of knowing where to look, who to ask and what resources to use. You mention a hard-to-find watch you can't find anywhere? Don't be



**Hoteliers have learned to fight off the bad vibes with laughter, and can expertly “shake it off” faster than Taylor Swift**

surprised if you receive it nicely gift-wrapped on your birthday. Tickets sold out for the basketball finals? Surprise, she knows someone who knows someone who has connections.

### **10. Hoteliers approach life with a good dose of positivity and sense of .**

Working in the service industry is oftentimes a thankless job, and can drain the life out of a person if they are not careful. All the guests screaming in their faces for problems they have no idea about, the standing in high heels for at least eight hours, the shift extensions, the back-to-back schedules, working on holidays and weekends, the “jurassic” rooms to clean and all the rude guests they are forced to be polite to -- all these things piled up can be enough to drive a person crazy. Hoteliers have learned that the best way to deal with all the stresses of the hospitality industry is simply to laugh it off with their colleagues. They have the uncanny ability to find even the smallest morsel of amusement in the most hopeless and depressing of situations, and it is not uncommon to find them laughing while crying at the same time (yes, hoteliers are a bit crazy like that).

They have come to accept that life will sometimes throw unpleasant things (and people) their way, but ultimately, it is still their choice how they let it affect them. Hoteliers have learned to fight off the bad vibes with laughter, and can expertly “shake it off” faster than Taylor Swift.

After all, problems come and go, guests check in and out, but the strength, care, positivity, resilience and fighting spirit of a true-blue hotelier? That is a constant. That is something you can count on for years to come. It will see you through problems, fights and issues. It will pull you closer in times of trouble. It will make you smile when life seems hopeless.

Choose a hotelier as your lifetime partner, and think back to this article in a few years. You’ll take a look at your amazing hotelier and thank your lucky stars that you got it right.

Angel Lam Ko started her now famous Facebook Page Hugot Hotelier as an outlet for witty posts, observations and meme’s about the Hospitality Industry:

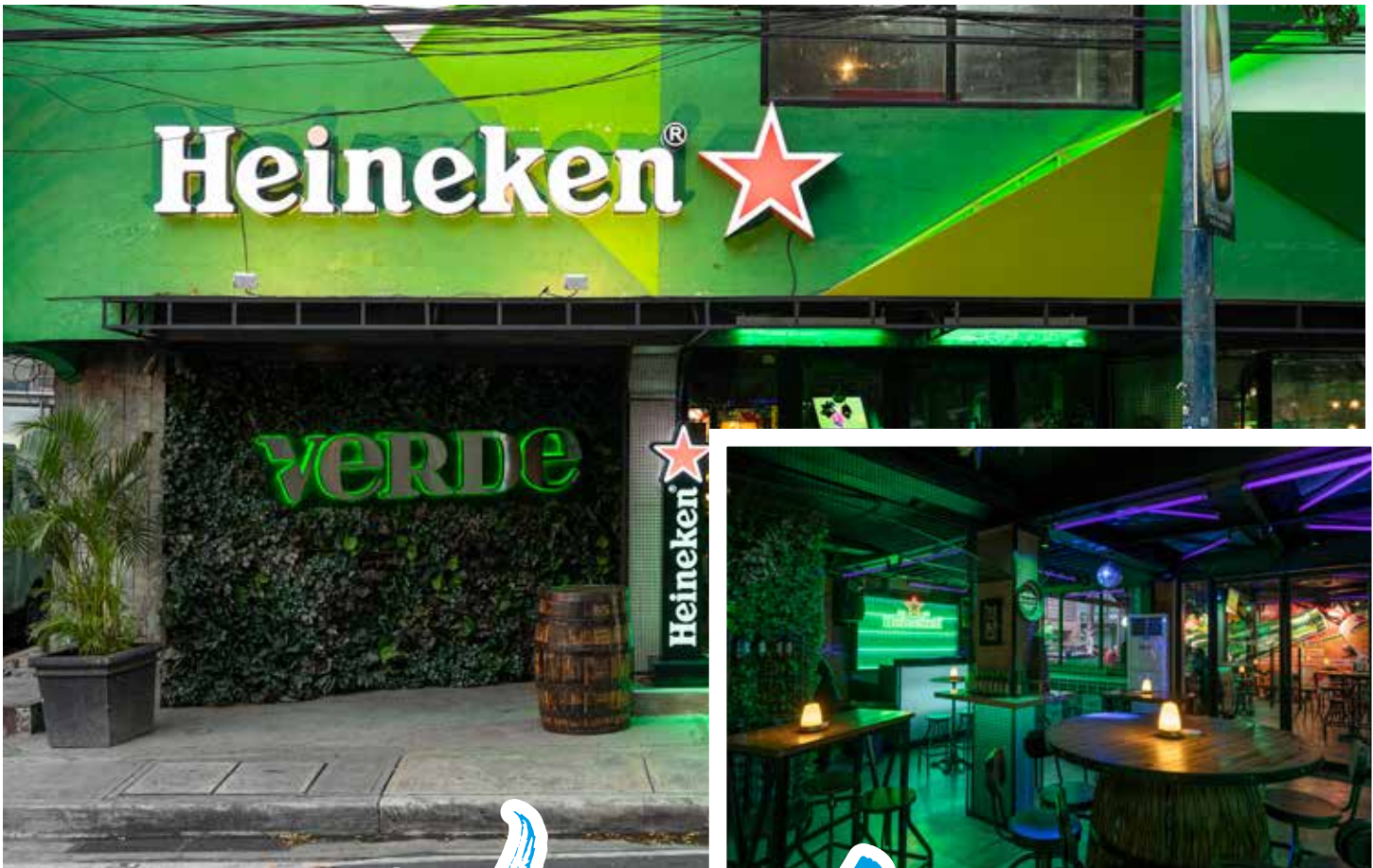
*“I didn’t want to flood the timelines of my fb contacts especially those who are not hoteliers and may not be able to relate. I’ve always liked to post “hugot lines” and funny memes relating to the industry, the weather, the traffic, etc. mainly because I believe we can always approach any negative situation with a sense of humor, instead of griping about it and spreading bad vibes.*

As a manager, that was how I also handled my team especially during toxic moments. I just find that laughing about it with your colleagues lightens the load significantly.

Hugot Hotelier just expanded the “colleagues” part to a super huge, and fun, group of people sharing the same sentiments, and taking comfort in the fact that we are not alone in this hotel craziness.

Hugot Hotelier has over 18,000 followers to date and has the funniest memes that have hoteliers laughing, relating, sharing and discussing.





# Verde:

## The World Awaits

In 2019 well-known Irish Pub Mulligans in Poblacion, Makati received a millennial make-over by entrepreneur daughter, Nicole Anne Aurora Go Thorp.

Verde is the perfect name for the venue. Verde literally translates as 'Green', and green represents the color of life, renewal, regeneration, nature, and energy.

MY RANGGO chats with the engaging and energetic Nicole, Communications Associate, about the relaunch of Verde, and the challenges women entrepreneurs face.

**MY RANGGO: Why did you decide to make the change from Mulligans to Verde?**

**Nicole:** Last year my father, Jonathan Thorp, invited Heineken to be a part the re-branding of Mulligans. He asked me to be involved in this project as he wanted Mulligans to be more millennial and current.

I conceptualized Verde as a 'Cultural Hub'; a place where alike minds could meet and strike up a conversation. I felt we should cater to more underground music, or rather genres such as disco, techno, jazz, house, soul, Afro-funk, world music, indie soul, etc. Since opening, 70-80% of the time we have DJ's for our entertainment at Verde. But we

have also hosted art, food, sports, fashion, gaming competitions and fundraisers for charity events. And we are planning to host more.

Our new tagline is "The World Awaits" because when you visit us here, you get a different experience, which keeps our regulars yearning for more!

**MY RANGGO: What makes Verde stand out from the other establishments in Poblacion; what do you have to offer?**

**Nicole:** One thing is we are open 24/7. So if you want a drink or a meal at any point of the day, you can come and visit us!

Our food selection is really great too. From our best sellers such as our Energizer Nachos,

Nasi Goreng, Sisig with Garlic Rice, All Day English Breakfast, Spam Fries, English Chips and assorted pizza and burger options. There really is a lot of choices.

We've kept our alcohol prices very affordable; enough that our customers often purchase bottles when they're at Verde.

We have a lot of buy 1 take 1 cocktail promos, and we recently launched our Top Up Unli Gin Cart, which is available daily from 5pm to 10pm. It's either 599Php for a standard gin and tonic, or 899Php for premium gin and tonic. Apart from being very affordable, with the Premium option we offer flavored tonics by Lamb and Watt.

Events to look out for include our new Fight Nights; video game competition nights. We kicked that off in February. It started with Super Smash Bros. and our next competition will be Tekken and Street Fighters. We also have some Live jazz nights coming up, as well as more events nights.

Every night we have two vibes running; inside is more of a bar feel and this can turn into a club on DJ nights, where you'll find guests dancing. Then the Al Fresco area offers a more chilled setting. It has a beer garden vibe, so people can really talk, and catch up as well.

**MY RANGGO: Your menu really offers a lot of choices to your customers, what are your favorite items?**

**Nicole:** I love the All Day English Breakfast, Energizer Nachos, Nasi Goreng, Sisig with Garlic Rice, All Day English Breakfast, Spam Fries, and English Chips. I'm a purist when it comes to my alcohol so I'll enjoy either Scotch or Tequila.



**MY RANGGO: What upcoming attractions would you like to promote here?**

**Nicole:** Certainly our regular events, like our Ladies' Night, which is every Wednesday, with free Margaritas from 5-10 pm. Our Buy 1 Take 1 Cocktail Night's. Our daily Top Up Unli Gin Cart promo. And our Wednesday to Saturday DJ Night's.

Upcoming events include our Fight Nights, with the next two taking place on the 4th and 24th March (2020). And our next Live Jazz Night on 26th February. Verde is also the perfect events space for companies, or charities wanting to host fundraisers.

**MY RANGGO: How do you train your staff at Verde to excel and stand out in their jobs?**

**Nicole:** I deal with a lot of staff who still are in the early stages in their hospitality careers. So a lot of my individual staff training programs are done from scratch. That way I can ensure that our staff are consistent in their service standards and skills.

I try my best to go through issues one by one, starting with the Managers. I make sure they also

know how to handle the rest of the staff. From the little things through to the bigger issues. I try to approach tables to make sure that they're being handle properly. Or to see if they might have feedback, which we can use for future improvements.

**MY RANGGO: What made you decide Verde should be 24/7?**

**Nicole:** Being open 24/7 encourages the Cultural Hub vibe, that I wanted Verde to have. Different types of customer come in at different times in the

day. And often there is a cross over period, so there is a real mix of people. I do notice and I get to observe the different crowds we get at Verde. Our busiest hours are still the weekends.

**MY RANGGO: Verde seems like a great venue for events, and it's great to hear that you have already hosted some Charity and Fundraising Events.**

**Nicole:** Yes, it really is a great venue for events.

Since we opened [in October 2019], we launched our mission of trying to do one event per month that gives back in some way. To kick off, we collaborated and worked closely with Fund The Forest (@fundtheforest.ph) for their launch. Their fundraiser included four live acts and four DJ's, who played throughout a night. It felt like a mini festival. And a portion of the money we raised, that night, contributed to a fund that is dedicated to the reforestation of the Aeta community in Yangil, Zambales.

One of the Founders of Fund the Forest is a close friend of mine, Issa Barte (@issabarte.art), so that is how I knew about it.



It took us two to three weeks of preparation together with her team and mine and we were proud to be able to pull off such an event, on that scale with just a small amount of preparation. We promoted it in our social media platforms, as well as through word of mouth with our friends as well.

**MY RANGGO: You are a young, female entrepreneur taking charge of not 1, but 2 restaurants; Verde and NIC's. Was this always in your plans?**

**Nicole:** I was honestly never expecting to be doing what I am at the moment. Both projects were just ones that direly needed my help and I took on the roles to enhance my own skills in the hospitality industry. Especially in aspects like construction, operations and hospitality. I am a Communication Major with focus on Public Relations and my experience is mostly in that field, and Journalism as well. But both my parents are entrepreneurs, and have their own separate food and beverage businesses. One challenge has been learning things from scratch along the way, and matching it with the knowledge and experience I have acquired through the years. Another challenge is not yet

having enough help, as both companies are still very small scale. I am actually in search for permanent part-time and internship positions for both Verde and NIC's ([www.facebook.com/nicsph/](http://www.facebook.com/nicsph/)).

**MY RANGGO: What are your proudest moments or achievements?**

**Nicole:** I have to say I am quite proud to have been able to project manage the construction for Verde. Including sorting things such as the sound system, and the various events we have staged, since we launched three months ago.

It feels great when I meet new people who really enjoy what we have to offer; from the music, to our ambiance, staff's service, food, drinks and accessibility.

There are tons of lessons I've learned and continue to learn every day, as new challenges often arise. One key take away though is to always trust in my vision, and to work hard to perfect new skills. I have skills that I never imagined I could be good at doing before.

**MY RANGGO: What advice can you give to women your age who want to become entrepreneurs?**

**Nicole:** I would advise young, female entrepreneurs to manage a good balance. Strive hard to get your business running, but always remember the core reason of why you're doing what you are doing in the first place.

It's easy to get lost within the passion side of things, when work gets tough and projects get bigger. But take time to always keep the creative juices flowing. Always be open to learning beyond your position, and adapting to anything thrown your way. Because you will be facing a lot of new challenges every day.

**MY RANGGO: Finally, Poblacion is very popular and very busy. Do you have recommendations for where to park for those visiting Verde?**

**Nicole:** I would highly recommend taking a Grab. We would always want our customers to drink responsibly and not drink and drive. However if you have a designated driver, I would recommend trying out the street opposite to Verde, or one of public parking lots in the back streets of Poblacion.

**Verde, Kalayaan Avenue corner Fermina Street, Poblacion, Makati City**



**M**y RANGGO is a proud media partner of the FOOD AND HOTEL EXPO MANILA 2020 held last February 21-23 2020, showcasing a variety of food and beverages related products in SMX CONVENTION CENTER MANILA.

FHEM 2020 showcased different Filipino cuisines from the North and South of the Philippines, which falls under the theme “Rediscovering the Flavours North and South Culinary Fusion”. The event also delivered unparalleled access to business network opportunities where industry players can come together, interact and share their view in promoting and strengthening the food, beverage and hotel sector locally and globally.

The food and hotel service industry in the Philippines continues to expand as more and more shopping malls and new hotels are being opened throughout the country. The influx of foreign-branded restaurants coupled with the growing affluence of Filipino consumers has also contributed to the growth of the HRI sector. This growth in the food service industry provides greater opportunities for exports of U.S. food and beverage products to the Philippines.

The 3 day event highlighted enjoyable activities such as the Culinary Master Class that features live cooking demo of celebrity culinary chefs, a live cooking competition that is open to home cook and culinary students, and a video competition that will showcase the beauty and importance of different native Filipino delicacies.

It also showcased distinguished topics from a set of speakers, invited celebrity culinary chefs, trainers, assessors and panelists that shed light in the opportunities and challenges of the food & hotel industry while showcasing the latest food services, equipment and technologies available as far as F&B sector is concerned.

**For more information about the event, check out the official**

Facebook page at [www.facebook.com/foodandhotelexpomaniila](http://www.facebook.com/foodandhotelexpomaniila), Instagram account [www.instagram.com/foodandhotelexpomnl](http://www.instagram.com/foodandhotelexpomnl) and website at [www.foodandhotelexpomaniila.com](http://www.foodandhotelexpomaniila.com)







# BONGABONG:

## An Oriental Mindoro Treasure by Leo Gamel Orenca

**B**ongabong can be found on the island of Mindoro, 104 kilometers away from the province capital, Calapan City. Just about two hours away from the Port of Batangas City and you will be on the Island of Mindoro. Considered to be the biggest island of the Philippines and well-known for its long stretches of white sand beaches in Puerto Galera.

Mindoro also boasts the mystical Mount Halcon, as well as lots of wonderful towns and amazing places to explore. Especially in Bongabong, Oriental Mindoro.

The town has been in existence since the last part of the 17th century. But historians cannot officially confirm how Bongabong got its name. It was most likely from the Mangyan (the islands indigenous people) word "BINAGAO", meaning a big and turbulent river.

Situated at the southern part of Oriental Mindoro, Bongabong is known for its vast and lush farmlands, surrounded by mountain ranges. With a total land area of 49,820 hectares along with 4 big rivers, which supply water to the farmlands; Lisap, Bongabong,

Orcunoma and Sukol River.

Bongabong has a population of more than 80,000. At least 15,000 of these are Mangyans and most of the residents depend on farming and fishing. The town is famous for its organic produce because the biggest, and the only certified



### MAYOR ELEGIO "ELGIN" MALALUAN

organic rice farm in the country, can be found in Bongabong; the Gabutero Organic Farm.

The towns biggest festival is the Sulyog Festival, held every March. The festival name comes from Suli (banana) & Niyog (coconut). Suli is Mangyan and Niyog is Tagalog. The name creates a respectful blend of the area's history and culture. The harvest thanksgiving is also dedicated to St Joseph.

The Sulyog Festival is certainly one of the highlights of the year. A week long festival of dance and cultural shows, enacting

harvesting the crops, extracting coconut meat from the shell to be dried for copra, and sorting the banana's. Prepared by the Local Government Unit and other partners.

Mayor Elegio "Elgin" Malaluan believes that Bongabong is one of the best tourist destinations in the country.

He said that they 'almost have it all'; the green mountains, organic products, beautiful coastlines and beaches, rivers and the Sulyog Festival, which both foreign and local tourist love to experience.

Aside from enhancing the tourism industry of Bongabong, Mayor Elgin Malaluan is also focused on providing quality healthcare and education to his constituents. His program HEARTS PO assures everyone for an inclusive growth.

**HEARTS PO** stands for  
**H** - Humility, Housing, Health,  
**E** - Education,  
**A** - Agriculture,  
**R** - Roads and Infrastructure,  
**T** - Tourism and Trade Industry,  
**S** - Social Services and  
**PO** - Peace and Order.



# WHO GETS THE SERVICE CHARGE?

**SERVICE CHARGE BILL TO PHILIPPINE LABOR CODE PASSED August 2019 IS TIPPED SERVICE THE FUTURE?**

## 5 Issues With the New Philippine Service Charge Bill

On 7th August 2019 a new Bill was signed by President Rodrigo Duterte, amending the Labor Code. Republic Act No. 11360 now states that 100% of Service Charges collected by hotels and restaurants must be paid to employees and supervisory employees only, not including the Managers.

Previously, Article 96 of the Labor Code allowed for an 85% share of the Service Charge collected to go to Employees and 15% to Management.

Senator Joel Villanueva, who wrote the Bill Amendment, championed it on the basis that Department of Labor and Employment (DOLE) is unable to confirm that the full 85% is actually being handed over to employees. Villanueva stated that at least 157 companies are 'known' to be violating the earlier Labor Code.

One piece of good news is that the amendment clearly states that in the event of an increase to the minimum wage, either by law or wage order, an employee share of the Service Charge remains in, addition to the wage increase. The Employer cannot use it as part of a wage increase.

Republic Act No. 11360 also requires that a grievance mechanism, to resolve disputes between employees and owners/management on the distribution of the Service Charges, is introduced by all businesses.

### What are some of the arguments being raised against this new Bill?

1. Some business owners may decide to stop charging a Service Charge, so staff will have to 'up their game' to attract tips instead.
2. Some businesses use the 15% management portion of the Service Charge, to cover breakages and pilferage. With these changes, some may decide to dock breakages and loss of stock, direct from staff wages instead.
3. Other businesses may pass this 15% on to the Customer, resulting in higher room, beverage and menu costs. This will be in addition to the Service Charge customers will still pay.
4. Some people are concerned that if Managers are not included in receiving a share of the Service Charge, there will be no incentive to take advancement opportunities; why take on more responsibility and stress if a junior employee could end up taking more pay home than you?
5. If employees now get a higher share of Service Charge, this will increase the amount of tax they pay, too. Will some be worse off?

**What are your thoughts? Is the Bill amendment good news for 'rank and file' staff? Email us at [info@myranggo.com](mailto:info@myranggo.com) to let us know what you think!**



## Digital Marketing: Instagram for Hotels and Restaurants

Instagram is one of the most effective social media channels to promote hotels and restaurants. One billion people use Instagram each month, each user spending an average of 28 minutes a day on the platform, with 200 million Instagram users visiting at least one business profile daily.

### Travel and Food are very popular on Instagram

There is perhaps no industry better suited to Instagram than the hotel and restaurant industry. Travel and food ranks within the top trending topics on Instagram; human beings just love to eat, get inspired and share about their travels! If your business can provide inspirational content, which Instagram users are looking for, then it can be a great way to inspire people to flock to your business.

Here are some ideas to help you market your business on Instagram.

**Collaborate with Bloggers and Influencers:** if you can get a food and travel blogger, with a large following, to post about your hotel or restaurant, you'll get a ton of brand exposure to an interested audience. Influencers normally charge for their services, but there are some who are willing to work with you on an x-deal. How big of an influencer following should you be looking for? A good number would be 30k-50k followers, anyone with a following of over 50k+ could be expensive.

**Stick to a Feed Colour Palette:** It could be the predominant colour of your decor or overall theme. Whatever colour palette you choose as your main theme, try and stick to it consistently. People don't like random and inconsistent looking content; that looks messy and less aesthetically pleasing. Marketing on Instagram is entirely visual, and a consistent and cohesive feed is critical to the success of your Instagram profile.

**Create something unique and use it as your brand image:** Instagram is all about being viral. Create a symbol (or mascot) that will be associated with your business (e.g. Jollibee has that bee). Pick something that is highly Instagrammable and unique. Your customers will become your brand ambassadors when they share photos of this "cool" Instagrammable thing - and people will come to your business because they have seen it on Instagram.

**Highlight your business:** Instagram lets you create a story around your business. Make each post complement your overall brand story. Share content that will boost your business' image and uniqueness. Enhance images with the use of filters (bright themes are quite effective). Highlight your service and facilities, but make sure to include people in the photos for a realistic scene, which captures the spirit of hospitality. In every post you do, try and tell a story.

**Invite everyone to contribute:** Go behind the scenes to give your audience a glimpse of the hard working staff that helps make your guest's visit a memorable experience. Share images of the kitchen staff prepping meals, of reception welcoming guest, and of housekeepers showing the dedicated care and attention to detail. Encourage guests to take 'Selfies'. You could stage 'selfie spots', with decor and signage's around your business.

**Use #hashtags:** Hashtags are what will make an Instagram post searchable. Use hashtags to describe the picture, the activity and the location. Search for people hashtagging your business, like and comment on similar posts to engage and create a conversation. Create hashtags for your travel promotions and special deals campaigns and include them in posts. Start with three or four per post and add some more as you progress.

**Run Contest & Giveaways:** A good marketing tactic for Instagram is to run contests. This increases engagement, with your followers liking and commenting to enter the contest. Broaden your reach by making 'tag a friend' a requirement for entry. Your followers will help increase brand awareness for you by tagging people in your contest post!

**HOTELLINK Philippines, 3rd Floor, ODC Building, 1710 Donada St.1306 Pasay City, Philippines**

**Tel: (02) 256 1298 | [www.hotellinksolutions.ph](http://www.hotellinksolutions.ph)**

# PMS: Know Your Property Management Systems

In today's Hospitality World there are few hotels or resorts which aren't already using a PMS (Property Management System). In order to stand a chance, in a competitive market and at a time when guests expect instant bookings and immediate responses as a basic service standard, a PMS is vital.

A PMS, or Property Management System, can help automate your business with online reservations, availability and occupancy management, payment processing, check-in/out, guest profiles and report generation, which can you help track and develop your business.

## The Most Important Features of a PMS:

Reservation Handling | Front Desk Operations | Integration with Channel Manager | Revenue Management | Check-in | Customer Data | Invoice & Payment | Housekeeping | Reports

### When it comes to choosing a PMS, how do you make a decision?

You may have an idea of what you want from a PMS but there are other factors to consider.

**Your Requirements** – carry out a Needs Assessment on your business as it stands now, but also consider how you want to grow in the future. List your needs in order of importance to your business.

**Online Booking Engine** – this shouldn't be an option but an essential feature if you want your business to compete with other hotels and with OTA's (Online Travel Agents). More guests booking direct with you = more revenue (savings on commissions).

**Know your budget** – your budget will be a big factor when choosing your PMS. Don't just consider the cost of the PMS and its License; consider any computer upgrades needed or staff training.

**Customer Support** – by that we mean FOR YOU! Is Customer Support 24hrs? Is it available in your language? Can you speak direct to someone? Or is it only a ticketing service or emails?

**Google Reviews** – Find your perfect system, or a few contenders, and then get on to Google and search for [product name] reviews from customers. PMS businesses will only promote the good reviews on their websites; you need to see if there are negatives too.

MY RANGGO has taken a look at the various PMS' available in the Philippines. Our PMS comparison table should help you narrow down the options and functions your business needs. We delve a bit deeper into 3 top picks and list some extra



details about Front Desk by Hotel Link, Djubo, and eZee FrontDesk. Read on to know more about them.

### Front Desk by Hotel Link:|

<https://www.hotellinksolutions.com/hotel-marketing-solutions/front-desk/>

This is a simple, low cost and very intuitive system from Hotel Link (previously known as Hotel Link Solutions). Front Desk is ideal for small to medium sized hotels, and integrates seamlessly into Hotel Links own booking platform and other marketing tools.

**Key features** of the Front Desk calendar include a color-coded status, customizable view of rooms and bookings across 2 or 4 weeks, access to guest booking details and day-to-day occupancy data. A drag and drop function allows you to move your guest entries around in the calendar, to reallocate hotel reservations, which is great if you have an unexpected problem and need to close a room out for maintenance before a guest arrival.

The color-coded calendar interface carries over in to the housekeeping module, helping you to visualize the status of all rooms and manage your Housekeeping teams. There's also a built in function to assign tasks to housekeepers via SMS.

Front Desk allows you to create a pre-arrival and post-departure email template for guests. There is a function to view instantly the status of a guest's bill, which you can add to easily at any time when additional services are booked or used. For check-out the system generates a fully itemized final account/invoice for the guest. This invoice includes any costs from In-house extras such as airport transfers, meals, tours etc. and any pre-payments already made by the guest.

Finally, there's an easy Reports Function, at just one click. You can run reports for arrivals and departures, guest details, room occupancy, development, operations and much more. The reports help you understand where your revenue is coming from, or even which of your rooms are most popular, to help you improve your business.

**Other Products from Hotel Link:** Booking Platform, Cloud-based Channel Manager, Smart Rate (price comparison against competitors), Book Now Button for website and Social Media Accounts, Payment Gateway, Mobile-optimized and templated Hotel Website inclusive of email addresses and domain name, Add-on Sales Service and Reputation Manager.

**DJUBO** offers a range of tools and products including a cloud-based PMS (<https://djubo.com/en-id/cloud-property-management-system-for-hotels/>)

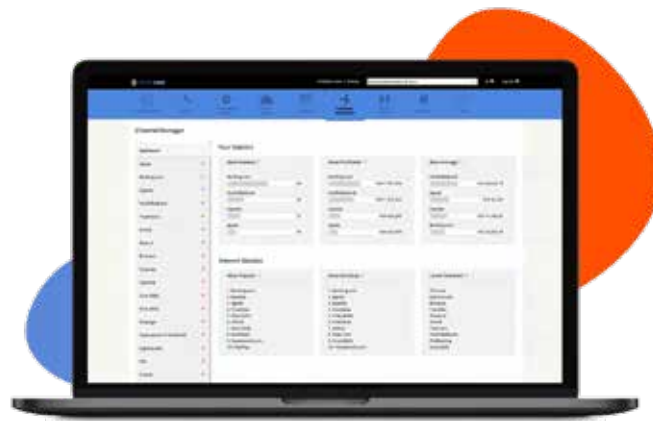
The features include an easy to use booking calendar with a seamless integration with DJUBO's CRS, Channel Manager & Booking Engine.

The calendar continuously updates and you can manage check in/check out, and process walk-ins. Because it is cloud-based you can even manage offline enquiries. The system allows you to hold & block out rooms, and hold an enquiry or reservation.

DJUBO's PMS has the ability to automate guest emails and SMS, and send staff SMS notifications on guest arrivals.

Reports and auditing functions include automated daily Sales and Front Office reports. A detailed report can be sent to the General or Operations Manager daily, via email allowing them to track hotel performance in real-time. Other report functions include a guest database, agents, reservation and enquiries database. Convert more enquiries with an auto generated 'Pay to book' quotation email.

**Other Products from DJUBO:** Central Reservation System (CRS), Channel Manager, Booking/Payment Engine, Hotel Sales Analytics, Meta-Search Advertising, Cloud-based Point of Sale, Online Reputation/Review Management,



Hotel Rate Shopper & Price Intelligence, Intelligent Revenue Manager, Booking Engine for offline travel agents.

**eZee Front Desk** offers a range of tools and products including a cloud-based PMS <https://www.eZeefrontdesk.com/>

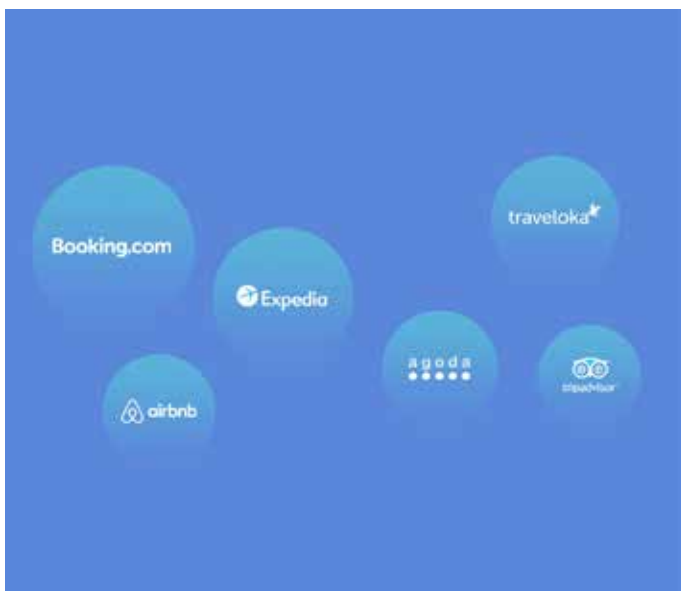
eZee offers a cloud-based PMS, **eZee Absolute** and a desktop-based PMS, **eZee FrontDesk**.

eZee FrontDesk integrates within-house, and third-party Booking Engines and Channel Managers, as well as Restaurant POS.

There is a mobile app for reports, including detailed modules covering housekeeping, maintenance, laundry management, minibar and banquet. This PMS covers shift management and payroll, and boasts more than 500 third-party hardware and software integrations with Payment Gateways, Financial Accounting software, keycard door locks etc.

eZee FrontDesk also has direct benefits for guests in the form of a self check-in kiosk.

**eZeeAbsolute** is a complete cloud-based, hotel management mobile app, with a digital assistant. Here all major hotel management operations can be undertaken or viewed including housekeeping, night audits, review management,

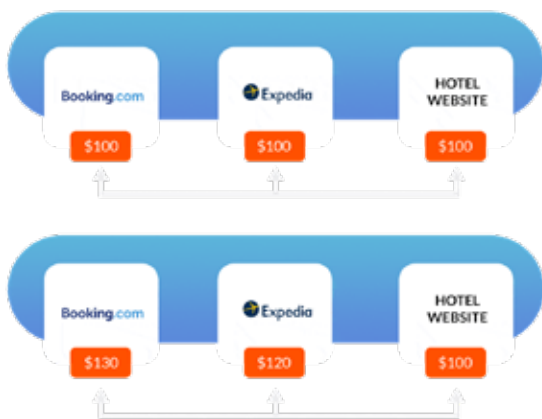


System, Critique; allowing you to track, manage and respond to all online guest reviews. It also includes an Email and SMS marketing and scheduling function.

eZee Absolute includes a Multi-property system; a single login for multiple properties.

eZee offers a range of pricing plans for their PMS; from as little as \$50 to as much as \$350, depending on the eZee system you choose, the number of rooms and number of third party integrations required. eZee aims to provide you with the tools required to meet the specific needs of your hotel.

**Other Products from eZee:** Hotel Software, Booking Engine, Channel Manager, Hotel Loyalty Program Software, Review Management System, Competitor Rate Analysis, Guest Feedback, Cloud-based Restaurant POS, Digital Restaurant Menu, Third Party Interfaces, Hotel Mobile App



**Why are these PMS tools or solutions important?**

Some businesses hold the belief that having a Property Management System is an unnecessary expense; especially when they can just opt to use either manual reservations, or use free platforms such as Google Sheets, invoicing, etc. But for as low as \$25, hotels and their employees can more easily manage bookings and the day to day running of the hotel.

A PMS should remove or, at the very least, significantly reduce incidences of over or double bookings. Check-in and Check-out becomes a quicker, more precise process for your guests, eliminating queues at Front Desk and guest frustrations.

At the touch of a button, rooms can be removed from the inventory whilst maintenance is carried out and arriving guests, originally allocated that room, can be reallocated to a room without distress. SMS texts can be sent to housekeeping, restaurant staff or concierge alerting them to a guests' arrival and GM's can access extensive daily reports to assist them in running the hotel.

The bottom line of it all though it that a PMS can provide the guests with a seamless stay which will ultimately be good for business; but equally as important, it can optimize occupancy and income for the hotel as well.

If you automate your day to day hotel operations, everyone can focus more on ensuring a great guest experience. And, Happy stress-free employees = Happy stress-free Guests!

guest requests and data analysis.

As with eZee FrontDesk, eZee Absolute boasts seamless integration with its in-house, and third-party, booking engines, channel manager and restaurant POS; plus more than 500 third-party hardware and software integrations (as mentioned above).

The hotel back-office software has an all-in-one cashiering center, protected by PCI-DSS certification (The Payment Card Industry Data Security Standard). Here you can centrally manage your company accounts, bills and payments, and OTA's (Online Travel Agents). There is a credit card center helping you to authorize, capture, verify, refund and extend sales, in one place. And also an ePayments function helping you to collect booking deposits from guests via an online payment link sent to them.

For your guests, this PMS comes with a mobile guest self-service portal. Guests can self-check-in, request for additional in-house services or notify of any housekeeping issues. With the Meal Plan and Packages function, you have the ability to create various rate and meal plans and sell them as packages to your guests via the guest self-service portal. This PMS also boasts an express check-out option.

eZee Absolute can integrate with the Review Management

# SEE OUR HANDY COMPARISON TABLE COVERING 20 PMS.

YOU CAN SEE THE FULL COMPARISON TABLE OF 54 PMS ON  
<https://myranggo.com/resources/what-the-pms/>

	KEY FEATURES	ADDITIONAL FEATURES	INTEGRATION CAPABILITIES	FREE TRIAL OFFER	PRICING PLANS
EZEE FRONTDESK www.ezeefrontdesk.com	Reservation Center   Front Desk Operations   Profile Management   Rate Management Revenue Management   Back Office Operations   In House Operations   Event Management   Taxes   Charges   Mobile App for Instant Hotel Reports   Folio and Vouchers   Online   Distribution   Integration   Self-Check-in Kiosk	Mobile Application for Instant Hotel Reports	eZee FrontDesk has ready integration with more than 300 third party hardware and software providers in the industry from all over the world.	30 Days Free Trial	NO PRICING AVAILABLE ON THE WEBSITE
DJUBO www.djubo.com/en-id/	Centralised Reservation System   Channel Manager   Booking And Payment Engine Hotel Sales Analytics   Property Management System   Meta-search Advertising For Hotels Online Reputation & Review Management   Hotel Rate Shopper & Price Intelligence Intelligent Revenue Manager   Booking Engine For Offline Travel Agents	Online Reputation & Review Management	Spredly   Pay U Money PCI DSS   PayPal   Ipay88 PayHere   BillDesk	NO FREE TRIAL	\$32 per year (Small Hotelier) \$55 per year (Growing Hotelier) \$117 per year (Pro Hotelier)
Front Desk by Hotel Link www.hotellinksolutions.com/hotel-marketing-solutions/front-desk/	Integrated with Channel Manager, Booking Engine, Website, Social Media Reports and Reputation Manager   Own Website   Centralised Reservation System Channel Manager   Booking And Payment Engine   Booking Button Social Media Hotel Sales Analytics   In-House Extras   Automated Guest Confirmation Emails Property Management System   Reputation Manager   Hotel Rate Shopper & Price Intelligence   Revenue Manager & Reports   Booking Engine For Offline Travel Agents	Social Media Reports Reputation Manager	Integrated Channel Manager, Booking Engine, Website, Social Media Reports and Reputation Manager	30 Days Free Trial	Price Plan Varies Depending on the Number of Features and Properties. Price Starts at: PHP 1000 (\$ 19.65) PHP 2500 (\$ 49.13) PHP 6500 (\$ 127.73)  * ttp://www.hotellinksolutions.ph/price-matrix/
CLOUDBEDS www.cloudbeds.com	Centralised Reservation System	1. Cloudbeds makes it easy to manage your various promotions, add-ons, and packages across all your marketing channels.	Property Management Systems   Channel Manager   Booking Engine   Marketplace   Revenue Management (PIE)   Finance & Payments	After a free consultation with a local Market Manager, there's an option to test a demo account.	1 - 10 Rooms = \$ 107 / \$ 150 / \$ 171 11 - 20 Rooms = \$ 147 / \$ 207 / \$ 236 21 - 50 Rooms = \$ 173 / \$ 242 / \$ 276
HOTELOGIX www.hotelogix.com	Channel Manager	1. Reputation Management: Collect personalized feedback from your guests. See reviews from across multiple platforms. Analyze and understand guest sentiment. Manage reviews, boost your online ratings & reputation.	Simplified hotel operations Direct bookings from your website/Facebook page Connect to GDS, OTAs, Channel Manager and eliminate overbookings Improved reviews & enhanced guest satisfaction Informed decisions with built-in analytics and reports Complete hotel management on-the-go.	15 Day Free Trial	1 - 10 Rooms = \$ 65 / \$ 90 / \$ 135 11 - 20 Rooms = \$ 80 / \$ 119 / \$ 179 21 - 50 Rooms = \$ 199 / \$ 299 / \$ 449
HOTELFRIEND www.hotelfriend.com/b/hotel-pms	Hotel Sales Analytics	1. Mobile Live Chat for Instant Messaging 2. Hotel Website Development 3. Destination Management 4. Deal, Package Composer	Cloud PMS Guest Service App Mobile Check-In Mobile POS Central Reservation System Channel Manager (up to 3 channels) Booking Engine Mobile Guest Chat Marketplace Listing Basic Support Multi-Property Support 3rd Party Integrations	14 Day Free Trial	1 - 10 Rooms = EURO 60 / Month 11 - 20 Rooms = EURO 120 / Month 21 - 50 Rooms = EURO 300 / Month

	KEY FEATURES	ADDITIONAL FEATURES	INTEGRATION CAPABILITIES	FREE TRIAL OFFER	PRICING PLANS
SMOObU www.smoobu.com/en	Property Management System	1. Integrate Smoobu calendar and booking tool on Facebook	A dashboard providing everything you need Add your bookings and blocked periods easily All bookings in one central list Statistics on occupancy and revenues Contact list (CRM) Sharing of calendars with employees	30 Day Free Trial	EURO 15 - 20 / Month per Property, EURO 4 for additional properties
LODGIIFY www.lodgify.com	Reputation Manager	1. Website Builder 2. Templates	Airbnb API Integration Booking.com API Integration Expedia API Integration HomeAway API Integration iCal Sync Zapier Integration Mailchimp Integration Outswitch Integration Google Analytics Integration PriceLabs Integration	7 Day Free Trial	\$32 per month ( 1 Property) \$83 per month (2-5 Properties) \$131 per month (6-15 Properties) \$205 per month (16-30 Properties) \$264 per month (31-50 Properties) \$362 per month (51-100 Properties)
FRONTDESK ANYWHERE www.frontdeskanywhere.com	Hotel Rate Shopper & Price Intelligence	1. Commission-free IBE   2. Facebook App	API Integrations & Tools	Yes	\$4 per room, per month (Starter Pack) \$6 per room, per month (Standard Pack) \$10 per room, per month (Pro Pack)
GUESTY www.guesty.com	Revenue Manager & Reports	Guesty is a fully-integrated solution that facilitates everything from listing your properties on OTAs to reviewing your guests once they've checked out.	Automation Tools	NO FREE TRIAL	NO PRICING AVAILABLE ON THE WEBSITE
BUSINESS PLUS ACCOUNTING HOTEL www.bpapos.com	Booking Engine For Offline Travel Agents	Retail/Restaurant Integration	Fully integrated payment processing through Clearent or OpenEdge	No Free Trial	Elite POS - \$1035
SABEE APP www.sabeeapp.com	All-in-one hotel software with features seamlessly integrated together Front Desk   Invoicing   Reporting & Analytics   Dynamic Pricing   Housekeeping Mobile Application   Commission Free Direct Bookings   Email Automation   Fiscal & Government Integrations   Unlimited Users   Video Academy   Security & Compliance   Multilingual	Video Academy	Fiscal & Government Integrations	30 Day Free Trial	1- 9 Rooms = 76 € / month (PMS + Channel Manager + Booking Engine) Prices depend on the number of rooms, check their site for more details.
SWITCH.CM www.switch.cm	Full featured PMS   2 months free trial Channel Manager   Booking Engine Automated Billing   & Reporting   Live Chat 24/7 Support   One-time \$99 fee (for guided setup & training)	Live Chat 24/7 Support	Automated Reports and Analytics	60 Days Free Trial	\$9/month (Budget) \$29/month (Basic) \$49/month (Premium) \$89/month (Enterprise)
OPTIMA PMS www.softwaresuggest.com/us/optima-pms	Customer Relations Software   Integrated Channel Manager   Hotel's POS Event Management   Online Booking Engine   Spa Management   Managing Hotel Chains   Guest Service Kadabra-Guests App   Integrations	Kadabra-Guests App	Integrated Channel Manager	NO FREE TRIAL	NO PRICING AVAILABLE ON THE WEBSITE
FANTASTIC STAY www.fantasticstay.com	Listing Management   Calendar Management   Reservation Management Channel Management   Unified Inbox Automations   Reporting   Website Builder   Payment Processing   24/7 Guest Communication	Automations	A dashboard providing everything you need Add your bookings and blocked periods easily All bookings in one central list Statistics on occupancy and revenues Contact list (CRM) Sharing of calendars with employees	Yes - Free Trial	NO PRICING AVAILABLE ON THE WEBSITE
MYCLOUD PMS www.mycloudhospitality.com	One POS   Web Booking Engine Housekeeping   TripAdvisor Integration Accounts Receivable   Reports Channel Manager   Mobile Booking Engine   Two POS   Accounts Interface Social Listening   Free Setup   24/7 Online Support   No Transaction Fee Unlimited POS   Unlimited Interfaces Unlimited Channels   Free Training Account Manager   24/7 Hotline	TrippAdvisor Integration Free Training	TrippAdvisor Integration Unlimited POS Unlimited Interfaces Unlimited Channels	30 Day Free Trial	\$4/room per month (Basic) \$8/room per month (Standard) \$12/room per month (Premium)



	KEY FEATURES	ADDITIONAL FEATURES	INTEGRATION CAPABILITIES	FREE TRIAL OFFER	PRICING PLANS
MY HOTEL LINE www.myhotelline.com	Quick Integration, Easy to understand GUI   Display of real time availability of rooms   Centralized integrated reservation system   Front Desk & Housekeeping management   Booking Engines, SMS Alert service   Guest Management Application   Self Check-in Application, KIOSK Application   Digital Table Menu Application   POS Solutions Inventory Management   Financial Accounting   HR and Payroll Reporting   Technical Support Training Real Time Inventory	Quick Integration, Easy to understand GUI	Self Check-in Application, KIOSK Application	Yes - Free Trial	NO PRICING AVAILABLE ON THE WEBSITE
REZEASY www.hallisoft.com/hotel-pms	Installation on your website or server RezEasy Cloud program to use as long as you wish with no additional charges Free updates for 12 months from the date of purchase Free support for 12 months from the date of purchase Free security updates and patches for life of the product			No Free Trial	You make a Single Payment based on the number of rooms. That's it nothing more to pay: Up to 25 rooms: \$649.00 (£538.67) (€584.10) Up to 50 rooms: \$799.00 (£663.17) (€719.10) Up to 75 rooms: \$999.00 (£829.17) (€899.10) Up to 100 rooms: \$1,199.00 (€995.17) (€1,079.10) More than 100 rooms: \$1,399.00 (€1,161.17) (€1,259.10)
FRONTDESK MASTER www.frontdeskmaster.io	The Only Multi-Window Cloud PMS Complete Managerial Dashboard Multiple Users & Access Levels 100% Online Shift Audit Shift-Switch One Login For Everything Sales/City Tax & Police Reports Accounts & Transactions Best-In-Class BedView Calendar Revenue Management Tools Point Of Sale (POS) & Inventory Control Reports & Statistics Bills & Vendors Housekeeping Module Multilingual Pre-& Post Stay Emails Invoicing Software Integrations Real-Time Updates With Activity Logs Globally-Shared Guest Blacklist Sell One Room As Many Room Types Multilingual Interface	One Login For Everything Sales/City Tax & Police Reports Multilingual Interface	Invoicing Software Integrations Real-Time Updates With Activity Logs	30 Day Free Trial	NO PRICING AVAILABLE ON THE WEBSITE
MIRAGE HOTEL SYSTEMS www.miragehotelsystems.com	Hotel PMS Front Office Reservations Hotel Management System Concierge Housekeeping Night Audit Accounting System Online Booking Remote Access System Reliability Credit Card Processing	Night Audit Accounting System	Accounting System Online Booking Remote Access	NO FREE TRIAL	NO PRICING AVAILABLE ON THE WEBSITE
SMS   HOST www.springermiller.com/products/smshost	Reservations Management Online Booking Mobile Capabilities Secure Payment Process Multi-Property Management Membership Management Activity Scheduling Housekeeping	Mobile Capabilities	Multi-Property Management	No Free Trial	NO PRICING AVAILABLE ON THE WEBSITE
BOOKING CENTER www.bookingcenter.com	Cloud-based: compatible with all major browsers Unlimited Rooms Knowledge Base, Videos and Reference Manuals MyPMS System Setup Data Transfer from old system MyPMS Software Training	Knowledge Base, Videos and Reference Manuals	Data Transfer from old system	30 Day Free Trial	No Set-Up Fee. \$50/month \$1200 Set-Up and Training Incl. \$50/month
GUEST CENTRIX www.cmshospitality.com	Property Management Solution Channel Manager Interface Yield Manager Choice of 3 interfaces (GL/PABX/Internet/Door Locking) Cloud hosting 24/7 support	Yield Manager	Choice of 3 interfaces (GL/PABX/Internet/Door Locking)	No Free Trial	NO PRICING AVAILABLE ON THE WEBSITE
HOTELoPRO www.hotelopro.com	Unlimited Reservations   Unlimited Clients and Products   Invoicing and Payments   Free Web Booking Widget Reports and Analytics   Housekeeping Status   Unlimited Staff Accounts   Data Security and Backups   Priority Support Reservation Management   Rate Management   Guest Management	Unlimited Staff Accounts Data Security and Backups	Data Security and Backups Priority Support	15 Day Free Trial	\$5/room per month (HOTELoPRO) \$8/room per month (HOTELoPRO WITH CHANNEL MANAGER)

# Your <sup>25</sup> Hospitality Heroes

**H**ere at MY RANGGO we like to promote inspirational stories from our Hospitality colleagues in the Philippines. We launched our Your Hospitality Heroes program back in 2018, inviting people to nominate their heroes in the industry.

Our definition of a Hospitality Hero is a person who works in the Hospitality Industry and who also gives their time, passion and energy to projects and causes.

These projects and causes might be charities they started, or volunteer or fundraise for. Or it could be advocacy projects and programs, which support or elevate their local community or local environment.

In 2019 we extended our definition to include Relief Drive Heroes, people who actively responded to calamitous events, and Industry Heroes; people who are exceptional in their work, inspiring their colleagues and peers.

Here, some of our MY RANGGO Hospitality Heroes offer their top tips for colleagues, their inspirations and what they hope for in their future.

We are proud to showcase 25 people you nominated as Your Hospitality Heroes, in our 2nd edition MY RANGGO Magazine. You can also visit [www.yourhospitalityheroes.com](http://www.yourhospitalityheroes.com) to read their full profiles, as well as profiles of other Hospitality Heroes.



## Eco Hero Faye Cabio

Marketing Supervisor **Eco Hotels Philippines**

**Your Activities:** I am a member of the Eco Hotel Philippines' Sustainability Group which focuses on promoting environmental and sustainable initiatives and practices to the communities around the Eco Hotels, and to other hotels and businesses. And Eco Gives Back, a program focused on educating street children in Metro Manila that having fun and living life should NOT be wasteful or harmful to the environment. I am also involved with the Green Conference a platform for environmental and sustainable organisations and companies to raise awareness and educate people about environmental problems and what we can do to help.

**Top Tip for your hospitality Colleagues:** Find your Ikigai; what you love, what you are good at, what can be paid for, and what the world needs. Mistakes and rejections will always be part of the process. Use it to fuel yourself to reach for your goals. Partner your ikigai with a lot of hard work, thirst for continuous learning, focus and determination, and everything else will follow.



## Eco Hero Ma. Suzette F. Abela:

Sinag Hostel Siargao, Isang Lakbay Corporation.

**Your Activities:** Sinag Hostel was purpose built to minimize the impact on the environment. The build fits with the company's ethos; promoting sustainability, responsible traveling and local advancement. We started promoting first on social media, involving the Siargao community and working on partnership with brands that support our cause.

From the choice of materials in construction, we already discussed that we wanted to make it last a lifetime so we veer away from a lot of wood and stick to concrete. We also designed a very minimalist finish to the rooms, with the use of old materials we can find on the island like old wood, ropes, etc for highlights. That will come up on finishing.

Three things you make sure you focus on in your work: Work with integrity. Continuously seek feedback. Treat People with kindness and respect

**Top tip for your Hospitality colleagues:** Listen to feedback - it's always a goldmine for ideas and improvement.



## Eco Hero Julia Lervik

Owner - Diniview Villa Resort | Business Partner - Lemoni Cafe & Restaurant Boracay | President - Friends of the Flying Foxes

**Your Activities:** Friends of the Flying Foxes is a non-stock, non-profit organization concerned with the preservation of one of the greatest natural treasures on Boracay; the Bats. The main focus is to conserve and protect the bats, and other wildlife, and the forests they live in. In doing so we are also protecting the environment of Boracay and the Northwest Panay Peninsula.

**Top tip for your Hospitality colleagues:**

“Change starts with you, but it only does if you do!” It sounds easy, but every little step matters, and if we start to care and make a difference in our environment it impacts on our personal life, and in the life we can have; then we can make a big difference in the long run.

**What's in your Future?** For years we have been striving to make the forest ridges on the northern part of Boracay, a protected area. Our aim is to have it declared as Critical Habitat zone. That way we can make sure to protect the environment of Boracay for us, and our future generations to come. Development can happen hand in hand with nature, and it's important that people wake up and realize that we would be nothing without it.



## Eco Hero We Are Aware (Boracay)

We Are Aware (Boracay) boasts members who work in hospitality, businesses and advocacy projects, such as Shangri-La Boracay's Resort & Spa, Friends of the Flying Foxes, Boracay Foundation Inc (BFI), Boracay Island Water Company (BIWC) and DENR

**Your activities:** We visit organizations and establishments in Boracay to help spread awareness on a range of environmental and ecological issues. The establishments provide a venue and request staff to attend. The sessions help employees to be more aware of Boracay's environment and what needs to be done to protect the island in the long run.

**Top tip for your Hospitality colleagues:** For any community benefiting from tourism gains, everyone has the responsibility to preserve their destination or island. To spread awareness about their surrounding natural environment and the need to protect the environmental “Assets” (e.g. Biodiversity = indigenous animals, such as Boracay's 'Flying Foxes, marine resources, wetlands, forests, etc)

## Eco Hero Rosy Turner

F&B Head-Cashier Aloha Boracay Hotel

**Your activities:** I get involved with Beach clean-ups on Boracay Island, as well as Tree Planting and Beach Fit We Fit, where we run along the beach and pick up litter and debris. The activities I get involved in are not about following orders from others; it's about following my heart. It's not about what you feel you should do. It's about it being the right thing to do. And I hope that others feel the same way, as our planet is in a fragile state.

**Top tip for your Hospitality colleagues:** It's the little things that make the big difference. I like making special occasions extra special, such as doing a surprise room set up when it's a guest's birthday, or helping guests with planning a wedding proposal.



## Eco Hero Dave Albao

Executive Director Philippine Reef and Rainforest Conservation Foundation (PRRCFI) - Danjugan Island

**Your Activities:** Wildlife and people in harmony for a sustainable future” – this is our vision at the Philippine Reef and Rainforest Conservation Foundation, Inc. (PRRCFI). Our programs focus on experiential learning, especially with Danjugan Island, as “nature's perfect classroom” where we hold our Marine and Wildlife Camps over the last two decades, and where we invite guests to experience sustainable tourism. Danjugan Island guests contribute to sustaining our conservation work on the island and elsewhere, in working with local governments, schools, communities, and other organizations through environmental education.

In 2018, we started a new program called SWEEP: Sea Waste Education to Eradicate Plastic, in partnership with USAID and the Provincial Environment Management Office of Negros Occidental, to act on marine plastic pollution with a series of activities and interventions designed to reduce the flow of plastic to the ocean. Other than that, I work with a small social enterprise “Hamsa Earth-Conscious Collections” promoting re-usables and alternatives to single-use plastic.

**Inspirations:** I am inspired by Danjugan Island – it is a very special place on Earth teeming with biodiversity. We call it “nature's perfect classroom”. It's where we hold our Marine and Wildlife Camps, and where we invite guests to experience sustainable tourism.



## Charity Hero Gian Paolo Sison

Head Chef/Owner Carnivores Snack Shack, Alabang, Muntinlupa | Lead singer Hey Moonshine

Your activities: I do Feeding Programs for street kids and the homeless. From just five families right up to programs for as many as one hundred (100) families. We sometimes partner up with others who want to help.

The band I'm in, Hey Moonshine, plays at and supports fundraising gigs and events. We've played at gigs where donations of school supplies were given to less fortunate students, fundraisers for cancer patients, a benefit gig for Taal volcano victims and evacuees, and an animal rescue shelter fundraiser.

Top tip for your Hospitality colleagues: My tip to others is that you need to keep on trying other food. Go out and try to experience the food, consider how it's different from the other foods; you'll be amazed on how dishes vary in taste and texture. Chefs often put their signature stamps on their dishes, so try to discover what they are and see which inspires you more.



## Charity Hero Richard 'RJ' Jacinto

Red Swan Catering | 8 Food Storeys (Chicken Storey) | JCR Group Food Manufacturing Inc. (Dynamita Hot Sauce) | Digital Marketing Head, Brave Warrior Kids Foundation

Your activities: Brave Warrior Kids (BWK) Foundation, established in 2016, helps under-privileged children with cancer and Spinal Muscular Atrophy. In 3 years, Brave Warrior Kids Foundation has supported more than 500 kids. At the moment we are closely monitoring 8 kids and their treatments. 4 of them are now cancer free. This would not have been possible without the generous people who have spent time, money and effort to our cause.

What's in your Future?

The food industry is at an exciting moment, where technology and fast service is at the forefront. We are witnessing a shift in consumer behavior in food service, where more people are using mobile technology to order food. There is a growing market in this segment and we are investing in this idea.

As for the Brave Warrior Kids Foundation, we hope that the number of cases do not increase but we are trying our very best to keep up and continuously support our current and future beneficiaries. We look forward to collaborating with private companies and NGOs to further our cause.



## Community Hero Ernesto "Chef Padz" M. Taza Jr

Freelance Chef/Food Consultant JMK Premium Harvest | Simbahang Lingkod ng Bayan (SLB)

Your Activities: Simbahang Lingkod ng Bayan (SLB) in Culion Palawan aims to provide housing, community development and livelihood programs, social enterprise and Eco Tourism developments to 78 families affected by Typhoon Yolanda.

Top tip for your Hospitality colleagues: Don't let your hangovers ruin your day! Forget the 'hangovers of your life' (even a literal hangover, from an evening's happy hour). Sometimes people make an excuse that they can't go to work, or can't perform well at work, because of some kind of hangover.

What's in your Future: To implement the Community-based Eco Tourism Village, in San Ignacio Culion; SLB-GK Eco Village. In support of this future project I am planning to plant 400 TREES on my 40th Birthday on 30 May 2020, in the village.



## Community Hero Jake Deray

Bell Service Man Herald Suites Manila

Your Activities: I'm part of a group of employees who was awarded Employee of the Year. We usually head extracurricular activities as part of the company's CSR activities.

I volunteer for Herald Suites CSR activities; the annual Charity Feeding Outreach, in December. It's in coordination with the San Lorenzo Ruiz and Companion Martyrs Parish in Navotas City. My role last year was to act as one of the 'kuyas' for the 200 children who participated. The children are from the nearby Dagat Dagatan community and they are between the ages of 4-7 years old. I helped with the program from registration through to, story-telling and dancing with the kids, as well as gift giving. The gift giving can include toys, clothes and shoes, and school supplies.

Top tip for your Hospitality colleagues: Go to work, always give your 100% effort and exceed everyone's expectations. Even your own.



## Community Hero Nicole "Nic" Anne Aurora Go Thorp

Communications Associate at Verde  
(formerly Mulligans, Makati)

Verde offers an eclectic live music spectrum as well as DJs. Under Nicole's direction, Verde has already been used as the venue and entertainment for a number of fundraising events.

**Your Activities:** For our very first fundraising event we collaborated and worked closely with Fund The Forest for their launch. This was a fundraiser that involved four live acts and four DJ's throughout the night; the whole event felt like a mini festival. A portion of the money raised contributed to an advocacy fund for the reforestation of the Aeta community in Yangil, Zambales.

**Top tip for your Hospitality colleagues:** Always be open to learning from your peers, no matter what position they are in. It's important to keep increasing your skills and to be open to new ideas.



## Community Hero Ludwig "Loy" Fuentesbella

Resort Manager Encenada Beach Resort  
| Puerto Galera Children's Football  
Clinics | The Puerto Galera Reggae  
Festival

**Your Activities:** As a former National Football player I started a free football clinic in Puerto Galera for school kids, in Mt. Baclayan, to teach Mangyan Kids (Puerto Galera's Indigenous Tribe), and with The Stairway Foundation (a Danish NGO), which "rescues" street children in Manila from juvenile institutions by housing them and educating them. I also started the Puerto Galera Reggae Festival in 2003 and in my spare time I clean up the beach daily, to prepare the day at the resort.

**Three Things You Focus On In Your Work:** Beach must always be clean of plastics and other debris, this is our main asset after all. Employees are on time and must know guests by their names, not only by their room number. Beer is always cold and seafood is fresh.

**Top Tip for your hospitality colleagues:** Always be attentive to guests needs. Clean surroundings, and a friendly atmosphere among managers and employees, help make guests feel comfortable and welcome at the resort. Hospitality is our business!



## Community Hero Ma. Ninfa 'Desiree' Segovia:

Boracay Women Producers Co-  
operative | Pinay Boracay heritage HUB

**Activities:** Serving the underprivileged; organizing them to participate and have a voice in governance. Develop socially & ecologically enterprises for their empowerment & success. Helping those we support to stay focused on our missions & become good models of society. Practicing a zero waste lifestyle. Organic farming.

**Inspirations:** I'm inspired to discover every day the dynamics of being human. I'm inspired at how materialism can challenge the power of intergenerational solidarities. I'm inspired when people show love & respect to God, nature & humanity.

**What's in your Future?** I want to leave a legacy that lives on/ carries on from generation to generation.



## Community Hero Tiffany Lim Ngo

Marketing Director at SL Agritech  
Corporation

**Your Activities:** "Bigas Mo, Tulong Mo" Program | Rice  
Bucket Challenge & Feeding Program for Bauan and  
Bolbok refugees|Batangas GMA Kapuso, Bantay Bata.

We do feeding programs and also donate brown rice, to different communities, educating people about the benefits of brown rice; different ways they can cook it. We also participate in donating rice to different foundations fighting malnutrition, like GMA Kapuso and Bantay Bata.

**Three things you make sure you focus on in your work:** Family, Fellow Workers and Philippine Farmers (Our mission is to uplift the lives of Filipino farmers and to make the Philippines rice self-sufficient one day).

**What's in your Future?** Our advocacy is to help uplift the lives of our Filipino farmers. The technology that we offer, and the support extended to them, will be magnified in order to reach each and every farmer in our country.



## Community Hero Ryan Alba

Owner of Soul Kitchen, El Nido

**Your Activities:** Soul Kitchen sells cheap but healthy meals to tourists, and residents, in El Nido. For every meal purchased, a FREE MEAL ticket is issued. This ticket can be given to an El Nido local, to claim at Soul Kitchen.

**Top tip for your Hospitality colleagues:** Travel and experience as many places, hotels, restaurants and tours as possible.

**Inspirations:** The idea that Soul Kitchen can support local people, whilst serving the tourists and visitors to El Nido with healthy, but affordable food. My goal is to open more branches of Soul Kitchen. And that the Soul Kitchen concept may encourage others to find ways to be a light for those in need.

**What's in your Future:** My dream, my goal is to open more branches of Soul Kitchen. And that the Soul Kitchen concept may encourage others to find ways to be a light for those in need.



## Relief Drive Hero Dhenver Guilaran

Business Owner of Auto Connect Transport, Paranaque City | National Secretary -HiAce Club Philippines

Your Activities: 2 Relief Drives with HiAce Club Philippines delivering relief goods, food and medicine. In transit Manila-Taal; Relief Operation and Medical Mission with a team of doctors, nurses, approximately 50 Volunteers, and the Army. And Project Ronin :Tuloy Ang Ating Laban (TAAL): picking up and delivering relief goods.

Top tip for your Hospitality colleagues: The number one thing you can bring to the table is all that energy you have stored somewhere inside you! When you are enthusiastic about a cause, your energy will be contagious and spread to others. You

will find that your positive spirit can motivate others to take action towards the cause as well.

Inspirations: There are 3 kinds of people; those who MAKE things happen, those who WATCH things happen, and those who wake up one day, and asked, What Happened? The Bayanihan Spirit of the Filipinos inspires me in times like these. Faith, resilience and a good sense of humor to sum it up. A simple act of kindness awakens the hero inside of us.

## Industry Hero Michael 'Mike' Martillano

Owner (corporation) Eclipse Dive Center, Boracay | PADI Open Water Scuba Instructor with specialty ratings for Nitrox, deep dive, night dive | President 2016-2019 President of BBASS (Boracay Business Administration of Scuba Shops Inc.) | 2020 Vice President of BBASS

Your activities: During the closure of Boracay I advocated hard for Boracay's Marine environment to be included in the Rehabilitation Program and for the remaining divers on the island to be allowed to continue with the Ocean Bed and Crown of Thorn Clean-ups even though the beach was closed and water activity banned. I've continued my marine advocacy with education seminars for local fishermen and communities.

3 things you focus on in your work: Diving is a specific industry so I have very distinct focus points: Quality of Service - Making sure I have good and well maintained equipment, so checking regularly. Ensuring standards and procedures of training are strictly followed. Attention to detail - this for me is getting to know and understand my students; how I may teach one can be very different to how I would teach another. Safety - For me this is about familiarity with the dive sites on any given day in terms of how they react to weather and currents, and with my students; so we can agree on the dive sites appropriate for their skills or experience.



## Industry Hero Anne Margarette R. Lapeña

Housekeeping Attendant at Herald Suites

Unique Experiences/why you were nominated: I have worked at the Herald Suites Hotel for more than 5 years. I have been nominated for Your Hospitality Heroes because of the most unique experience that has ever happened to me. I was working and found a guest had left 70,000.00php, I was able to surrender the 70,000 pesos to the company without any hesitation. Because I believe that when you are loyal to your company you must be loyal to the customer as well.

Top tip for your Hospitality colleagues: I remember my professor once told me that I should choose a job I love, because I will never have to work a day in my life, and that says a lot!

## Hospitality Problems (Facebook Forum)

Your Activities: Hospitality Heroes is a community forum for hospitality students and people working in the industry. It offers a place to share our common problems and experiences positively. It has more than 428,000 followers.

Three things you make sure you focus on in your work: We make sure that we have a community that gathers everyone in the industry and who will help each other hand in hand. We focus on offering a helping hand to followers of the page without expecting anything in return because it makes us happy knowing we could help in this way. We make sure to learn from every experience and new idea we share on the page, and at the same time acknowledge those great stories from the community

Top tip for your Hospitality colleagues: Be kind. Nothing beats a kind heart. With kindness, you can do everything. Just as my team and I do now.





## Industry Hero Rommel T. Juan

Chief Executive Officer Binalot Fiesta Foods Inc. |DAHON Program |Eggciting Harvest Project/EMBRACE

our Activities: DAHON stands for Dangal at Hanapbuhay para sa Nayon and it is an ode to Binalot’s iconic banana-leaf packaging. DAHON was created in 2006 when, after Typhoon Milenyo, Binalot needed a new banana leaf supplier for their business. DAHON has resulted in a community livelihood program benefiting 30 families and has since expanded into a salted egg production program too.

Prior to DAHON the community was an impoverished one, now they have a reliable income source, which has helped them to live better lives and be able to send their children to college and university. The Barangay has its own dahunan, where the townspeople regularly gather to socialize and prepare Binalot’s weekly orders, and DAHON has even provided financial

support to both students and teachers, at the local daycare center.

Top tips for your Hospitality Colleagues: Always try to wow your customers! And always keep your people happy, so that they can give the best service.



## Industry Hero Vince Navarette - in Memoriam

Vince passed away on September 25th, 2019. He is fondly remembered by many of the island locals, hospitality staff, employers, and tourists. He exuded friendliness, showed genuine concern and kindness for everyone; this made him an exemplary and memorable hospitality industry figure in Boracay.

Activities Director & Tour Guide, My Boracay Guide | Partner Boracay Heat Hot Sauce

Top tips for Hospitality colleagues: Vince took pride in remembering names of his guests, it made them feel special and important. Hearing their name used was like ‘music’ to their ears. Vince always had integrity as well and his attitude was always ‘Even if there is no-one there to see or know, ALWAYS do the right thing, especially at work’.

### How was Vince an Industry Hero?

Vince’s attention to detail in his job as an Activities Director/Tour Guide ensured his guests received the best service and took home wonderful memories of Boracay. And he was always looking for new activities to add to their itineraries, which helped the business become one of the most successful and well known on the island.

Vince also loved to learn more about his guests; he would read up about their country or nationality. It made the guests feel proud and recognized; that their Tour Guide knew about their country or culture. He would eat at local restaurants, so he could recommend great food, encouraging tourists to try these instead of the more well-known Fast Food chains.

Vince was a natural adventure-seeker; whether island activities, diving as part of the ocean clean-up activities, selling his Boracay Heat Hot Sauce to raise funds for Ocean Preservation and Coral Reef Planting. It was all of the little things he did, that you might barely notice, to share his genuine experiences with his guests when assisting them, so they would make the most of their time and experience on the island.

## How to nominate a MY RANGGO Hospitality Hero

We would love to hear from you! If you are working in the Hospitality Industry and do volunteer, community or charity work in your spare time, or if you know someone who does, and you want to nominate them, please email us at [info@myranggo.com](mailto:info@myranggo.com).

# The next four Hospitality Heroes profiles are featured in full, in honor of Women's Empowerment Month.

You can read the full profiles of all our empowered women, and men at [www.yourhospitalityheroes.com](http://www.yourhospitalityheroes.com)



## Community Hero: *Ahnera Alulod*

General Manager Lost Wanderers - TLWT Travel Services

### Three things you make sure you focus on in your work:

I write down all the tasks I need to do, having a daily 'to do' list really helps me focus.  
A huge cup of coffee.  
I commit to finish all the tasks I set myself for the day.

### Top tip for your Hospitality colleagues:

I find the following mantra's really helpful: Keep Going, Keep Growing. I did not come this far, just to come this far. And, it is not your job to be everything to everyone.

**Your activities:** We do outreach events at least twice a year. We collect donations like school supplies and also a percentage of our sales goes to the funding of Bataad Kids. This year, we are hoping to put up a mini Library for the children (if the fundraising budget permits)

Our plan for the Mini Library is just a small space with cabinets around where we will put all the supplies. Like books, coloring materials, wooden toys etc. At the moment we are thinking that tables and chairs may not be necessary, and we plan to put down a puzzle floor mat instead. The school has no library and definitely has incomplete books, we would like to at least give the kids a place where they can spend time reading or playing, during their spare time.

Collecting donations ain't easy. We usually use social media for Crowdfunding. There are companies who send us school supplies for the kids and some friends donate cash.

**Inspirations:** I find inspiration in a variety of people and things. My best inspiration would be the feeling I get whenever a client is satisfied with the services we delivered. And the smiles of the kids in the community.

**What's in your Future?** We plan to build a bigger company and help more kids. We also want to help aspiring businesswomen build their own businesses or their brand.

## Eco Hero:

# *Janelle Katipunan-Ante (Jen)*

General Manager Dona Maria Rice Surprise Inc. (Subsidiary of the Sterling Group of Companies)

### Three things you make sure you focus on in your work:

**Living the Brand:** I always put into heart my brand's Vision and Mission. This keeps me focused in living that brand promise. I am to be with Dona Maria Rice; it provides the best tasting rice to both local and international markets. I am also proud to promote a brand supporting our FILIPINO FARMERS.

**Always go the extra mile:** This always helps me to think positive, be creative and resourceful.

**Serve with a happy heart:** being in the service industry for almost two decades now, in Food and Beverage, has given me fulfillment providing excellent service.

**Top tip for your Hospitality colleagues:** Always be grateful to have the opportunity to serve others, in any way you can

**Your activities:** My family and I started an advocacy project to promote Marine Conservation in May 2018. We organize beach clean-up's, as well as ocean clean-up dive's for scuba divers.

We conduct annual and bi-annual clean-ups in Anilao, Batangas. We have also been blessed to encourage young leaders to love scuba diving, in the pursuit of creating innovations for preserving our beaches and marine life.

**Personal Advocacy:** My family loves the beach so much. We have a daughter, our youngest (Mia) who has speech delays and we started taking her with us to the outdoors and on beach clean-ups, to expose her more. After the first beach clean-up we did ourselves, we got a call from my daughter's teacher asking us for a PTA. She told us that our daughter had reached a new milestone in school; she had started presenting in class about her beach clean-up experiences. She talked about seashells, how PLASTIC is "yucky", and that you should throw your trash in the bin.

Mia's milestone is what pushed us to start this advocacy. And my eldest daughter, Kimi being a licensed scuba diver at age of 11 has encouraged her friends to lead clean-up dives and coral restoration, to preserve and protect the marine life.

**Aspirations:** We envision holding summer beach camps for young families, and young leaders, to encourage them to create their own programs to protect the marine life. We will launch other sustainable campaigns for educating boat men, tourists and communities to work together.





# Eco Hero: Judith Distal

Owner/Manager El Nido Boutique Art Cafe



**Three things you make sure you focus on, in your work:** Do a job fast and efficiently and complete it before the deadline. Be reliable, and do honest business.

**Top tip for your Hospitality colleagues:** As an owner, it's important to know my business inside out; knowing what the Manager and Supervisors are doing, and being hands-on personally, whenever required. That way I can see the problems easier and provide better training to the staff. And I gain a greater understanding of what guests truly desire.

**Your activities:** First we need to take care of our destination, the environment and the community, so that the business we are in, is in a healthy environment.

Over the years our priority projects have changed. Today we are focusing on zero waste; we helped with getting El Nido Plastic Free. We help organize regular island clean-ups and we are involved in plastic waste projects. We have also been involved with marine life protection projects such as the installation of mooring buoys, so our corals, reefs and sand beds are not damaged by anchors.

We are also involved in animal welfare, rescuing and helping strays and trying to find homes for them.

Our restaurant has its own Organic Farm. There we produce most of the vegetables we serve and also operate a no-waste composting scheme; we either process our restaurant waste, so it can be used for animal feed or we compost it and use it as fertilizer for our crops.

We are actively involved in the local Tourism Board, to help make El Nido better.

We have also contributed to the local Arts and Music scene through workshops, festivals and sports events.

**Inspirations:** My husband; he and I share the same passion and love for nature, and we are likewise both involved in many projects.

**What's in your Future?** We wish to be able to retire on our farm; grown more vegetables and fruits, and become self-sustainable and independent. To the point that we can completely live off the land.

## Relief Drive Hero

# Colene Tan (Coco)

Freelance Kitchens & Restaurant Consultant

### Name of Relief Drive/s:

**Operation Sagip Dapdap** – Philippine Army Reserve 1303-2 Battalion, 1303 CDC NCR RCDG, led by Capt. Sharon Reyes and LT Gabriel Ramos. 26 January 2020; 4-in-1 relief operations, combining a medical mission, relief goods distribution, animal feeding and mobile kitchen. I was in charge of organizing the mobile kitchen in partnership with ABS CBN's Sagip Kapamilya mobile kitchen, Neil's Kitchen in Alabang, Palm Grill, Shake Shack, Scuba Studio, various donors and volunteers. You can see more about this operation here

**H2O for Taal;** a water drive organized by Bel Castro and I. We aimed to collect used 5 gallon water containers to fill with water. The water was filled by our partner watering stations at Aqua Safe Water Filling Station Tondo and Crystal Clear Strata 100. Within 5 days we had collected 1445 gallons of water from various donors. That was enough to fill 10,902 x 500ml re-usable tumblers. By re-using large water containers over 21, 804 pcs of 250ml plastic bottles were NOT used and are NOT contributing to a landfill.

### San Jose Bangon Kitchen led by a joint effort of CASADI-SMFI Toll

Partners/SJWMPC/BONFAC/BEPCO/San Jose Business Club and volunteers from the community, Bukas Palad Foundation, Parish Youth Ministry, Coop and CASADI employees. These are all farming cooperatives and local community members in San Jose Batangas. I was invited by Harold Lu and Henry Sision who were the main organizers for this operation. I helped them set up the system needed to run a community kitchen, which would serve the nearby evacuation centers of San Jose and Ibaan. This is to assist existing community kitchens and make use of the relief donations they received. The goal is to train the community to be self-reliant and to have the basic cooking and kitchen skills for mass production, all while practicing safe food handling and proper hygiene. I was only there for a short time but the local community were fast learners and were able to quickly take over. The beauty of this was that we were also able to support the local farmers and cooperatives in the area as we made use of their vegetables and produce.

### Three things you make sure you focus on in your work:

**Communication** I always make sure to have clear communication with everyone involved. That includes setting intentions and expectation and making sure everyone is in alignment with our goals.

**Organization** I also try to focus on organization in roles, responsibilities and tasks on hand.

**Authenticity** Is what I'm doing authentic to my character and my purpose? Whether it be mission work or kitchen work, these values are something I find useful to focus on.

### Top tip for your Hospitality colleagues:

Honesty and integrity is very important when dealing with colleagues, donors, sponsors, customers and employees. I try to be as transparent as possible. Especially when it comes to collecting donations and making sure everything is properly documented, and guaranteed that it goes to where it needs to.

Another tip is to have empathy and consideration for the people you are working with. I started cooking meals for various relief operations, back in 2011, in various locations. It all started with the thought of "How will these people open these canned goods and cook these meals in an evacuation center?" "How will people with dietary restrictions be able to eat properly and get the sustenance they need?" "How can we reduce the use of single use plastics and waste in these kinds of operations?" A simple thought or consideration can make a big difference in making someone feel 'seen', even in the midst of chaos. You can say the same when serving customers in a hotel or restaurant. All people want to feel is that they are seen and taken cared of.



# CALAPAN:

Uncovering The Rich Culture & History Behind a Magical Gateway



**MY RANGGO's EXCLUSIVE** interview with Calapan City Mayor Arnan C. Panaligan

Calapan is the Capitol of Oriental Mindoro, and the only city. The local economy is founded on Agriculture, and the Commerce Industry.

Famed for its rich land, which produces rice, corn, coconuts, vegetables, and fruits: like calamansi, banana, rambutan, marang or uloy, lanzones and durian. Calapan is a major supplier to the surrounding regions of Mimaropa, Calabarzon and Metro Manila.

Calapan has also seen a boom in Tourism, Trade, Services and a growing Commercial sector with new shops, banks, tourism facilities, hotels and resorts.

**MY RANGGO Magazine** met with Mayor Arnan C. Panaligan to talk about Calapan. A tourism spot



which offers something a little different.

**MY RANGGO: Calapan's economy has really grown in the last 20 years, why do you think this is?**

**Mayor Arnan C. Panaligan:** Calapan was made a city on 21st March 1998. I was Mayor at the time. Becoming a city led to an

influx of new businesses and investments.

We became more stable and more well known. Local businessmen started to invest by building resorts, hotels and restaurants. So Tourism really boomed here too. Of course that also meant more jobs for local people. And when more people are earning a wage, they have more money to spend locally. As a result we've seen more restaurants built and opened. That's just one example.

**MY RANGGO: Do you have a favourite dish, something that is special to Calapan?**

**Mayor Arnan C. Panaligan:** Delicacies like suman, kutsinta, puto; those are the local specialties.

Of course other provinces have

their own version. Each place has their own process/way, recipe, presentation, and packaging. But definitely our suman, suman sa lihiya, and puto, puto bungbong. These are available every day here, not just during Christmas.

**MY RANGGO: What are your plans for the city, for the next few years?**

**Mayor Arnan C. Panaligan:** We want to build a city which is safe, sustainable and environmentally protected. With a high quality of life. We are building a sanitary landfill, so we can have proper waste disposal. And we will implement a Solid Waste Management Act. We will revive Calapan River, which is in the center of the city. It has been in a sorry state for decades but we have already started to revive it.

We want to improve our residents quality of life too. We are providing health care to our citizens, and opening more opportunities for education. During my term as governor we also built the new Oriental Mindoro Provincial Hospital. This is a 200-bed facility providing a good service to our people.

We want to improve our residents quality of life too. We are providing health care to our citizens, and opening more opportunities for education. During my term as governor we also built the new Oriental Mindoro Provincial Hospital. This is a 200-bed facility providing a good service to our people.

We want to prevent the proliferation of slum areas. Slums rise whenever a city attains progress. So we have implemented a Housing Program for Informal Settlers.

**MY RANGGO: You currently have 1,500 Hotel rooms in Calapan. Do you plan to build more?**

**Mayor Arnan C. Panaligan:** Yes, we are attracting private investments to put up more hotels. We prefer that tourism is private-sector led, not government-led. Certainly the City can manage to absorb more tourists and visitors. We don't need to worry about a Carry-Capacity, like Boracay, yet.

**MY RANGGO: How do you attract Boracay or Puerto Galera tourists, to also visit Calapan? Both have ferries that dock at Calapan**

**Mayor Arnan C. Panaligan:** Good question.

Our idea there is to look at the data; how many tourists pass through Calapan, on to Puerto Galera or Boracay. We have found that a good number of Puerto Galera tourists decide to stay in Calapan. Especially during Peak Season. Puerto Galera gets congested and since our roads are good, and it's less than an hour away, many people stay in Calapan Hotels.

We have banks here, shopping malls, fast food, restaurants and our own attractions. They stay overnight here, go to Puerto Galera and then come back on the same day.

So we're pushing Calapan as a base. It's important that we promote our city as a place where people can stay on route to somewhere else.

**MY RANGGO: Do you have any other specific plans for more tourism growth?**

**Mayor Arnan C. Panaligan:** Well we don't have any spectacular natural wonders like other destinations in the Philippines.



We don't have rain forests, or mountains because we are a city. But we do have features here in Calapan, which we focus on.

So we package our city as a venue for other tourist attractions. Especially our festivals, like the Santo Niño de Calapan Festival and our Kalap Festival, which celebrates our Founding Day on the 21st March.



Our City Hall was partly designed and built to act as a tourist attraction, as well as a City Hall. And it is. Even people who are traveling through Calapan stop, so they can have photos taken in front of it.

We are putting up facilities at the Calapan Nature Park. All inspired by other countries I have visited. Just look at places like Singapore. They don't have mountains but 30 million tourists visit them every year! Everything there is developed by people, it can be done not just in Calapan but in Metro Manila.

We are positioning Calapan as a place for sports tourism. We are building a coliseum that can seat 4-5,000 people. I am confident that this will enable us to attract bigger sports events.

And we are also building a Convention Center with a 2-3,000 capacity, which will allow us to promote our city as the perfect place for conventions.

**MY RANGGO: Calapan is the biggest sea port on Mindoro, are there plans for Cruise Tourism?**

**Mayor Arnan C. Panaligan:** I haven't been on a cruise. It's something I would like to try so I could maybe get some ideas. But I think that Calapan City and other

parts of Oriental Mindoro could be a good destination for cruise ships.

They can land at the port of Calapan, as a starting point and explore our beaches. Then travel on to nearby towns, to the lakes and waterfalls. The port is here, the hotels are here, the restaurants are here. So yes, it is something we might look at.

**MY RANGGO: What else makes Calapan different from other tourism destinations?**

**Mayor Arnan C. Panaligan:** We are certainly an alternative to more expensive destinations. Not all travelers have lots of money to spend on their holiday.

The benefits of Calapan is, it is easy to come here. It's very near to Metro Manila and to Batangas. So it is a lot cheaper to come

here, than to go to other cities or destinations in the Philippines.

And Calapan city is as a place for religious or spiritual tourism. A place for religious pilgrimages. We have a number of churches, convents and monasteries in the city. These can offer sanctuary for people who want peace, quiet and solitude.

Maybe they want to get away from the hustle and bustle of urban life in Manila, or other big cities. They can find solace and sanctuary here in our city.

**MY RANGGO: We notice that there are a lot of festivals that go on in Calapan, and Oriental Mindoro too! These must attract a lot of tourists**

**Mayor Arnan C. Panaligan:** Yes, we have the Santo Niño de Calapan Festival, the Kalap Festival, Singkaw and Mardi Gras.

Whilst Sto Niño is a religious festival, our Kalap Festival pays homage to the work of our farmers and fisher folk, who built our local economy ever since. It is a 'Harvest and Catch' Festival. Because we are a major rice producer and we are also a coastal city. So fishing and farming are our two main sources of livelihood.

**MY RANGGO: What is the history for the Santo Niño Festival, and what can tourists expect to see?**





**Mayor Arnan C. Panaligan:** Throughout December we have events, such as concerts, shows at the plaza, choral competitions leading up to the Fiesta and Parade on the 1st January.

Santo Niño has been our patron since the Spanish period of the 1600's and 1700's. Since time memorial our fiesta has been observed on 1st January.

Of course, it is very difficult to attract visitors to our City on January 1. Most people stay home with their families in Manila. But we still attract a good number of visitors. Especially local Balikbayans;; people from Calapan who live and work in other destinations.

They come home to Calapan City in December to participate in the Santo Niño Fiesta. Throughout December we have events, such as concerts, shows at the plaza, choral competitions leading up to the Fiesta on the 1st January.

**MY RANGGO: And the Kalap Festival?**

**Mayor Arnan C. Panaligan:** The Kalap Festival celebrates our Founding Day, so it is held every March 21. The first Kalap Festival was held in 2009.

There is a colorful, grand street parade and the floats reflect both the city's history and culture. They are designed to represent defining moments in Calapan's history.

We also have a street party, Bangkokthon, a job fair and Employees Day, Mini Olympics, Bulilit field demo and a fireworks display

**MY RANGGO: Did Pandanggo sa Ilaw originate from Mindoro?**

**Mayor Arnan C. Panaligan:** Yes, they call it Pandang Gitab or Festival of Lights. It is a combination of 'pandanggo' and 'gitab'. It originates from way back when the men would come back from fishing around 3AM. Their wives or girlfriends would be waiting by the shore carrying lights and gasoline lights. That's the derivation of it.

**MY RANGGO: You have some famous names from Calapan**

**Mayor Arnan C. Panaligan:** Yes. We have Néstor Vicente Madali González, an internationally acclaimed writer.

He has an affinity for Calapan and in fact, a lot of his works are set here. But actually, his work also centralizes around a town located in Southern Oriental Mindoro called Mansalay, where he was raised. A few years ago, when he was still alive, we gave him special recognition. I would recommend all of his books, especially any set in Calapan.

We also have Lt. Col. Pedro A. Serran (USAFFE-AFP). He is a renowned WWII war hero. He

was born in Calapan in 1913. He is known as the "Liberator of Zarraga," which is located in Iloilo Province. With his guerrilla fighters of the 62nd Regimental Combat Team, they were known as the "Iron Regiment". Under his command they liberated not only Zarraga but also Janiuay, Jaro, and San Dionisio.

We have some memorabilia in our City Museum

**MY RANGGO: Finally, what are your proudest achievements as Mayor of such a booming city?**

**Mayor Arnan C. Panaligan:** Well, I believe I have set a developmental direction for the City of Calapan, and the plans of Oriental Mindoro. I'm proud of that. Also, during my term I have built landmarks.

The City Hall was built during my term as City Mayor and it is a tourist attraction because of its design. Other City Halls in the Philippines are like boxes, they have no real design; a typical government building.

So when we built it, back in 1999-2000, I instructed the architects "we want a design. We want a building that can be used on postcards". And our City Hall has become a site for photos for tourists and visitors. Especially with the columns; it's a great tourist attraction.

Motorists who are going to the South, they stop here to have their picture taken with City Hall in the background. It is also a favorite spot for pre-nup photo-shoots.

Read the full article online: [www.ranggo.com](http://www.ranggo.com)



# ★ HOW TO ACE A JOB ★ INTERVIEW

One of the things that hasn't changed over the years, in the corporate world, is the need for a Job Interview. The methods, and approaches, to getting through this gruelling part of the employment process may have changed over the years but it's still there. And the interview isn't going anywhere, anytime soon.

If you're like the millions of hopefuls all over the world dreading that first step into a corporation there a few things that you can do to even out the playing field, and increase your chances of closing on that important job interview.

## Understanding the Job Interview Process

One of the first things you have to understand is that each company/hotel/organisation has its own structure. Different people make up the process of giving people positions and salaries. Job Interview processes may also be markedly different depending on the salary grade for the position. A well organised company should provide details of the interview process in their application packs but not all do. If they don't, there is nothing wrong with you contacting the HR Department, or sender of the application pack, for more information.

If you do not receive a detailed Application Pack, you may want to ask about the number of interview

panels you could be required to attend. Or how many people you will meet with, as part of the process. You could ask how long they expect the decision-making process to take.

Don't be afraid of sounding impetuous when you ask these questions. On the contrary, asking for this information shows that you have a genuine interest in the position and in impressing the panel, and how much you want to be prepared. That is a good impression for any candidate to give.

## Getting Selected for Interview

The application form, or cover letter, is your key to getting selected for job interview. If you are only required to send in your resume, make sure it is up to date, and a crisp clean copy. Check before you send it. Make sure that any skills or experiences you have for this job are clear in the resume. You can also send a cover letter indicating previous positions that complement this new job. If you have to complete an Application Form, make several blank copies of it first so you can practice. Then read the Job Description and Person Specifications carefully. Many companies want candidates to provide examples of how they meet the requirements for the job.

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practice. Then read the Job Description and Person Specifications carefully. Many companies want candidates to provide examples of how they meet the requirements for the job.

Panels often score applications against the Job Description or Person Spec, to decide who to invite for interview

Positions that attract lots of candidates often use a scoring system for applications, giving 1-5 marks per



**Panels often score applications against the Job Description or Person Spec, to decide who to invite for interview**

requirement. So it is important that you show them how you meet their needs, to secure a job interview.

As an example: "The successful candidate will have experience of Windows, Excel and Publisher"

It is not enough to write "I have experience of Windows, Excel and Publisher". You will likely only get 1 point for that answer.

Instead give some examples of how and when you have used these programs in your previous jobs. If your previous job didn't involve using the programs, it is perfectly fine to explain how you have used them outside of employment:

"I was a member of the school newspaper from 2016-2018, writing articles using Word, and publishing the Newspaper Accounts using Excel. I also produced a number of advertisements for school events in the paper, using Publisher"

## Preparing for a Job Interview

Knowing the Interview Process is one thing. The other thing that requires your attention is, of course, an understanding of the company you're applying to work for.

There's nothing more disappointing for an Interview

Panel than being faced with an applicant who knows nothing about the company or business. Even if you're only looking for a better salary, or a step up in to the business world and this company is your entrance ticket, at least do some research before your interview.

You can certainly expect the interview question "Why did you choose our company?" and it's an instant fail ticket if you cannot give logical reasons for your choice, rather than just plain flattery.

What does this company do better than its competitors? What is so unique about this place? Does this company share an inspiring mission and vision statement that speaks to you? Are their clients' people you've worked with before, or want to work with? Do they have role-model employees; people you aspire to become one day?

## Attending your Job Interview

Be on time! In fact be ahead of time; if your Interview is scheduled for 10am plan to arrive for 9.45AM at the very latest.

Make sure that you have "load" on your phone and a copy of the company telephone number, just in case something happens to cause you to run late. Turning up late for an interview, without phoning ahead and explaining, will not earn you any points.

There is a saying "Dress for the job you want, not the job you have". Dress for the job you want!

We surely don't need to tell you to have clean, tidy hair. Clean hands and nails. If the company interviewing you have a Corporate Dress Code, try to dress similarly.

Have a copy of the Job Description and your application or resume with you. You can read through these while waiting to be called in.

## Mastering the Smile, the Handshake and your Entrance at your Job Interview

You may be laughing at some of our points, but the smile and handshake can be the two most obvious things about your character as a potential employee.

Interviewers and bosses will notice a few things about you from the way you shake their hands and interact with them.

A strong handshake speaks of confidence but overly strong may also suggest aggression. A weak handshake can suggest a lack of confidence and shyness, which could cost you that job. Aim for something in the middle. A firm grip and a healthy shake will let your future boss know you're not afraid of responsibility and that you're ready for the challenge.

At the same time, smiling is one of the best ways to let your employer know that you're happy and thankful for the chance to impress them. Nothing says compatibility better than letting someone know that you're eager to work for them. On the plus side, it also adds to your attractiveness even if it isn't your best hair day (so check your teeth for debris before you go in).



### Dress for the job you want!

Be alert for the panel to indicate where and when you should sit, it is not always obvious. If that issue is hanging in the air, unspoken, ask clearly "may I sit?" and nod towards the chair that seems likely to be where they want you to sit.

When sitting never use the backrest of the chair. This tip you should take very seriously.

Even if your chair looks like, and is, the most comfortable chair on earth, you don't want to assume a lazy position by resting your back against the chair.

This doesn't just suggest an air of laziness. It can also give an impression of overconfidence, arrogance or a low opinion of the company.

To project the best image, sit your bottom near the edge of the seat, with your back straight. In such a position, you're alert and you can think straight. You can also hear your interviewer better as they shoot you questions. It's also a form of non-verbal communication that lets them know that you're interested in what you're talking about, as well as the questions that they're asking.

### Forget scripts but know your resume

Most people are worried about how to answer certain questions such as:

**"Tell me something about yourself" Or; "Where do you see yourself in ten years?"**

Our tip is to listen to the question and pause to think before you answer it. Don't react with nerves and feel the need to rush in straight away with an answer. If you memorize a scripted answer to questions like the above, your responses are likely to sound prepared and insincere. Interviewers don't like these canned responses as it doesn't show them your flexibility. It only speaks of rigidity.

On top of that, memorizing a script runs the risk of you forgetting parts of it; especially if you are nervous. You wouldn't want to mentally space out in the middle of a performance now, would you? You know your skills and experience. Have confidence in what you can bring to the job, or how much you can progress within the right company and mentoring.

As a tip, answering the "Where do you see yourself in five/ten years?" question with "Married with children" is probably one to avoid. There are not many companies that will consider investing in your training, when you have already told them you plan to leave.



A lazy sitter = a lazy employee?



The panel is asking you to tell them where you see yourself, within their company, in the next five years. They are not going to invest in training and mentoring you if you tell them your plan is to start your own company, or work with a rival company. This is also where your research comes in; you can tell them that you see yourself running your own Accounts Team in the next five years, or heading up one of their Departments, etc.

You may want to highlight your progression in your current company, as a way to evidence your ambition or ability to progress quickly. This brings your resume back in to the interview and also shows the panel that you have come prepared for the interview. Your resume is your personal flyer. It's also the first thing used by companies to judge if you're a fit for their company. Knowing it well

should be one of the first things you accomplish in preparation for your interview.

From your CV, you can tell a great story about your accomplishments and experiences, which will work well to convince them that you're the person they want for the job. And if you still need convincing: what if they ask you to talk about yourself? What if they want a brief description of your work experience? How will you talk to them about that, if you yourself don't know your resume by heart? Consider it as being a salesman of yourself. If you don't know the product well, how do you expect your prospect to want to buy it?

If you don't have direct experience of the job you are interviewing for, talk about how your skills will help this company. Do their practices align with your practices? Are their approaches to marketing or

sales the same as your personal mottos? What do you have that you think goes well with them? Showing them that you're aware of those things means that you've done your homework; and there's nothing more impressive than that.

If you are familiar with the company, your resume, as well as the position you want, you are now in the best condition to impress your prospective employer! It's best to remember that these people will always be looking for someone that has the skills and the attitudes that they themselves boast about.

If you know who they are and what you can deliver, you can customize your answers, delivery, posture, clothing choices and even resume to ensure that they have no reason to turn you away.

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# CALA LAIYA

BATANGAS, PHILIPPINES

## ESCAPE TO SOMETHING NEW





# MYRANGGO MAGAZINE

YOUR HOSPITALITY HUB

## Christmas Photo Competition 2019

**MY RANGGO held a Christmas Photo Competition at the end of 2019 and we invited our Facebook and Instagram followers to send us their Photos**

There was a chance to win a voucher for P500 or P1,000. And the categories were the best Staff Photo or the best Workplace Decorations photo.

Once the entries were posted, on our Facebook Page, our readers were invited to like their favourite photo. Most of our entries came from Boracay Island, in both photo categories.

The Winners for the best party, and best workplace decorations, were the photos with the most likes or loves on our Facebook page.

### PHOTO WINNERS:

**Best Staff Christmas Photo:** [Lemoni Cafe, Boracay](#)

Lemon Cafe's party theme was Rock Star. The Lemon Cafe, Boracay also featured in our 100 Best in Service Awards 2019 article, in our 1st Magazine edition. They received the award for consistently good service and food.

**Best Workplace Decorations Christmas Photo:** [Discovery Shores Boracay.](#)  
Photo by employee Jay Rold.

Many thanks to all our the other competitors, who entered their photos.

Look out for our announcement, on our Facebook Page, for our next Photo Competition 2020!





# WHAT TO DO ON YOUR DAY OFF -



# MANILA

**What to do on your day off in Manila. Some people just want to rest, catch up with friends, or window shop in one of the hundreds of Malls in Manila.**

**But if you're looking for fun or interesting experiences to do on your day off in Manila check out our suggestions for things to do.**

## **Art In Island**

**175 15th Avenue, Cubao, Quezon City**

*9.30am-9.30pm Every day except Mondays | Entrance: P500*

A fun interactive art museum, where you can literally be part of the Art is the perfect activity on your day off. 100 + Painted exhibitions, which you can insert yourself in to and have fun with. Wear bright clothes and take along some fun accessories to help create some great images for your Facebook or Instagram.

After: Pop along to Cubao Expo, the old shoe-making quarter which is now a hip, fun area full of restaurants and bars, such as Tacio's, and cool, funky shops. Or head on over to the Marikina Shoe Museum (see below in the list).

## **Bamboo Bike Tour of Intramuros**

**Plaza San Luis Complex  
Real Street corner of General Luna Street, Intramuros**

*10am & 3pm Tues-Sunday | 2.5hrs  
Tour: P1,200 (minimum of 2  
people) | 1hr Tour: P600 (minimum  
of 2 people) Bambike Tours*

This 2.5hrs guided tour will take

you on a tour of Intramuros; Manila's Old Walled City, on the back of bamboo bikes, taking in up to 10 significant or beautiful Intramuros locations. A one hour express version of the tour is also available covering 4-5 of the following sites: Plaza San Luis Complex, San Agustin Church (built in 1607), Galeria de los Presentes de la Republica Pilipinas, Site of Japanese Cannons, Puerta Real Gardens, Puerta del Parian, Aduana Building, Maestranza, Plaza de Roma (The Main Square, located in front of Manila Cathedral), Fort Santiago.



## **Carriedo Flea Market**

**678 Carriedo St, Quiapo, Manila**

This market opened in 1957 and continues to be a great place to find designer clothes, chocolate, perfumes, etc. including genuine brands. It's also a great place for picking up books.

## **Dangwa Flower Market**

**1650 Dimasalang Road**

Dangwa Market is the biggest source of fresh flowers in Manila. Feast your eyes on more than 50 stalls selling flowers from different parts of the Philippines and imported flowers from countries China, Ecuador, and Holland. Flowers are often bought here, at Dangwa, at half the price of flowers bought at shops or in the malls.

## **Escolta Street Flea Market**

**First United Building**

Great area for vintage and antique finds, as well as modern art finds. Open every Saturday with thrift shops, garage sales, and art galleries.



**Flying Carnival 2020:  
A weekend of Almost  
Everything That Flies**

**San Lazaro Leisure Park,  
Carmona, Cavite**

6-8 March 2020 | General Entry  
Tickets: P500

This event started out in 1994 as the annual Philippine International Hot Air Balloon Fiesta at Clark Freeport Zone. The International Hot Air Balloon Fiesta has a new name and a new venue. Now touted as The Flying Carnival 2020, it celebrates all thing flying; Hot Air Balloons, Airplane Exhibitions and Radio-controlled aircraft.

Ticket can be purchase via ticketnet.com or philballoonfest.net. General Entry Tickets are also available at the gates at P500.

**Great World of Fun - Walk  
of Wonders!**

**4/F, Phase 3 Sta. Lucia Mall  
Marcos Highway Cor. Felix  
Avenue, Dela Paz, Green Park,  
1612 Pasig City**

Entrance Packages can be found on the World of Fun website: <http://www.worldoffun.ph/>  
“Seeing the world and making lasting memories of togetherness”.

4000sqm of replicas of world-renowned landmarks such as the Eiffel Tower, Taj Mahal, Statue of Liberty, and Leaning Tower of Pisa. There are themed rides such as the Horror Tunnel, Twist N’ Shout and Smash Bump Cars Xtreme and added street performer



attractions. Other World of Fun branches can be found at SM City North EDSA - 3rd Floor | SM Megamall - Basement Tunnel |SM City Fairview - Upper Ground Floor (Annex Bldg. 2)NEW LOCATION ICON |SM City Sta. Mesa - 3rd Floor | SM City Manila - 5th Floor | SM City San Lazaro - Lower Ground Floor

**Lakbay Museo**

**Level 1, S Maison  
Marina Way, MOA Complex,  
Pasay City  
10am-10PM (last tour starts at**



9pm) | Entrance (Online Rate):  
P699 for a 2 hour tour | Entrance  
(On Door): P799

Dedicated to all that is the Philippines. Eat, Play and Dance as you travel 1,000 steps around 7,641 Philippine Islands. There are 14 different ‘experiences’ and a cultural show. Each entrance fee gives you 12 ‘chips’ to buy snacks and goodies at the Palengke. Try on local traditional costumes and snap away for your Instagram account. This museum offers Birthday, School and Team Building packages too.

**Learn to Surf, Philippine  
Surf Academy**

**Club Manila East, Taytay, Rizal  
Saturdays: 10am-12pm & 2pm-  
4pm | Entrance: P1,500 (Includes  
an All Day Pass to Club Manila  
East’s Water Park Facilities)**



Learn to surf in Manila! Yes really. Club Manila East hosts the Philippine Surf Academy's surf school. Take a 2 hour surf lesson with fully qualified PSA Instructors covering Safety and Basic Surfing Fundamentals before hitting the safe, enclosed wave pool on a soft board.

Learn how to 'paddle out', catch a wave and stand on the board. Photos of your lesson are included. If you want to take your surfing further you can sign up with the Academy for a 6 week course, completing with a surf safari in Real, Quezon.

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### **Legazpi Sunday Market**

**Legazpi Park, V. A. Rufino St,  
1229 Makati**

Legazpi Market is a "Farmers Market" so think, lots of home-grown, home-made, home-crafted items on sale. There are jewellery stalls, health food stalls, hand-cured meat and sausage stalls, baked goods stalls and stalls direct from local farmers,



and accompanying all this is live music and bands. Legazpi Market recently had to change venues after the original grounds were to be developed.

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### **Malasimbo Music & Arts Festival**

**La Mesa Eco Park, Quezon City**  
29 Feb-1 March 2020

Originally held in Puerto Galera, Malasimbo the event will take place in La Mesa Eco Park, which



also features an amphitheatre where the performers will play. Top Billing Artists include: Cory Henry and The Funk Apostles | Mike Love | Laneous | Anomalie | Jesus Molina Quartet | Matteo Mancuso | Uncomfortable Science | Brigada | Project Yazz | Talata Ni Tala

Tickets bought between 1 January to 1 February are P4,500 for a 1-day pass and P8,000 for a 2-day pass. Tickets bought between 2-29 February are P4,500 for a 1-day pass and P9,000 for a 2-day pass. Tickets bought on the door are P5,500 for a 1-day Pass or P10,000 for a 2-day pass

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### **Manila Ocean Park**

**(behind) Quirino Grandstand  
Luneta Park, Ermita, Manila**  
10am-6pm Monday-Friday | 9am-6pm Public Holidays & Weekends  
| Tickets range from P595-P995 depending on choice of included attractions

Manila Ocean Park was the very first marine theme park in the Philippines and remains a firm attraction. Marvel at the Oceanarium, full of sharks, fish, rays and corals. Enjoy the interactive exhibitions, shows and scheduled feeding times. Check out the reptile and bird exhibits too.

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**Marikina Shoe Museum,  
J.P. Rizal Street, Marikina City**  
8am-12noon or 1pm-5pm Every Day | Entrance: P50

If you have a thing for shoes this is the museum for you. You will have to settle for looking only; this is



very definitely not an interactive museum. Showcasing shoes of the rich and famous including some of the infamous shoe-lover Imelda Marcos, you can while away an hour gawking at footwear. The museum building has its own history, having been a detention cell during the Filipino-American war and an arsenal during the Spanish Colonial era.

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**Museo Filipino - A Tribute to Filipino Heroes**  
**6th Floor, JS Contractor Building**  
**423 Magallanes Street, Intramuros**  
Open Daily 9am-5pm | Entrance: P100



Discover Philippine History in 30 minutes. Audio-visual presentations, infographics and art work covering Philippine history all under one roof. The museum condenses the Philippines story into a bite-sized gallery walk-thru with the Spanish influence on Philippine culture, WWII, the American occupation, Martial Law and People Power Revolution, Julian Felipe, Gabirela Silang and General Miguel Malvar. At the end of your visit sit down and relax in the beautifully bright and airy Intramuros Rooftop Café.

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**Museo de Intramuros**  
**San Ignacio Church, Intramuros**  
9am-5pm Wednesday-Sunday |  
Entrance is Free

Museo de Intramuros can be found in the rebuilt 1889 San Ignacio Church, which suffered heavy destruction during the Battle of Manila. Over 500 religious artifacts were retrieved from the ruins of the church and stored until they could be displayed again. The museum features 3 floors of religious paintings, saints and wood carvings from the Spanish colonial period. It showcases Filipino artistry and craftsmanship, and the Spanish Influence on Philippine Culture.

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**Museo de La Salle**  
**Dasmariñas, Cavite**  
9am-3.30PM (except Saturdays) |  
Entrance: P100

A cultural museum dedicated to the Spanish era, this is a must visit for understanding Philippine History and the influence of the Spanish colonists. This impressive looking museum acts as a showcase of common household objects found in the homes of 19th century Ilustrados. Packed full with antique furniture, chandeliers, art work, ceramics and luxurious materials.

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**Museo Pambata**  
**Roxas Boulevard cor. South Drive, Manila**



9am-12pm & 1pm-5pm Tuesday  
through to Saturday | 1pm-5pm  
Sundays

Another interactive museum, this one is aimed at children. But don't let that put you off; embrace your inner child. There's a human body tunnel maze, an herbal garden and a number of other exhibits

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**Museum of Miniatures and Dolls Houses**  
**2/F E-com Building, 84 A Bonifacio Avenue, Riverbanks Center, Marikina City**  
8am-5pm Friday, Saturday and Sunday only | Entrance: P75

One of Manila's older museums but still worth a visit, this is dedicated to Dolls Houses and miniature rooms. Much of the collection belonged to the artist Aleli Vengua. Much of the collection is based on rooms and

furniture that would have been found in a European Mansion. Each item was handmade from scrap materials.

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**Pintô Art Museum**  
**1 Sierra Madre Street, Grand Heights Subdivision, San Roque, Antipolo City, Rizal**  
Opening Hours: 9am-6pm every day, except Mondays

Listed as one of the World's Most Instagrammed Museums by ArtNet and hosting several galleries, linked by doors. This gallery features conceptual and contemporary artists, with sculptural installations inside and out the building.

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**Quiapo Market**  
**1001 Palma Street, Quiapo**

Quiapo is said to be the largest market in the Philippines. It's a lively outdoor market offering everything from exotic fruit & snacks, electronics, latest fashions and traditional handicrafts. There are elders selling herbal tinctures and concoctions, as well as Fortune Tellers. Quiapo's specialty though, is jewellery making and costume accessories.

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**Salcedo Saturday Market**  
**Jaime C. Velasquez Park, Makati**

Similar to Legazpi, Salcedo is a Farmers or Community Market with jewellery stalls, health food stalls, hand-cured meat and sausage stalls, baked goods stalls and stalls direct from local



Farmers. A great place for a lunch date with friends. Buy some snacks to go and wander through the varied selection of stalls.

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### **Sidcor Weekend Market** Centris Walk, Quezon City

Best tip is to get there early before the crowds and heat arrive. This market is a hodgepodge of food stalls, toy stalls, antique stalls, handicraft stalls and household goods stalls. You will find imported, as well as local goods at this market. Grab some street food and eat as you wander through the various sections of the market.

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### **The Dessert Museum,** S'Maison Mall, Conrad Hotel Manila, Coral Way, MOA, Pasay

10am-10pm Every Day | Entrance (online): P699 or P799 walk-in, covers a 2-hour tour and six free desserts

Fun, colourful and dedicated to desserts, what's not to love?! Let's face it this museum is dedicated not just to desserts but the Philippines status as the number one social media users.

Charge up your phones and get some cool, fun photos. 8 Dessert Rooms, entered via a slide, you'll



learn all about desserts; how they were created, who created them. But the best bit is you get to sample them!! Then pop along to Lakbay Museo for more fun!

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### **The Mind Museum** J.Y. Campos Park, 3rd Avenue, BGC

9am-6pm Every Day except Mondays | Entrance: P750 All-Day Pass | P625 3-Hour Pass

Science is boring right? Wrong! Not when it's interactive! The Mind Museum has over 250 interactive exhibits, across 5 different galleries. Each gallery focuses on a particular area of science. The Atom Gallery probably has the most interactive displays and the best chances for funny Instagram photos or Tik Tok videos. Embrace your inner geek!

### **Upside Down Museum** Cultural Center Philippines Complex, Roxas Boulevard, Pasay

11am-9pm Every day, except Mondays | Entrance:



P450

Another Instagram worthy museum; 15 separate exhibits where you and your friends can take some crazy funny photos.

Don't forget your accessories and bright clothing to make your photos really stand out.

So, next time you have a day off Manila take yourself off to enjoy some of the many attractions the city has to offer.

Watch out for our next Things to do on your Day Off article.

An advertisement for Boracay Real Estate Broker. The background is a wooden desk with a calculator, a cup of coffee, a ruler, and a small potted plant. The logo features a stylized sunset with palm trees and birds. The text reads: **Boracay Real Estate Broker**, **Contact: Del**, **Resident Registered Broker**, **No. 0020151**, **Mobile: 09178174256**, **Email: delnoraharinano@gmail.com**





## When Life Gives you

# Lemoni Café

**L**emoni Café and Restaurant, in D'Mall Boracay has been at the heart of the islands restaurant culture for 15 years. In all that time, with the comings and goings of newer restaurants and eateries, Lemoni's fans have remained steadfast, growing and constant. From the menu, the ambiance and decor, to the consistently cheerful and professional staff team. It is no wonder that Lemoni Café and Restaurant made it in to MY RANGGO's 100 Best in Service Awards. MY RANGGO Magazine spoke with owners Sarah Adey LaBrooy and Julia Lervik about starting out and how they have maintained their brand and success.

### **MY RANGGO: Can you pinpoint the moment the idea of Lemoni Café was born?**

**Sarah:** Julia and I became close friends in 1999. We were both living on Boracay, our kids were small and we both loved and talked about food (obsessively). Julia had a background in cooking, having worked in many great kitchens in her native Sweden. She had also been running the Baling Hai Beach Resort kitchen. I have worked Front of House in restaurants, since I was in school. So, my entire adult life. At the time it was just temporary, while I figured out what I wanted to be when I grew up. But I soon realized that I loved it and it WAS what I was meant to do. I've worked in the US, Australia and New Zealand, as well as Boracay. We always talked about having our own restaurant one day. At that time there wasn't a lot of options on Boracay. We craved fresh, healthy, tasty food and a higher level of service, which was not common on the Island at that time.

### **MY RANGGO: How long from your initial idea/concept was it before Lemoni opened?**

**Sarah:** Once we got the spot in D'Mall, in 2005, it all came together pretty quickly as we had already been dreaming about it for so long.

### **MY RANGGO: Were there any difficulties, when you first opened?**

**Sarah:** As far as quality ingredients and suppliers went, there really was very little on the Island in 2005. We had to bring in most things from Manila and that was



challenging. It certainly was not the carbon footprint that we wanted to contribute either!

Things are much better these days, local supplier wise, so that aspect has become easier.

As far as staffing goes, we have never insisted on the need for prior experience when recruiting. We look for a really great attitude and willingness to learn. We can teach the rest.

**MY RANGGO: Is there anything you wish you had known at the start of opening the business?**

**Sarah:** We thought with great food, and great service, the restaurant would take off immediately.... but then it didn't. We opened with the concept of healthy fresh food, an in-house bakery and all-day breakfast. Because that was what we'd been missing. All that is very common today in the restaurant industry but 15 years ago it was not yet a 'thing'.

We were a bit before our time and so it took time for Lemoni to catch on. But we 110% believed in what we were doing, so we persevered and stuck with it until eventually we found our crowd....or they found us!

**MY RANGGO: What are your most popular dishes and desserts?**

**Sarah:** That would be a pretty long list!

We have guests that come back to the Island year after year, who look for their favorite dish which they still remember from their last Boracay holiday. Our breakfast is amazing and we have a gorgeous selection of salads. All of our sandwiches are on homemade bread from our bakery. And our seafood dishes are very popular as

well.

**MY RANGGO: I have a friend who still raves about your Mango Madness, every time I see him. What dishes have remained on your menu the longest?**

**Sarah:** Our menu has just grown and grown over the years. We seldom remove items as everything on the menu sells. Julia comes up with new items usually inspired from her travels.



At first they are added to our Specials Board. If they prove popular, they are eventually added to the menu.

**MY RANGGO: Lemoni Café also makes and sells specialist custom cakes, which is understandable because your cakes and desserts are delicious**

**Sarah:** That came about accidentally. We didn't make custom cakes when we first opened. But then friends on the Island started asking if we could make a special birthday cake, or a wedding cake and we said "we'll try". As our bakers gained experience, skill and confidence we thought 'we can do this'. We love to make custom cakes, or wedding cakes. Especially ones that we haven't made before, which are a little challenging. To

have a customer send us a photo of their dream cake and for our fabulous baker boys to realize it, and recreate it; it gives the whole team a great feeling of satisfaction.

**MY RANGGO: You really do have a great team at Lemoni, and you have staff who have been with you for many years. What are the key elements, which Lemoni practices, that ensures the retention of staff?**

**Sarah:** We always tell our staff to be humble and grateful for every single customer. Every single guest is a VIP in Lemoni Café, no matter where they are from.

Beth Milanes, our Manager, has been by our side through all the blood, sweat, tears and one million laughs all of these years. She was the very first person we hired and has become a very close friend of both Julia and I. Our Head Chef, Ritchie, has also been with us since day one; maintaining our standards and flavors day in and day out. Ritchie

has the best disposition of any chef I have ever worked with. He never gets in a bad mood and the busier he gets the more he sings. Frank Sinatra and the Philippine National Anthem are part of his repertoire.

Everybody's favorite waitresses Nina and Jenny, who hold down the night shift, have also been with us since 2005. And we have numerous bakers, cooks and bartenders that have been part of the team for over 10 years.

We always joke that we are all growing old together! We consider ourselves a 'family' and call ourselves the Lemonheads.

We try to take care of our staff and let them feel that they are a huge important part of Lemoni's success, because they are. I think it's also very important to empower people.



During the Island closure in 2018, which was the worst thing our restaurant and the whole Island has ever gone through, we did everything we could for our staff.

**MY RANGGO: You were one of the few restaurants that remained actively open during the closure. That was a lifeline to the community, as well as your staff. Does Lemoni have any Corporate Social Responsibility projects**

**Julia:** Lemon Café has, since its start, always tried to be as environmentally friendly as possible. We try to use as much locally sourced products as possible; trying to base the main parts of the menu on items we can find around here.

We have also always engaged our staff in the importance to care for our environment and involving them in island activities, such as beach and street clean ups, ocean clean ups, planting of trees.

Lemon Café has since its start been one of the main supporting establishments of Friends of the Flying Foxes work; which cares for the worldwide endangered species the Golden Crowned Flying Fox, and through that the environment of Boracay and northwest Panay peninsula.

**MY RANGGO: March is Women's Empowerment Month, and the three leading ladies of Lemoni are all guiding lights in this respect.**

**Sarah:** We all learned that restaurants don't run themselves! Julia, Beth and I put our heart and soul into Lemoni Café every single day. And to our staff team.

I hope that our female team members have always felt supported and empowered by us too, every step of the way. We are strong women, and independent women and that's what we try to instill in them.

**MY RANGGO: Is there a secret to your success?**

**Sarah:** One thing is that Julia and I have completely different strengths. Julia is everything kitchen and back of house and I am all things front of house. Which is why we have had such a great partnership all of

these years; we compliment each other.

This might sound a little strange but it's not just about money for us. We care about our Boracay community, and love what we do and where we do it (Boracay). We believe 100% in what we are doing and are as passionate today, as the day we opened in September 2005.

We are so happy after 15 years, to have recently opened a sister restaurant to Lemoni Café, called DiniBeach Bar & Restaurant, which is located on the beach in Diniwid.

Finally, we have a beach front location after all of these years! It's a big open air restaurant with a native roof that gives an 'old Boracay feeling', for people who want to escape the crowds of White Beach. DiniBeach offers the same high quality food and service standards of Lemoni Café. We'll be expanding the menu too soon, to include more fresh Seafood and Steaks.

If you want to taunt yourself with images of delicious food, MY RANGGO would encourage you to visit, like and follow the Facebook and Instagram Pages of Lemoni Café and DiniBeach Bar & Restaurant:

**Facebook:** Lemoni Café and Restaurant

**Instagram:** /lemonicafe.boracay/

**Facebook:** DiniBeach Bar & Restaurant

**Instagram:** /dinibeachbar/

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Mayor Reynaldo A. Marco  
& Sangguniang Bayan ng Baco**



**Reynaldo A. Marco**  
Mayor

**Brederick V. Castillo**  
Vice - Mayor



**CONGRATULATIONS!**  
**Binibining La Bacoena 2020**  
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*and*  
**HAPPY 99th FOUNDING ANNIVERSARY**  
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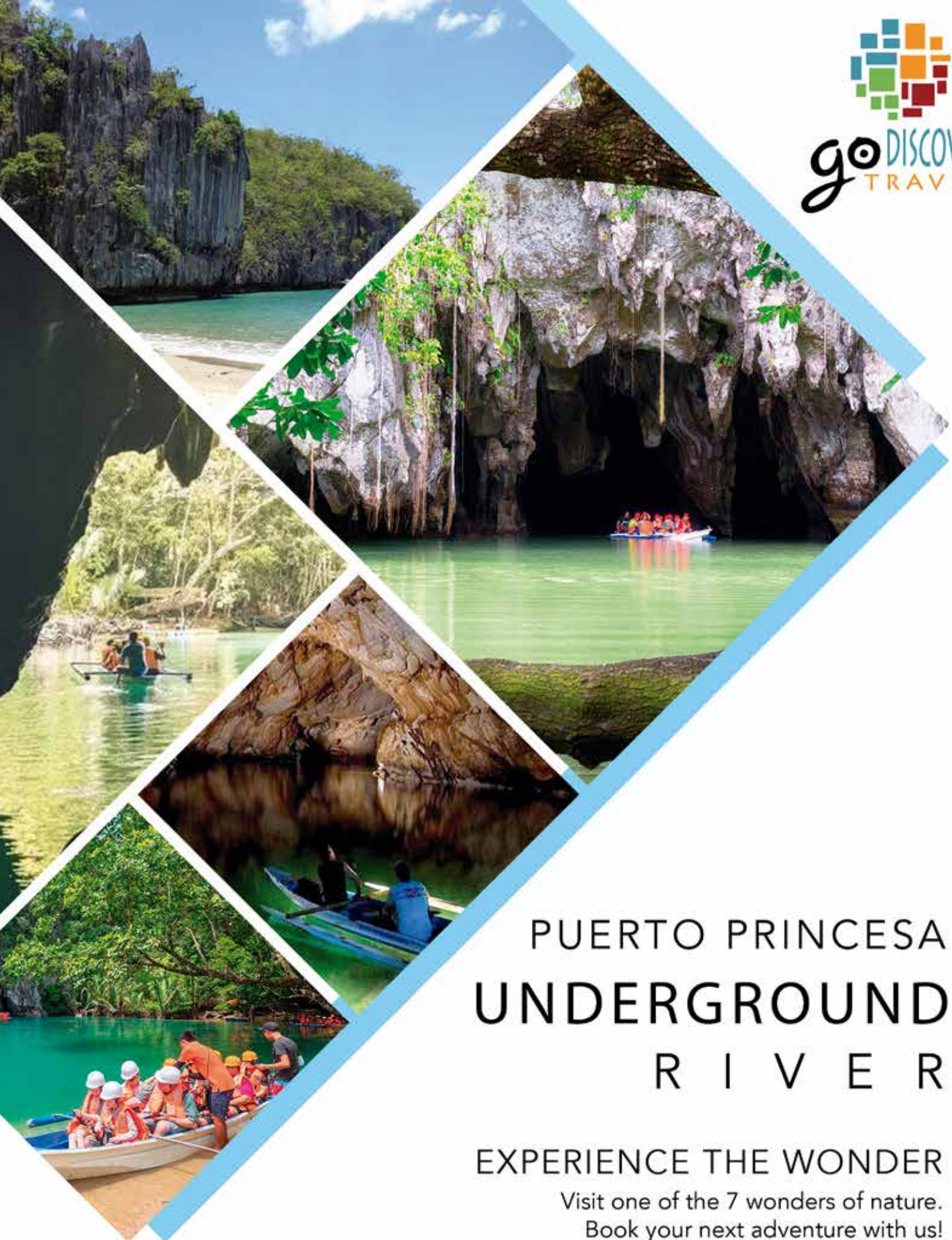
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