

RANGGO

MAGAZINE

YOUR HOSPITALITY HUB

NOVEMBER



**MY
RANGGO
AWARDS**

100

Best in Service

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DREAM
WITH
JERRY

DEL ROSARIO

VISIONARY
*Christine
San Diego*



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Sexiest Chef
ALCHIEVAN

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CALA LAIYA

— BATANGAS, PHILIPPINES —

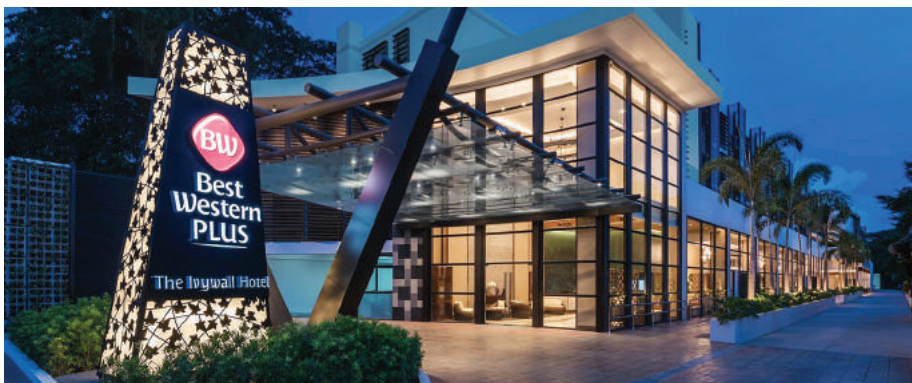
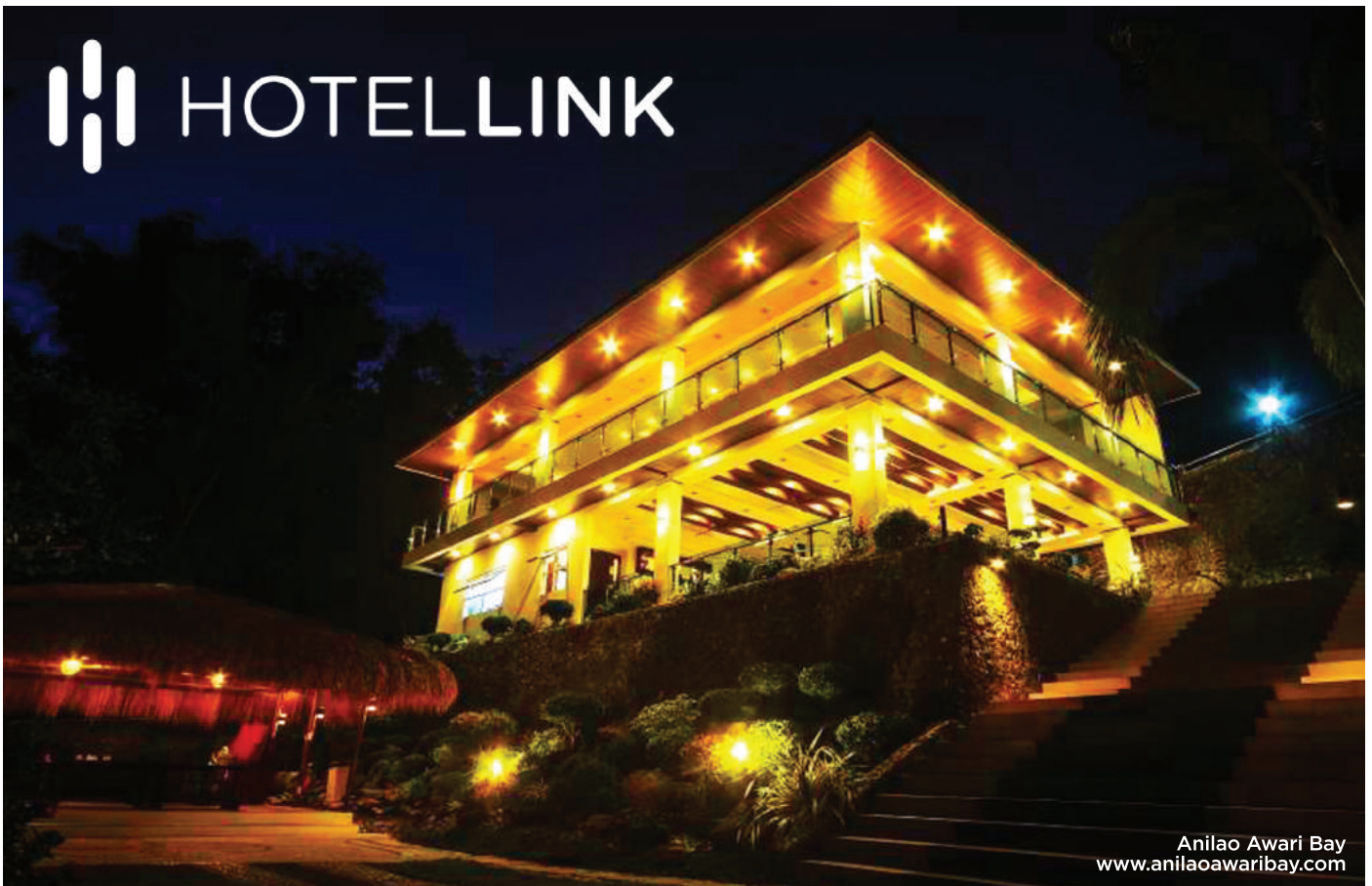


ESCAPE TO SOMETHING NEW



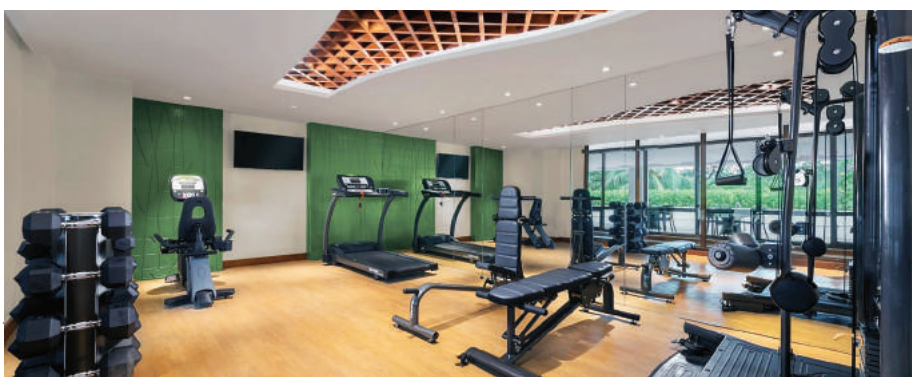
Ways Technology Can Improve the HOTEL GUEST EXPERIENCE

 HOTELLINK



I remember the first time that my family and I stayed at a hotel. I was 5 years old and we took a trip up to Baguio during the Christmas holidays. My grandfather hadn't booked a hotel beforehand so when we reached Baguio, we were told that almost every hotel was booked. This was before the time of internet and smartphones and it took us hours to find a hotel where we could stay for the holidays. Thinking about that time makes me feel grateful that the internet exists where I can simply book hotels online.

But it's not just the guest that are thankful about technology.



Hotels have been able to broaden their reach using the internet. And Online Travel Agencies like Agoda, Booking.com, Expedia have made it easier for hotels to get booked ahead of time.

While having a website with instant booking and payment is certainly a huge win for hotels, providing exceptional guest experience involves a little more. As a hotelier, you want to create memorable experiences for your guests. Here are five ways you can use technology for a better guest experience.

BE ACCESSIBLE ONLINE

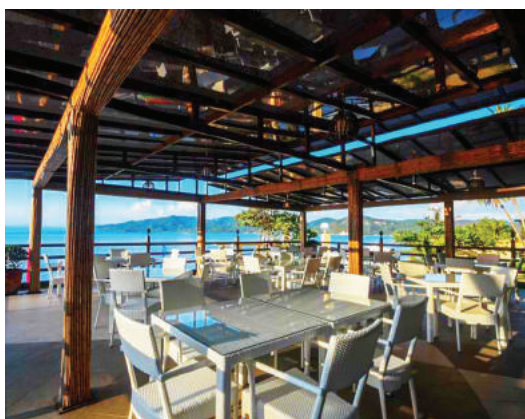
The Philippine's mobile internet users have steadily increased over the last 5 years and it's time hotels are on the online bandwagon. Some important must-haves for a hotel are: (1) a mobile website with instant booking, (2) listings on the most popular travel and booking platforms, (3) social media accounts to engage your guests where they are most of the time, and (4) related accounts to your review and feedback sites.

ENSURE WI-FI AVAILABILITY

If your hotel doesn't provide reliable and fast Wi-Fi, be ready for complaints. What was once seen as a perk by hotel guests is now a must have. A guest will almost always choose a hotel with WIFI over one without. Guest expect internet connectivity for work and leisure. Investing in a good Wi-Fi connection is both a crowd drawer as much as it is a crowd keeper. With slow Wi-Fi being one of the most common complaints on popular review sites, you need to do more than simply have it available for your guests—you need to continuously make it better.

PERSONALIZE THEIR STAY EXPERIENCE

Delivering a memorable experience to your guests requires a blend of technology and personalized service. Personalization helps differentiate



your hotel and its services from your competitors. Using hotel software, you can keep track of everything your guest wants - from what kind of pillows they like to their food and music preferences. It's an opportunity for you to let your guests know that they are valued, and not simply just another name in the booking ledger.

HELP YOUR GUESTS HELP THEMSELVES

Modern guests are more hands-on when it comes to their stay. Guests have become used to getting what they need quickly and without much hassle. So in order to accommodate this lifestyle, use hotel technologies as a way of resolving issues before they've arisen. Guest now expect some sort of hotel information technology that would allow them to check-in either remotely or directly upon arrival, skipping the lines and receive their key without needing to engage your staff.

FEEDBACK: IT'S GOOD EVEN WHEN IT'S BAD

Sometimes mistakes are inevitable. It's one of those inevitabilities of the running a hotel. There will always be unexpected things that can happen, like a leaking tap or a malfunctioning AC. However, the way your hotel responds to your guest feedback can make or break your guest's experience. Always remember that your hotel isn't just renting out a room. You're delivering an entire experience. You need to ensure that the experience is a positive one.

WHAT INNOVATIONS HAVE YOU PUT IN PLACE AT YOUR HOTEL?

Surely you've experimented with some cool technology at your hotel, is there any tech that really made a difference for guests at your hotel?

HOTEL LINKS NETWORK

www.hotellinksolutions.com

ANGELES

Azzurro Hotel
www.azzurrohotel.ph

Orchid Inn Resort
www.orchidinnresort.com

Wild Orchid Lagoon Resort
www.lagoon.wildorchidresort.com

Wild Orchid Resort
www.main.wildorchidresort.com

Lewis Grand Hotel
www.lewisgrand.com

Andeo Suites
www.andeosuites.com

BAGUIO

Chalet Baguio Hotel
www.chaletbaguio.com

Mountain Lodge & Restaurant
www.mountainlodge-baguio.com

Albergo di Ferroca Hotel
www.albergohotelbaguio.com

City Center Hotel
www.baguiocitycenterhotel.com

Tulip's Place
www.tulipplacebaguio.com

Hotel Henrico Kisad
www.hotelhenricokisad.com

BATANGAS

Club Balai Isabel
www.balalaisabel.com

Anilao Awari Bay
www.anilaoawaribay.com

Aiyandar Beach and Dive Resort
www.aiyandar.net

Days Hotel Batangas
www.batangas.dayshotel.net

Casitas de Victoria
www.casitasdevictoria.com

BENGUET

El Cielito Hotel Baguio
www.elcielitohotels.com

BICOL REGION

Trip Inn
www.tripinn.ph

BOHOL

Villa Kasadya
www.villakasadya.com

Scent of Green Papaya Resort
www.scentofgreenpapaya.com

Eskaya Beach Resort and Spa
www.eskayaresort.com

Chill-out Guesthouse
www.chilloutpanglao.com

Vanilla Sky Dive Resort
www.vanillaskyresort.com

Bohol Shores
www.boholshores.com

Panglao Chocolate Hills Resort
www.panglao-chocolatehillsresort.com

Bohol Sunside Resort
www.bohol-sunside-resort.com

Malinawon Resort
www.malinawon.se

Bohol Vantage Resort
www.vantageresort.com

Amihan Resort
www.amihanresortpanglao.com

Seapearl of Alona
www.SeapearloffAlona.com

Bohol Beach Club
www.BoholBeachClub.com

Roman Empire Boutique & Wellness Hotel
www.romanempirepanglao.com

Marina Point Bay Resort
www.MarinaPointBay.com

The Story Resort & Spa
www.thestoryresort.com

D & B Bluestar Beach Resort
www.dbbeluestarresort.com

B-hol Huts
www.BholHuts.com

Almira Diving Resort
www.almiradivingresort.com

BORACAY

Balinghai Beach Resort
www.balinghai.com

Cohiba Villas Hotel
www.cohibavillas.com

Jony's Beach Resort
www.jonysbeachresortboracay.com

LuxeView Hotel
www.luxeviewhotel.com

Palassa Private Residences
www.palassaprivateresidencesboracay.com

Paradise Bay Beach Resort
www.paradisebayresortboracay.com
Surfside

Boracay Resort & Spa
www.boracaysurfside.com

Willy's Beach Hotel
www.willysbeachhotel.com

Pinjalo Resort
www.pinjalo.com

Lugar Bonito Hotel
www.lugarbonitohotel.com

Island Inn Boracay
www.islandinnboracay.com

Eclipse Resort
www.eclipseresortboracay.com.ph

Boracay Uptown
www.boracayuptown.com

Diamond Water Edge Resort
www.diamondwateredgeresortboracay.com

Estacio Uno Boracay
www.estacionunoboracay.com

Jay-Jay's Club
www.jayjaysclub.com

Greenyard Inn
www.greenyardinnboracay.net

MN Boracay Lodge Inn
www.mnboracaylodge.com

Noe's Cottages
www.noescottagesboracay.com

8Colors Boracay
www.8colorsboracay.com

Pahuwayan Suites
www.pahuwayansuites.com

Alamo Bay Inn
www.alamobayinnboracay.com

Real Maris Resort and Hotel
www.realmarisbeachresort.com

Secret Garden Resort
www.secretgardenboracay.com

Sulu Plaza
www.suluplazarboracay.com

Villa Romero de Boracay
www.villaromeroдебoracay.com

Island Jewel Inn
www.islandjewelinn.com

Panorama Sunrise
www.panorama-sunrise.com

Pearl of the Pacific Boracay Resort & Spa
www.pearlofthepacific.ph

Casa D' Estrella Apartelle
www.agoda.com

Dive Gurus Boracay Beach Resort
www.divegurusresort.com

Boracay Midtown Hotel
www.boracay-midtownhotel.com

The Club Ten Beach Resort
www.theclubtenboracay.com

Blue Lotus Hotel
www.boracaybluelotus.com

357 Boracay
www.357boracay.com

Jony's Boutique Hotel
www.jonysboutiquehotel.com

Turtle Inn Resort
www.turtleinnboracay.com

Blue Ocean Boutique Hotel.Com
www.blueoceanboutiquehotel.com

Hostel Avenue
www.htps

Boracay Amor Apartments
www.boracayamor.com

Boracay Backpackers
www.boracaybackpackers.com

Sundown Beach Studios
www.sundownstudiosboracay.com

The Piccolo Hotel of Boracay
www.thepiccolohotelboracay.com

Sundown Resort and Austrian Pension House
www.sundownresortboracay.com

Island Nook Hotel Boracay
www.islandnook.com

Quoalla Hotel Boracay
www.boracay.quoallahotel.com

Hangin Kite Resort
www.hanginkite.com

IL Mare Sakura Resort Boracay
www.ilmaresakuraresorts.com

Lantern Mini Hotel and Home Kitchen
www.lanternaboracay.com

Boracay Beach Resort
www.boracaybeachresort.com

Sleep with Us (formerly BoxAndLadder)
www.Sleepwithushostel.com

Tree House Beach Resort
www.treehousebeachresort.com

Luxe Boutique Boracay
www.luxeboracay.com

Lola's Lodge
www.lolaslodgeboracay.com

Cool Stay Inn
www.CoolStayInn.com

La Bella Casa de Boracay
www.labellaboracay.snappages.com

Homeland Apartelle
www.HomelandApartelle.com

Boracay Actopia Resort
www.BoracayActopiaResort.com

Kamusta Boutique Hotel
www.kamustahotelboracay.com

Chill out Hostel
www.chillouthostelboracay.com

Amihan Home
www.amihan-home.com

Boracay Mandarin Resort
www.boracaymandarinislandhotel.com

BUKIDNON

Dahilayan Forest Park Resort
www.dahilayanforestpark.com

CAMIGUIN

Paras Beach Resort
www.parasbeachresortcamiguin.com

CAVITE

Destination Hotel South Forbes
www.destinationhotelsouthforbes.com

Aquamira Resort
www.aquamiraresort.com

Angelfields Nature Sanctuary
www.angelfieldsnaturesanctuary.com

CEBU

Holiday Spa Hotel
www.holidayspahotel.com

Hotel Europa
www.hoteleuropecebu.com

BlueFins Resort
www.bluefinsresortcebu.com

Cebuview Tourist Inn
www.cebuvietouristinn.com

Sotogrande Hotel and Resort
www.sotograndehotelresort.com

Vista Mar Beach Resort and Country Club
www.vistamarbeachresort.com

La Mirada Hotel
www.lamiradahotelcebu.com

Valleyfront Hotel
www.valleyfrontcebu.com

Pacific Pensionne
www.pacificpensionne.com

Pacific Cebu Resort
www.pacificcebu-resort.com

DAVAO

Chema's by the Sea
www.chemasbythesea.com

Alta Pension House
www.altapensionhouse.com

The Ritz Hotel at Garden Oases
www.ritzhoteldavao.com

Eden Nature Park and Resort
www.edennaturepark.com.ph

Casa Leticia Boutique Hotel
www.casaleticiaboutiquehoteldavao.com

ILOCOS NORTE

Veranda Suites and Restaurant
www.not.provided.com

Balay Travel Lodge
www.balay-travel-lodge.business.site

ILOILO

The Aurora 2013
www.theaurora2013.com

Bed and Bath Serviced Suites in B Lifestyle Complex
www.bcomplex.ph

Sotogrande Iloilo
www.sotograndeiloilo.ph

KALIBO

RB Lodge Kalibo
[www.https://](https://)

Dreamland Residences Hotel
www.dreamlandresidenceshotel.com

LAGUNA

El Cielito Hotel Sta. Rosa
www.elcielito-starosa.com

LAPU-LAPU

Arterra Hotel and Resort
www.arterra.com.ph

MAKATI

Element Boutique Hotel
www.elementboutiquehotelmakati.com

Sunette Tower Hotel
www.sunette.com.ph

Infinity Connector
www.InfinityConnector.com

MALAPASCUA

Little Mermaid Dive Resort
www.littlemermaiddiversort.com

MANILA

DG Budget Hotel - Naia
www.naia.domesticguesthouse.com

DG Budget Hotel - Salem
www.domesticguesthouse.com

Gran Prix Hotels & Suites Manila
www.granprixmanila.com

Nichols Airport Hotel
www.nicholsairporthotel.com.ph

The Charter House
www.charterhouse.com.ph

Hotel Kimberly Manila
www.manila.hotelkimberly.com

Malate Pensionne
www.malatepensionne.com

Vieve Hotel Manila
www.vievehotelmanila.com

El Cielito Hotel Makati
www.elcielitohotels1.com

Casa Amapola
www.casaamapolamanila.com

Sunny Bay Suites
www.mansiongroup.com.ph

The Victor Hotel
www.thevictorhotel.com.ph

Manila Crown Palace Hotel
www.manilacrownpalace.com

Adriatico Arms Hotel
www.aarmshotel.com

Starlight Bed and Breakfast
www.starlightbnbmanila.com

Motel 168
www.motel168ph.com

Sea Pearl Manila Suites
www.seapearلمانilasuites.com

KL Executive Under Iristech
www.KLServicedResidences.com

MUNTINLUPA

Vivere Hotel
www.viverehotel.com.ph

NEGROS OCCIDENTAL

Nabulao Beach and Dive Center
www.nabulaobeachresort.com

OLONGAPO

Wild Orchid Beach Resort, Inc
www.wildorchidsubic.com

PALAWAN

Aqua Travel Lodge
www.elnidoaquahotel.com

Makulay Lodge
www.makulaylodgeelnido.com

Angelic Mansion
www.angelicmansion.com

El Nido Mahogany Beach Resort
www.elnido-mahogany.com

El Nido Overlooking
www.el-nido-overlooking.com

Swiftlets Inn
www.swiftlets-inn.weebly.com

Doublegem Beach Resort and Hotel
www.elnidodoublegem.com

Bulskamp Inn
www.https://

Coron Bancuang Mansion
www.coronbancuangmansion.com

The Riverhouse Coron
www.theriverhousecoron.com

Coron Soleil Garden Resort
www.coronsoleil.com

Coron Hilltop View Resort
www.coronhilltopview.com

Jim's Castle Inn
www.jimscastleinncoron.com

Marina Del Sol Resort & Yacht Club
www.marinadelsol.ph

Pa-Lao-Yu Dive Resort
www.Pa-Lao-Yu.com

Talisay Boutique Hotel
www.talisayboutiquehotelelnido.com

PAMPANGA

Widus Hotel and Casino
www.widus.com

The Penthouse Condo,
Hotel and Residence
www.penthousehotel.com.ph

950 Condoitel
www.950condotel.com

Hotel EuroAsia
www.hoteleuroasiapampanga.com

Hotel Vanna
www.hotelvannaph.com

Xenia Hotel
www.xeniahotel.com.ph

PANGASINAN

Puerto Del Sol Beach Resort & Hotel Club
www.puertodelsol.com.ph

Star Plaza Hotel
www.starplazadagupan.com

PASAY

Rogers Place Hotel
www.rogersplacehotel.com

PASAY CITY

Achievers Airport Hotel
www.AchieversAirportHotel.com

PUERTO GALERA

Capt'n Gregg's Dive Resort
www.captngreggs.com

PUERTO PRINCESA

Dolce Vita Hotel
www.hotels-palawan.com

PUERTO PRINCESA CITY

Purple Fountain Inn
www.purplefountaininn.com.ph

QUEZON CITY

Oracle Hotel & Residences
www.oraclehotel.com.ph

Cocoon Boutique Hotel
www.thecocoonhotel.com

Casa Pura
www.casapura.com.ph

Hive Hotel and Convention Place
www.HiveHotel.com

Hotel 168 - QC
www.hotel168qc.com

RIZAL

Villa Jhoana Resort
www.villajhoanaresort-rizal.com

Stradella Hotel
www.stradellahotel.com

Santorini Cainta
www.santorini.ph

SAMAR

Domsowir Hotel
www.DomsowirHotel.com

SUBIC

Club Morocco Resort and Country Club
www.clubmoroccosubic.com

TAGAYTAY

Hotel Kimberly Tagaytay
www.hotelkimberlytagaytay.com

Casa Alegria Bed and Breakfast
www.casaalegriatagaytay.wix.com

Splendido Hotel
www.splendido.ph

Destination Hotel Tagaytay
www.destinationhoteltagaytay.com

Days Hotel Tagaytay
www.tagaytay.dayshotel.net

Twin Pines Suites
www.Twinpinessuites.com

TARLAC

Luisita Central Park Hotel
www.luisitacentralparkhotel.com

TAYTAY

Casa Rosa Seaview Cottages and Restaurant
www.casarosapalawan.com

ZAMBALES

Rama Beach Hotel
www.ramabeach.com

ZAMBOANGA

Dakak Park and Beach Resort
www.dakak.com.ph

RANGGO MAGAZINE

YOUR HOSPITALITY HUB

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.”**

They felt compelled to make a difference, because they were tired of the negativity and fruitless images of Filipinos in the workplace. It’s simple. The RANGGO Magazine and its special events were born from that need to be seen, recognized and appreciated.

FACEBOOK @YourHospitalityHub

On The Cover

Cebu City, Philippines
Cover Model: Chef Alchievan B. Gomez
Cover Shot On-Location:
Kalanggaman Island
Palompon, Leyte Province
Café' Bo's Creamy Cheesy Double Patty Burger

Chief Executive Helen Atanacio
KA&CO America LLC, US Publishing Consultant Kareem Jackson
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Editorial Director Trudy Allen
IT Consultant Raymond Valenzuela
Marketing Associate Sherwin Gonzales

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International Sales & Advertising Inquiries

Inside This Maiden Issue
RANGGO 100 BEST
Sexiest Chef Alchievan
Superior Service = Superior Profits
Meet CHRISTINE San Diego
10 GREAT SERVICE STANDARDS GUARANTEED
TO WOW YOUR GUESTS
PHILIPPINES' SEXIEST CHEF | THE RANGGO 100 BEST

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Thank You
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VISIONARY
Christine San Diego

OUR *Sexiest Chef*
ALCHIEVAN

www.myranggo.com

On the
COVER



YOU'RE GOING TO LOVE CEBU. Meet Philippines Sexiest Chef Alchievan Gomez. Shot on location: Café' Bo's Beach Front Restaurant, Kalanggaman Island, Palompan, Leyte Province, Philippines. Featuring: BEST OF Leyte Services & Award-Winner and Chef Bo's Super Creamy Cheesy Double Patty Burger.



RANGGO

MAGAZINE

YOUR HOSPITALITY HUB



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Meet Jerry Del Rosario. 15 Success Tips to go from hospitality worker to owner.



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The Future of Philippines Tourism... is all about superior service. A conversation with Jojo Clemente.



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Restaurant Visionary. Christine San Diego opens up to us about her life, family legacy and successful restaurateur career.



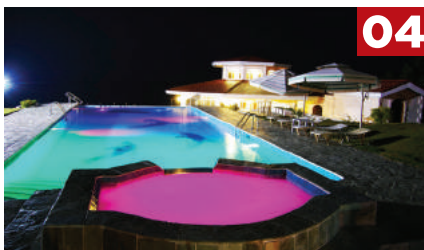
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Tacio's The Perfect Hangout... 6-Customer Loyalty Success Secrets



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RANGGO 100 in Service. Our list of the wonderful places around the Philippines for those who value great hospitality, delightful service and a quality experience. We've traveled the country and done the hard work for you.



04

Hotel Link Solutions. A great booking system is the first step to delivering award-winning service and a guests experience which ranks high.



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Ferra Hotels, Best of Boracay is an awesome feature at RANGGO On-Line. If you want to get more insights, more tips, jobs and events catered to the hospitality lifestyle visit us at MyRANGGO.com anytime from anywhere is the world for free.



YOU'RE GOING TO

LOVE CEBU...

MEET CHEF ALCHIEVAN GOMEZ

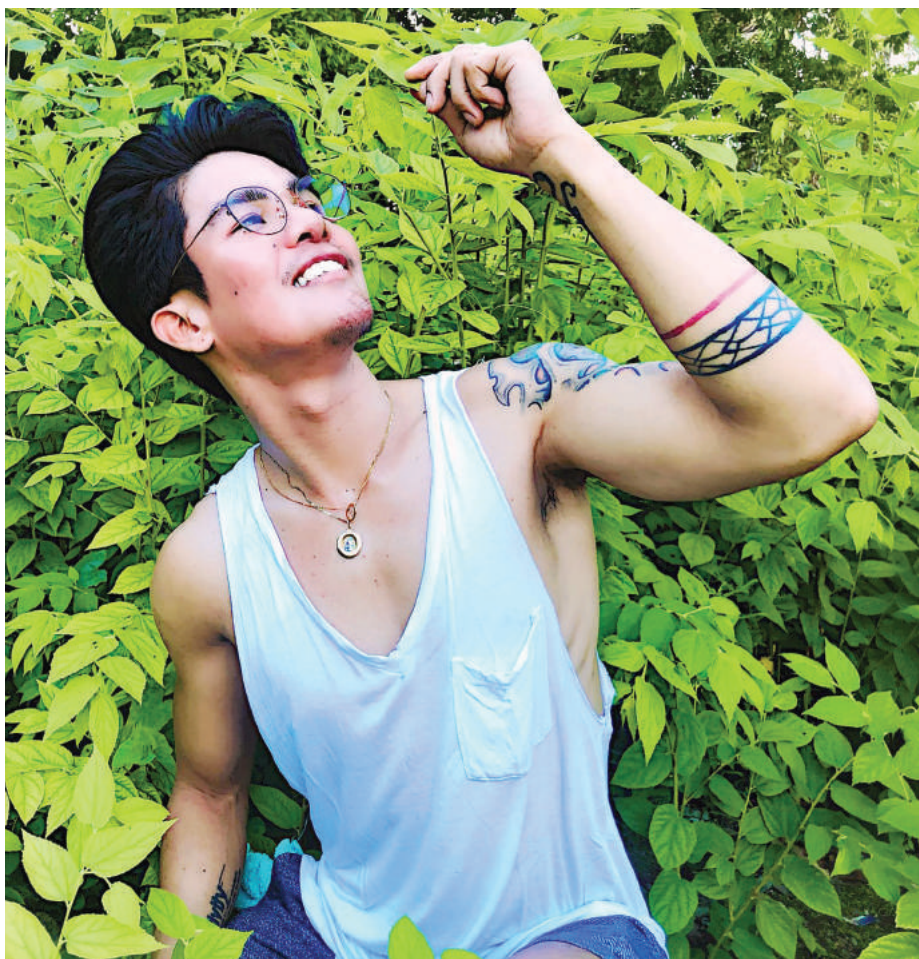
In the Philippines entrepreneurship is part of the culture. The entrepreneurial spirit is everywhere and small business entrepreneurs make-up more than 80% of the Philippines overall economy. Unlike in most Western countries, in the Philippine Islands, micro-businesses, such as restaurants, canteens, or sari-sari style convenience stores can provide a family with a nice and modest lifestyle.

An Academic Scholar, as well as a working student bussing tables and washing dishes in a local restaurant while in college

studying Hotel & Restaurant Management and then Computer Science, print, ramp, resort wear, underwear model and painter, Alchievan Gomez found his passion for cooking and serving guests. Once Alchievan graduated, he earned and saved over P100,000 modeling and working at restaurants, enough money to follow his passion, invest and open his simple province-style, Chef AL's Canteen & Convenience Store, located just 10-minutes away from Mactan Beach, in beautiful Basak, Lapu-Lapu City, Cebu. Chef Al, specializes in seafood popular in Cebu, as well as traditional Filipino

cuisine. More of a social entrepreneur, he supports his community and has made a niche for himself, selling out nearly everyday catering to the local clientele seeking healthy, affordable, yet tasty breakfast and lunch. Chef Al's popular dishes such as his Farm Fresh Sweet Tomato Jumbo Yellow Fin & Blue Marlin Larang Stew, Lapu-Lapu Fresh, Golden & Crispy Buttered Veggie Medly and his fabulous signature dish, Chef Al's Special Pork or Beef Soup Ribs.

Chef Al's Special Pork or Beef Soup Ribs dish is a very popular and



healthy 'soup' which uses real gabi, farm fresh sweet, red tomatoes, crispy string beans, fresh ginger, bell peppers, cabbage, onions and ripe cubes of squash.

Chef Al is a pride of the Philippines, most especially the Visayans, giving amazing, quality food, and a quaint dining experience right in the heart of the Visayas Province. He does it all while living his dream and supporting his family in a wonderful and positive way. You can visit Chef Al when you are in Cebu for a wonderful authentic Philippine-lifestyle experience or visit his page at: www.Facebook.com/alchievan.gomez





THE LIST RANGGO 100 BEST IN SERVICE 2019

What do you think? Do you have a place to recommend that you think would make the list? Let us know, your suggestion may just end up in the RANGGO 100 BEST in Service!

- | | |
|--|--|
| The 70's Bistro
Quezon City | Casa Verde
Cebu/Pasig/Quezon City |
| Adamo
Dumaguete City | Catch272
Quezon City |
| Aloha Seaside Resort
Siquijor | Cebu Dive Centre
Moalboal, Cebu |
| Alta D' Tagaytay
Tagaytay | Cha Cha's Boracay
Boracay |
| Amami Beach Resort
Puerto Galera | Charito by Bag of Beans
Tagaytay |
| Amboy Hometel
Batanes | Chef Al's Canteen
& Convenience Store
Basak, Lapu Lapu City |
| Ape Tours
El Nido Palawan | Chicken Storey
Quezon City |
| Astoria Boracay
Boracay | Chili Jam Bistro
& Rooftop Lounge
Luxe Boutique Hotel, Boracay |
| Azumi Boutique Hotel
Alabang | Coffee Corner Indai
Bantayan, Cebu |
| Bamba Bistro
Parañaque | Conti's Bakeshop and
Restaurant
Katipunan, Quezon City |
| Besaga Beachfront Bed and
Breakfast
Port Barton, Palawan | Corner Tree Cafe
Makati |
| Blue Elephant
Cebu City | Daluyon Beach Resort
Puerto Princesa, Palawan |
| Bluewater Sumilon Island Resort
Sumilon, Cebu | Damiana's Kitchen
Makati |
| Boracay Tropics Resort
Boracay | Destileria Barako,
Naasug, Malay Aklan |
| Bravo Beach Resort
General Luna, Siargao | El Union Coffee
La Union |
| Brezza Ristorante
Mövenpick Resort & Spa
Boracay | Exit Bar
Boracay |
| Busuanga Bay Lodge
Busuanga | Fantasy Lodge
Samboan, Cebu |
| Café du Tukon
Batanes | Ferra Hotel and Ferra Garden
Hotel & Suites
Boracay |
| Cala Laiya
Batangas | Fox & The Firefly Cottages
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| Casa Marina
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Gapnod Guesthouse Siquijor	Lemon and Olives Greek Restaurant Baguio	Sinagtala Farm Resort & Adventure Park Orani, Bataan
Gloria's Ihaw-Ihaw Timoga, Iligan	Lemoni Cafe Boracay	Spicebird Boracay
Grand Sierra Pines Baguio	Liquid Dive Resort Dauin Dumaguete	Spin Designer Hostel El Nido Palawan
Greenwich Aduana, Intramuros	Los Indios Bravos Boracay	Sunny Side Up Liwa Zambales
Grenada Beach Resort Boljoon, Cebu	Lost Wanderers Makati, Manila	SweetsGalaxy Philippines (under MJM Import Group) Hotel and Restaurant Supplier
Handlebar Bar & Grill Makati	Luksloft Hotel Batangas City	Tacio's Cubao Expo, Quezon, Manila
HÄRLE Philippines Makati	Mecha Uma Bonifacio Global City, Manila	Tepanee Beach Resort Malapascua Island, Cebu
Hotel Celeste Makati	Motag Living Museum Motag, Aklan	The Beach Shack El Nido
Hotel Felicidad Vigan	Nonie's Boracay	The Good Food Sabang, Baler
House of Joe Poblacion, Makati, Manila	Ocean Suites Bohol	The Hue Hotel Boracay
House of Lasagna Lipa, Batangas	Philguru El Nido Palawan	The Stockpile Ortigas Center
Il Mare Sakura Resort Boracay	Philippine Surfing Academy Club Manila East, Taytay Manila.	The Sunny Side Cafe Boracay
Iloilo Gateway Hotel Iloilo	Rafaelle Woodfired Pizzeria Bayleaf Hotel, Intramuros	Trattoria Altrove Parañaque
IMC Kavino Makati	Red Coconut Boracay Boracay	Tribal Adventures Antique, Panay and Busuanga, Coron
Isla't Alon Puerto Galera	Rushie's Point Baler	Van Gogh is Bipolar Maginhawa Street, Quezon City
Isla Sugbu Seafood City McKinley Hill, Manila & The Grand Convention Center, Cebu City	St. Louis House of Fine Ice Cream and Desserts Bonifacio Global City, Manila	Villa Caemilla Beach Boutique Hotel Boracay
Kermit Beach Resort and Restaurant Siargao	Sea Green Café + Boutique Rooms Davao City	Virgin Beach Resort Laiya, Batangas
Kurma Eco Beach Lodge Camiguin	Sea Wind Boracay	Warung Kapitolyo Pasig
Las Casas Filipinas de Acuzar Bataan	See-Kee-Hor Café & Hostel Siquijor	Z Hostel Makati
Las Flores Bonifacio Global City, Manila	Shenzi's Café Caticlan, Aklan	



RANGGO

100

Best in Service

Introducing RANGGO Magazines' 100 BEST in Service. Our Annual List of the best in the industry: from restaurants and hotels, through to travel agents, entrepreneurs and tour providers.

Service Standards are the most important aspect of any business wanting to succeed in the Hospitality Industry. The internet has democratized the industry. Every consumer can now access images, locations, coupons, make reservations and ultimately leave good or bad reviews - *anytime, from anywhere in the world.*

Our definition of "BEST" is based not just on exceptional staff and service but also offering a unique quality which makes the establishment stand out. This could be ambiance, motif, services offered, tradition, menu or a dedication to sustainability and green practices.

There are 7,641 Islands which make up the Philippines. In our first RANGGO BEST 100 Best in Service we have traveled all around this beautiful country, and we are pleased to share with you our choices from some of the best around the Philippines.

The 70's Bistro

► Quezon City

A place to rock and get drunk! One of the pillars of Manila's music scene you can find different kinds of bands performing; from up and coming acts, to some of the most well-known Philippine bands and artists. 70's serves a nice range of snacks to share and the staff team are efficient and friendly. Throughout the years the beat, soul and rhythm remains consistently great, and the fun spirit continues to be contagious!

Adamo

► Dumaguete City

Described as "fine-dining at a reasonable price" this restaurant serves their meals in courses, as high end restaurants do - a concept previously unheard of in Dumaguete. They deviate from the norm by having separate lunch and dinner menus, and change their menus every two weeks as well, to keep things fresh and exciting. Adamo promotes sustainability by using local produce; this advocacy is also evident on a dedication written on the back of their menu "To our culture, Negros Oriental local farmers and fishermen, and flavors that we love and long for."

Aloha Seaside Resort

► Siquijor

This little resort is just across the road from the beach in San Juan, and if you're looking for SUPER-comfy beds and pillows in very quiet rooms, then this is the place. The beds are so comfortable; in fact, they're hard to get out of! The resorts friendly owners and managers are a plus too.

Alta D' Tagaytay

► Tagaytay

The only hotel in Tagaytay, located right on the ridge, Alta D' Tagaytay provides stunning views of Taal Lake from your room. It's most notable feature; polished, antiques-style wood throughout gives the hotel a classic, stately feel. The lobby's majestic wooden staircase and piano emanate old world splendour and have become an iconic background for wedding photos. Enjoy an authentic Tagaytay experience in this scenic and serene abode.

Amami Beach Resort

► Puerto Galera

Amami Beach Resort's Nipa-style cottages exude tropical island living and are a stone's throw from one of Puerto Galera's nicest, most peaceful beaches; Talipanan Beach. The restaurant offers a great selection of Filipino and Italian dishes and servings

are humungous; we guarantee you will clean your plate because everything is exquisitely, extraordinarily delicious. Highlights include their breakfasts, Kinilaw and the Pizza's. Exploring is a must; look out for local boat owner Michael for a beach hopping tour, and Dominique for a small boat to take you to the renowned Coral Garden for some of the most stunning underwater life you will see in your lifetime. We have to give a special shout out to Christine 'Tin' Lucero, an all-round employee who goes above and beyond to make sure that guests will have a memorable stay; from explaining tour options enthusiastically and in detail, to accommodating every single request with a warm smile.

Amboy Homotel

► Batanes

As the name suggests, Amboy Homotel merges hotel service with a homey ambiance. If your intention is to experience peace and quiet, or to bask in nature, this is the perfect place for you. Encompassed by a lush garden, Amboy Homotel is also just across from Chanarian Beach. Extra attentive staff combined with a welcoming, warm atmosphere, will make this place feel like your home away from home.

Ape Tours

► El Nido Palawan

One of the must-do activities in El Nido is an island-hopping tour to see the beaches, lagoons, and explore the underwater world. With so many tour companies offering the same tours, Ape Tours has found a way to be different. They generally operate an opposite schedule to all the other tour companies so that their guests arrive at the locations when they're almost empty. Theirs is known as the party tour, with Ivan and his crew always ensuring that guests are entertained with music, drinks, and great conversations, which result in newfound friendships by the end of the day. The crew has several types of cameras on board, including a drone camera, which ensures the best moments of a wonderful trip are captured.

Astoria Boracay

► Boracay

This resort is located at the start of White Beach Station 1. The accommodations are stylish, with a modern beach hotel feel, and are located around a swimming pool with comfortable and Instagram-worthy pool seating. Our favourites are the hammocks with integrated sunshade and the white metal-woven flower basket chairs in the shaded garden area. All this is complemented with pool-side wait service. Astoria Boracay offers high-end luxury at



Astoria Boracay

mid-range prices, with an efficient and conscientious staff team; what's not to like!

Azumi Boutique Hotel

► Alabang

Azumi Boutique Hotel is located in the south of Metro Manila, near Alabang Town Center and Molito. Its proximity to these places, along with affordable room prices, makes it an ideal and convenient place to stay! The minimalist interiors are modern and very stylish. The rooms are narrow and long, with everything laid out really well to maximise the space. Their biggest selling point is a rooftop saltwater infinity pool with a panoramic view of the area.

Bamba Bistro

► Parañaque

Bamba Bistro is a small but well known restaurant in BF Homes Parañaque. The food is not exactly cheap, but it is well worth the price! They serve regular food such as Tapa or Adobo, with a twist, to make it their own. The Steak ala Manila (Tapa), is served with truffled scrambled eggs, and their Aglio Olio is served with fresh sea urchin. Everything is well made, lovingly, which you can sense the moment your food arrives. This is definitely a highly-recommended restaurant in Manila, which people rave about.

Besaga Beachfront Bed and Breakfast

► Port Barton, Palawan

Cute little beach cottages, with modern amenities, set back from the beach with seating on the verandas, and hammocks within the beach garden, to best enjoy Port Barton's stunning sunsets. Huge and hearty breakfasts are served, to set you up for a day of island hopping or relaxing, whether it be thick pancakes smothered in chocolate spread or fruit, or a filling omelette served with bacon, toast and a small side salad. Lunches and dinners offer a great range of Filipino cuisine, with fresh fish and squid options. Besaga also hosts a night time barbecue of fresh fish, pork and chicken and guests from other resorts flock here for it. Staff are friendly, helpful and ready to assist.

Blue Elephant

► Cebu City

Finding peace in Cebu can be a little tricky and sunsets are always a great way to wind down after a long hot day. Set on the rooftop of a high rise building, right in Cebu City's Business Park, this super-smart restaurant and cocktail bar offers incredible views right across the city to the hills and ocean. The service is as excellent as the menu, so you can really relax and enjoy a sunset drink and dinner.

Bluewater Sumilon Island Resort

► Sumilon, Cebu

Bluewater Sumilon Island Resort is located on the southernmost tip of the island of Cebu, where the Bohol and Sulu seas converge. Pristine white sand beaches are situated in different areas of the island. Its Sandbar is well known for its changing shapes and shifting locations around the island depending on the season. A visit to Bluewater Sumilon Island Resort is like having an adventure island all to yourself.

Boracay Tropics Resort

► Boracay



Boracay Tropics Resort

Considered as one of the best-value resort hotels Boracay Tropics is known for its welcoming, friendly and courteous staff, which offers guests the experience of personalized service; by catering to their needs and requests. Positive guest reviews testify to the consistency of the staff team, which goes 'above and beyond', to provide service excellence at all times. Mediterranean and Asian-inspired architecture with rustic interiors inspire a homey feeling to guests, as they relax and enjoy the tropical vibes, lush garden and serene landscape.

Bravo Beach Resort

► **General Luna, Siargao**

Bravo Beach Resort is not just known for its stunning beach house accommodation, but also its restaurant, which is also open to walk-in guests. Set just meters from the beach, the open-air, covered restaurant screams industrial-chic, with pale concrete walls and wooden tables and chairs. The staff are renowned for their friendly, prompt and helpful approach. The restaurant offers a good Spanish, Mediterranean and Arabic menu. Dishes worth mentioning include the Humus and Baba Ghanoush served with Pitta, Tuna Tataki, Peri Peri Chicken and the Torta de Patatas. Guests also rave about their "decadent" Banana Toffee Pie, Dark Chocolate Mousse and Buco or White Chocolate Cheesecakes, and the Pomada Cocktail. Prices are above average for the island, but servings are large and good to share, menu items are also subject to ingredient availability, which is to be expected on an island. The After-Surf Party, every Sunday from 9pm until 12mn, is legendary and there are regular musicians and DJ's during the week too.

Brezza Ristorante

► **Mövenpick Resort & Spa Boracay**

Brezza is just one of a number of restaurants at Mövenpick, and is headed by Italian Specialty chef Francesco "Frank" Leone from Bari, Puglia. With a wood-fire oven imported from Napoli, Brezza is hailed as serving the best pizzas on the island. The restaurant excels because of the authentic dishes served, and always with an eye on quality and tradition. A standout touch is Brezza's welcome drink Crema di Limone, an alcoholic drink made of lemon skin, 95% alcohol and cream. A glass of Limoncello is served after your meal as a digestive. Both drinks are family recipes of Chef Frank.

Busuanga Bay Lodge

► **Busuanga**

Busuanga Bay Lodge is an elegant boutique resort hotel located at Sitio Lawi Barangay Concepcion, Busuanga Palawan. Listed as one of the top 20 Luxury Hotels in the Philippines, there are 38 spacious hotel rooms and 3 private villas each with an area of just less than 200sq and a private pool. Guests can also choose from a selection of 60 international and local wines, champagnes, and sparkling wines from their wine cellar.

Café du Tukon

► **Batanes**

Located in one of the most picturesque areas of Batanes, Fundacion Pacita, you are guaranteed stunning views of an untouched landscape while dining in at Cafe De Tukon. This farm-to-table restaurant sources many of their local produce from the Ivatan Farmers and Cooperatives, and even makes their own jam and breads. The dishes are a reflection of the unique cultural heritage Batanes is known for; placing value on the environment and protecting the land and waters around them. If the view and food is not enough, you can take delight in the various paintings of Filipino and Ivatan artists on display, featuring the life and culture of Batanes.

Cala Laiya

► **Batangas**

Originally developed as a personal hide-away for tranquil pleasures, such as fishing, the owner began to offer up their serene experience to friends, providing cozy accommodation and delicious home-cooked meals. Recognizing the huge potential and demand for the uniqueness they were offering, the owners began welcoming bookings from discerning travellers. Part of Cala Laiya's uniqueness lies in the use of re-purposed shipping containers for its suites and rooms. It may not be the owner's personal hideaway anymore but it has become one for many others.

Casa Marina

► **Pagsanjan**

Casa Marina's style of Filipino-Spanish architecture and Mid-Century furniture, fixtures, artwork makes it unique among others, and is further complimented by a beautiful backdrop that is the World Famous



Pagsanjan River. But what makes Casa Marina truly special is its exceptional warm, deliberate and well-thought out approach to service. To them, good service is not just about business, it's personal. From serving ice cold beer while you fire up the grill, providing cold towels as you return from an adventure tour, marshmallows to roast over a bonfire, or farm fresh eggs cooked to your liking as you start the day. These little things make the experience at Casa Marina truly memorable.

Casa Vallejo

► Baguio

Casa Vallejo is Baguio City's only heritage hotel, and has been operating since 1909. Old world charm and five star amenities offer guests a unique hotel experience, as they relax into all the comforts of a modern stay, surrounded by history. Guests may dine at Hill Station, an award-winning restaurant, browse some literature at Mt Cloud, or get a massage at North Haven Spa. The Yoga Room Baguio, Kalay-at and Lagalag are also located at Casa Vallejo.

Casa Verde

► Cebu/Pasig/Quezon City

Casa Verde is a chain of family-owned restaurants, hailing from Cebu City. Originally a small canteen, catering to students from nearby colleges, it became a full scale restaurant after recommendations and word of mouth brought huge demand. Value for money has always been the restaurant's philosophy. Casa Verde believes that everyone deserves to enjoy great food and quality service at reasonable prices, in a comfortable atmosphere. With best sellers such as the Brian's Ribs- Pork ribs baked in a sweet and tangy piquet sauce; Mighty Ton Burger- a 12 inch burger good enough to feed a group of 5, and Death by Chocolate - an ice cream based dessert that is to-die-for. Casa Verde is bringing home-style comfort food to the next level.



Casa Verde



Catch272

► Quezon City

A home bar is where you can be yourself, whether it's chilling on quiet nights not talking to people, chatting up random strangers, or having a lively discussion on something inspiring. It's the place where you soothe both heart and mind listening to someone's curated music and discovering new favourites. It's the warmth that resonates in the food, that you just know is cooked and prepped with love and care. It's where you run to when you celebrate a win or to lick your wounds, because you know that that place is not only about servicing patrons: they are taking care of friends, whether you know them well or not. Catch272 is our definition of a home bar, and we hope that everyone finds what we found in Catch272.

Cebu Dive Centre

► Moalboal, Cebu

This popular little dive shop is in the perfect location to immerse yourself in the beauty of the Moalboal sardine run. The huge ball of fish hangs out on the drop-off just metres from the shore, right opposite the dive shop and you don't even need to be a diver to see them; you can just rent snorkel gear and watch them from above. The beautiful fluid shapes the bait ball makes is truly stunning; it's a great way to get off your devices and reconnect with the world around you.

Cha Cha's Boracay

► Boracay

Inspired by the most popular beach destinations in the world, Cha Cha's Beach Café at Coast, not only brings you a curated selection of delectable cuisine (their Salted Caramel Baked Cookie Dough is highly recommended, so leave space after your main meal!) and a creatively crafted beach bar, but also fun tropical infused beats from DJs every Thursday, Friday, and Saturday. Staying true to its tagline, 'feel the flavors of fun' Cha Cha's also boasts that its service is customer-friendly, which adds to a warm atmosphere. Add the easy-on-the-eyes, picture-perfect interiors and inviting beachfront view, you can never go wrong with Cha Cha's.

Charito by Bag of Beans

► Tagaytay

The Bag of Beans branches in Tagaytay are as much a tourist attraction as the famous Taal Lake, and Charito by Bag of Beans is quickly becoming the crowd favourite. This French style restaurant has rustic and chic interiors, which combined with the stunning view of Taal Lake, fresh air, and greenery all around, makes for a truly enjoyable escape from the city. The

scenery and ambience go hand in hand with the food served which, of course, is constantly raved about, for the quality, taste and huge portions.

Chef Al's Canteen & Convenience Store

► **Basak, Lapu Lapu City**

Located just 10-minutes away from Mactan Beach, in Basak, Lapu-Lapu City, Chef Al's specializes in Seafood cuisine. His simple province-style canteen delivers healthy and affordable dishes, which are a cut above the standard canteen offerings, and a favourite among the locals. Definitely try the Farm Fresh Sweet

Tomato Jumbo Yellow Fin and Blue Marlin Larang Stew, the Golden Crispy Buttered Veggie Medley or the Special Pork or Beef Soup Ribs. All are an absolute treat on the tongue.

Chicken Storey

► **Quezon City**

A fast casual restaurant that specializes in Crispy Glazed Fried Chicken with Extra Tender & Crunchy Pork Belly. Chicken Storey has a relaxed ambience and friendly staff, which makes you feel at home. This restaurant offers affordable meals and great deals making it an ideal food stop for people with an on the go lifestyle.

strong and friendly relationship she builds with her staff and guests, are commendable.

Conti's Bakeshop and Restaurant

► **Katipunan, Quezon City**

Conti's has long been a household name for restaurant quality home-cooked comfort food and delectable desserts. Their take-out nook, where you can choose from an array of pastries, cakes and entrees offer ideal gifts, pot luck and even special holiday meals. This particular branch stands out for the attentive service of the wait staff, who enthusiastically recommend menu items when asked. Their managers check in on you during your meal and even their security guards go out of their way to accommodate you and greet you with warm smiles, as you arrive and leave, making you feel right at home with their sincerity.

Chili Jam Bistro & Rooftop Lounge

► **Luxe Boutique Hotel, Boracay**



Chili Jam Bistro & Rooftop Lounge

A hidden, intimate rooftop gem, owned and managed by renowned Island Chef June Vino, who continues to create his own blends and fusions of popular dishes. He will tempt you with his hand-made sauces and pasta dishes, defeat you with his delicious chocolate brownies and floor you with his tantalizing, personally designed cocktails. An experience not to be missed.

Coffee Corner Indai

► **Bantayan, Cebu**

One of the best cafés in Bantayan, Coffee Corner by Indai should be on your bucket list. Indai pours her heart in to everything, which results in delicious food, outstanding service and keeps her customers coming back for more. The coffees, variety of European and Pinoy food options, and exceptional service she delivers, down to the

Corner Tree Cafe

► **Makati**

Corner Tree Cafe is a vegetarian/vegan cafe with a unique menu. It includes dishes from all over the world: Europe (Greece, Italy), North Africa, India, Japan and Southeast Asia including local dishes. We absolutely guarantee that you don't need to be vegetarian to enjoy their food, you just need to be a food lover. The eclectic decor and music also brings you to a faraway place.



Corner Tree Cafe

The most common reaction is “It reminds me of ___” (insert country/ city) - They’ve been compared to cafes in France, Germany, New York, San Francisco, Baguio, and more.

Daluyon Beach Resort

► **Sabang, Palawan**

This resort has been embracing sustainable tourism even before it hit the wave of popularity we see growing now. Unique local style builds for their cottages, solar power and a resort which is in-keeping with its natural surroundings. The restaurant and dishes are so gloriously delicious that people drive two hours from Puerto Princesa just to eat there. Believe us when we say that the food quality and standards are worth that two hour drive!

Damiana’s Kitchen

► **Makati**

Damiana’s Kitchen uses family recipes passed down the generations, which gives true meaning to Filipino home-cooking. They add the simplest twists to age-old recipes, resulting in extraordinary dishes which are raved about by all who taste them. Their cuisine is as big a hit with foreigners, who may not normally try or enjoy Filipino dishes, enticed to the restaurant by food which is prepared and presented in a way that both Filipinos and expats will enjoy. When you visit Damiana’s you’ll be embraced by the delicious aromas and homey and warm ambiance, which is completed by the presence of an antique table, inherited from the owners’ grandmother, and on which they both once prepared the restaurants original recipes.

Destileria Barako

► **Naasug, Malay Aklan**

This craft distillery is not only making names for itself in Aklan, Boracay and the Philippines, but internationally as well. For two years running their Gin and Vodka have both received SIP Awards, which is an International spirit judging competition. The group offers tours of their distillery, where you can learn how they brew and blend their Dry and Blue Pea Sirena Gins, and their Kanto Vodka’s, including the sublime Kanto Salted Caramel Vodka. The tour includes taste tests and a day by the pool. Accommodation is being added soon.

El Union Coffee

► **La Union**

This place has a delicious and unique selection of food (Drunken Beef Sandwich seems to be a favourite!) and the ambiance is current and hip.

Their coffee is a MUST TRY as it is aromatic, flavourful, and rich. Animal lovers, you will enjoy petting their domesticated cats while waiting for your food!

Exit Bar

► **Boracay**

This Boracay hangout is a favourite of the locals due to its old island style, cheap drinks, native architecture and happy vibes. It’s a place for every kind of person, a place to go with your friends and a place to make new friends. It is an unpretentious and unapologetic hole in the wall where people can just relax and be themselves. Messy and rowdy at times but extremely chilled on other nights as well - every day is a bit different. It’s a place many call home.

Fantasy Lodge

► **Samboan, Cebu**

A beautiful boutique-style resort nestled in a tropical garden. Fantasy Lodge sits atop a cliff overlooking the Tanon Strait and Negros – the sunsets are absolutely stunning from the sundeck. The garden is peaceful, green and shady, and they offer hot floral/herbal Kawa baths as well as a massage deck perched halfway down the cliff face. It’s the perfect place to relax and listen to the ocean while you soak or enjoy a rub-down.

Ferra Hotel and Ferra Garden Hotel & Suites

► **Boracay**

Two amazingly chic boutique hotels just doors from each other, in the heart of Boracay. Gorgeous contemporary interior designs and luxurious comforts throughout, and enthusiastic and friendly staff teams. Both have rooftop dining and bar areas with the perfect vantage point to enjoy Boracay’s famous sunsets. The Ferra Hotels Group continues to surprise guests and competitors alike. Consistently rated in the top 3% of 837 Boracay Hotels for Service by AGODA Customers, tells you all that you need to know.

Fox & The Firefly Cottages

► **Loboc, Bohol**

Looking to truly escape from everything? Then Fox & The Firefly Cottages could be your perfect destination. Located on the Loboc River, Fox is the owner’s dog, the Firefly the abundance to be found in the area. From the gorgeous and uniquely designed cottages, the hands-on and helpful staff and owners, through or to (either or, not both) the delicious food despite being ‘in the middle of nature’ this is one memorable place. Highlights include Stand-up Paddle boarding, especially at night when the Fireflies are at their best,



Fox & The Firefly Cottages

mountain-biking and the fact that you can hire scooters and go off to explore further afield.

Flying Fish by Wingman

► **Makati**

Possibly the most authentically British Fish N' Chips you will find in this country. Achieved by the use of cod, or cobbler; the traditional fish for this dish but which is rarely used here. These fish have a flaky white and meaty texture without the 'fishy' taste. The chips are fried until golden and seasoned so well that you'll taste the flavour in every bite. This winning combo comes in large portions, with side dips of tartar or curry sauces and mushy peas, keeping this dish as true to its origin as possible.

Gapnod Guesthouse

► **Siquijor**

This beautiful, quirky little property sits right on the beach in central San Juan. It's such a treat to just be able to roll out of bed and get straight into the ocean to start the day in a relaxed way! The owner takes so much pride in the place, keeping the white sand clear and swept all day. The accommodation is clean and modern, but with a native twist, and the whole place is decorated in/built out of 'gapnod' (driftwood). A little piece of paradise.

Gloria's Ihaw-Ihaw

► **Timoga, Iligan**

Located on the Zamboanga Highway, opposite Timoga Springs, this no-thrills waterside resto has gained a great following for its lechon, kinilaw and tuna jaw, served with Pinakurat; a delicious spicy coconut vinegar. The location adds to the experience, with tables and chairs overlooking the sea which offers sea breezes and the calming sounds of the waves crashing. Open from 11am-3pm

Grand Sierra Pines

► **Baguio**

Close to Mines View Park and Good Shepherd Convent, Grand Sierra Pines is a perfect family-friendly resort, with two restaurants and even a children's playground. The layout and the ambience of the hotel is consistently commented on by guests along with the friendly, professional and customer oriented staff team. All of the quiet and spacious rooms have a balcony allowing guests to enjoy the fresh, cool Baguio air. The hotel's Gallery features artwork by a number of National Philippine artists, including Amorsolo and Botong Francisco and guests rave about the Cultural Dance display. Our best tip – don't leave without enjoying their signature strawberry cupcake.

Greenwich

► **Aduana, Intramuros**

Everyone is familiar with the fast food chain Greenwich but their Aduana Intramuros branch stands out, as one of the first two Greenwich Hall of Fame stores to attain the Gold Standard in FSC (Food, Service, Cleanliness and Condition) for 5 straight years. The Aduana branch is the only one, in the history of the whole JFC brand, to retain the Gold Standard in FSC for 12 consecutive years and is on track for sustaining this in to its 13th year. The Aduana staff team maintain this record by practising the attitude of "nothing but the best for our customers". This attitude has been cultivated as an intrinsic element of the teams' culture, and earning the Gold Standard has become a constant goal for the Aduana branch.

Grenada Beach Resort

► **Boljoon, Cebu**

This adults-only boutique resort is so peaceful. Set on the clifftop, the views over the ocean are stunning, and the resort is surrounded by woodland and nature. You can take a walk through the trees and reconnect, or head down to the pretty beach cove and unwind on a comfortable sun lounger, whiling away the hours reading or snoozing until it's time for a cocktail.

Handlebar Bar & Grill

► **Makati**

A biker pub/sports bar that caters to all walks of life; expats and locals are welcome. Home of Mad Dogs Motorcycle Club of the Philippines, this bar shows all kinds of international sports live on the biggest screen in Makati - Rugby, Football, Cricket, Basketball, UFC, Boxing, and more! It also has the best grilled BBQ in town with a

wide selection of food on the menu! Another stand out feature of this place is that it's been a long time go-to place for those seeking live rock music in Makati.

HÄRLE Philippines

► **Makati**

In more than 20 years that HÄRLE Philippines has been supplying hotels and resorts with an array of products needed in the industry, it has won the heart and trust of its clientele. They carry high-end and high-quality European brands that elevate the preferences and product awareness of Hoteliers. HÄRLE will always be on top of the list of hotel suppliers due to its consistent personalized response to each of its clientele, big and small. All their personal phones are on-call 24-7 - and you can't find that anywhere else!

Hotel Celeste

► **Makati**



Hotel Celeste

A modish business boutique hotel, right at the heart of the CBD, with Victorian inspired interiors that compliment the personalized attention and stylish accommodation. Warm welcomes and attentiveness by their staff team ensures the needs of the guests are met at all times. It is this aspect which results in unflinching positive guest reviews and many returning guests, seeking to indulge in the renowned warm Filipino hospitality and personalized service throughout their stay.

Hotel Felicidad

► **Vigan**

Located within the historic UNESCO World Heritage Site of Vigan City, Hotel Felicidad can be described as a time travel experience back to the 18th century. The hotel evokes an old world charm; the rooms are beautifully furnished with antiques from the era and the hotel also doubles as an art gallery, with paintings and art pieces displayed throughout. Hotel Felicidad is truly Heritage Hospitality at its best!

Joe's Brew

► **Poblacion, Makati, Manila**

Owner, Joey Viray, travelled to California in 2013 to take an Introduction to Beer-Making course. Returning to Manila he began creating his

own beers; Joe's Brew with his brother and sister, Marco and Mica. House of Joe is a cosy, contemporary industrial-styled tasting room offering six 100% Filipino craft beers, with all-natural ingredients; German Kolsch, Sun Sweeper, Fish Rider, Sierra Madre, 34th Pursuit IPA and the Soothsayer. Request the Beer Flight, which is samples of all 6 beers, to help you choose your brew. If they're not too busy you can request a tour of their beautiful chrome vat brewery, above the tasting room and see how the taste bud delights are made.

House of Lasagna

► **Lipa, Batangas**

Batangas is rewarded with a gastronomical delight as House of Lasagna has opened in SM City Lipa. With its authentic Italian dishes and wide range of Lasagne's, the all-time favourites of Beef, Chicken, Pesto, Alfredo, Vegetable, Carbonara and the must try Truffle Lasagne, there's basically a new dish to try every day of the week! Pair it with Southern Fried Chicken, Grilled Pork Chops or Pink Salmon and you will satisfy any Italian-American meal cravings. Cap your dining experience off with one of their New York Cheesecake.



House of Lasagna

Il Mare Sakura Resort

► Boracay

Il Mare Sakura is a new resort on Boracay and has been open less than 2 years. What makes them special is their Japanese-zen motif, tranquil location, and extraordinary staff. Reviews for the resort often state that it is their staff team which makes the difference, and elevates the guest experience to the highest level. Guests commend how polite, courteous and very friendly the staff team is, and how they always make sure to interact warmly with their guests and make the guests feel right at home. Many guests state that they will return to stay at the resort again and will recommend it to others, in their reviews.

Iloilo Gateway Hotel

► Iloilo

Iloilo Gateway Hotel is the new kid on the block. They don't just focus on hotel service but also genuine hospitality, to match the fabled Ilonggo charm. Each of the rooms feature handmade furniture from Tinukib, a local brand promoting products from Iloilo. Centrally located and within minutes from the airport and city, this business hotel also offers free shuttle rides to and from the city for the guests' convenience.

IMC Kavino

► Makati

International Master Chef Kavino Lau created a Chinese and Asian Fusion menu that even the most discerning of foodies are wowed by. Modernizing the traditional Chinese menu, by adding their own twist, the Takoyaki is what most of their customers go back for, as well as the Pork ala Beijing; a Pork version of Pecking Duck. Another best seller is their Sweet and Sour Pork, which they cook with peaches instead of pineapples. Highly recommended.

Isla't Alon

► Puerto Galera

Isla't Alon is the newest bar in Puerto Galera, located at the far end left side (beach front), and is the best spot on White Beach to watch the sunset as it is less crowded and more peaceful. This open air venue is perfect if you are looking for an authentic beach vibe, with live acoustic performances from seasoned musicians. It's the perfect bar to jam, hang out, and chill.

Isla Sugbu Seafood City

► McKinley Hill, Manila & The Grand Convention Center, Cebu City

Isla Sugbu offers a modern Paluto set-up, away from the traditional, open air market-place environment;



the ambience is modern and welcoming with wood wall panels, tables and chairs, blue accents and trendy lighting. Select your seafood and veggies, which are then cooked to your chosen dishes and served to your table. With an all-you-can eat deal, excluding Lobster, you are bound to leave with a full and happy tummy. If you are struggling to decide what dish to have cooked, try the Sugbu Specials; 6 chef-recommended menu dishes. Isla Sugbu is an amazing restaurant for people who love seafood.

Kermit Beach Resort and Restaurant

► Siargao

Set back in a quiet area and surrounded by tropical gardens Kermits is one of the best 'all-in' resorts in Siargao. Already offering comfortable rooms and lodgings for a range of budgets, the team has recently added a new block of hotel style rooms. Factor in Kermits is also one of the island's most famous restaurants, serving delicious Italian dishes prepared by experts, friendly and welcoming staff, 1:1 Surf Lessons and a range of exciting Island-hopping tours, you're guaranteed a truly memorable stay.

Kurma Eco Beach Lodge

► Camiguin

Set in front of the beach with stunning ocean and sunset views, Kurma Eco Beach Lodge is making a name for itself not just as a great retreat but for its fabulous vegetarian food, yoga on the beach and its outstanding Free Dive classes. Guests rave about its ambience and super friendly staff, who are passionate about their work. Offering soulful food at its very best, 70% of the menu is vegetarian friendly, which even the staunchest meat-eaters recommend. Try their local salads, coconut burger, coconut-lime semifreddo or naked beef pie. Don't miss out on their Sweet & Salty; with a choice of smoked ham/bacon, 2 eggs scrambled/sunny side up, encased in 2 pieces of German pancakes, Camiguin honey and fruit served on the side. Start your day with yoga, go free diving or explore the Island, which offers excellent hiking, waterfalls and hot springs.

Las Casas Filipinas de Acuzar

► **Bataan**

This hotel and tourist attraction is a living museum of Philippine heritage. Located within a sprawling complex you will find 27 Spanish-era heritage houses from various parts of the Philippines, carefully dismantled and transported piece by piece to Bagac, Bataan, where they were reassembled to their original glory. Aside from taking a day tour around the property, to soak in all the rich history and architecture of these houses, Las Casas also offers many other activities that you can indulge in; go on an art or river tour, hit the beach or soak in their batis-inspired swimming pool, rent a bicycle, dine in one of their many restaurants, enjoy some cultural shows, or simply relax in their spa.

Las Flores

► **Bonifacio Global City, Manila**

This contemporary Spanish Tapas Restaurant & Cocktail Bar remains a firm favourite in BGC. The food is delicious and authentically Spanish; the Tapas is a must, as is the Paella de Marizco, Gambas, Patatas Bravas, Chorizo Croquets and make sure you leave space for a slice of their cheesecake or the Chokolatisimo. From security through to the servers, the customer service is exceptionally courteous, friendly and helpful, adding to a great meal experience. We would recommend you make a reservation in advance, to avoid disappointment.

Lemon and Olives Greek Restaurant

► **Baguio**

Lemon and Olives Greek Taverna is hands down the best place to go for lamb chops in Baguio City! People go for the excellent food, end up lingering over dessert and staying for the homey ambiance, serenity and the refreshing nature-filled view! Amazing food without breaking the bank!

Lemoni Cafe

► **Boracay**

One of the longest standing, western-style restaurants on Boracay. Lemoni's wait service is outstanding and well-schooled. A fresh and bright open air restaurant, with a decor which gives a gentle nod to its name, and an extensive and varied around-the-world range of menu items, labelled for vegetarians and vegans. Lemoni's owners are often to be found either in the restaurant, behind the counter or in the kitchen and are very hands on. Breakfast, Lunch and Dinner options are delicious and amazing but leave room for dessert; Lemoni is especially known for the best desserts, cookies and cakes on Boracay.

Liquid Dive Resort

► **Davin Dumaguete**

If you are looking for privacy and relaxation, this boutique beachfront dive resort, located just 20 minutes away from Dumaguete City, is perfect for you. With their cottage style rooms, swimming pools, pool bar, garden & tree-house style restaurant, along with activities within the resort, you will be perfectly content to relax within the confines of the property. Divers will delight in the personalized and professional service of the dive shop, which is proud to be a Greenfins member; achieved by reducing their environmental footprint and creating some positive change towards the diving in the local region. Do not miss the opportunity to take a trip to marine sanctuary Apo Island, a treat for divers and snorkelers alike.

Los Indios Bravos

► **Boracay**

Originally located in Bulabog, Los Indios acted as an on-the-job training restaurant for culinary students. Students and wait staff have all been trained in great service and consistency. The restaurant itself offers a modern, industrial-style environment with a nod towards Filipino History; writers such as Rizal, displayed on the walls. Known for a solid western-style menu, good sized portions, craft beer and attentive wait staff, Los Indios Bravos continues to gain rave reviews at their new location at The White House Boracay, Station 1.

Lost Wanderers

► **Makati, Manila**



Lost Wanderers

This travel agency combines its own passion for travel with a love of serving and helping others. It is their heart that makes them go the extra mile, turning once curious guests into satisfied customers. Aside from booking flights, accommodation, tours and even all-in packages for guests, the agency is renowned for communicating with guests throughout their trip. What

makes them extraordinary is that they offer hiking trips paired with assistance programs and projects for students in need of school supplies, mostly, in isolated areas not reachable by road.

Luksloft Hotel

► **Batangas City**

Everything about this hotel screams luxury. Each Loft comes with exceptional amenities such as a freshwater jet pool, sauna, full kitchen, dining area, bedroom and living area with a state-of-the-art entertainment system, which includes a selection of thousands of movies and TV series to watch. While you may be tempted to hole up inside your exquisite lodgings, the hotel food is an experience in itself, with selections plated-up to fine dining standards and tasting just as good. You can of course opt for room service through the digital butler in your Loft, one of the many technologically advanced features in this hotel.

Mecha Uma

► **Bonifacio Global City, Manila**

Mecha Uma, an Omakase-style restaurant, is described as offering global cuisine with Japanese inflections, and is a passion project of its head chef Bruce Ricketts and the Moment Group. Open in the evenings only, the restaurant has an extensive menu, as well as a 7 Course Tasting Menu, both with internationally sourced ingredients. Each dish is described and explained to guests, as it is served. Fine dining food, creative presentations, great service and an industrial chic interior; definitely one special restaurant.

Motag Living Museum

► **Motag, Aklan**

Motag Living Museum, the Philippines first interactive agricultural museum, is just a short

hop across the water from Boracay. Step back in time; everything about the museum has been meticulously researched and re-constructed, from the village homes and kitchens, water well and fields, down to the games the village children play and the songs the Elders sing. Local Elders and community members ensure the reimagining is true to life, informative and engaging. Visitors are encouraged to get involved; try your hand at tilling the land with one of the resident carabaos, plant and pluck the rice, or have a go at threshing and pounding the rice. This is a Boracay tour we encourage you not to miss.

Nonie's

► **Boracay**

One of the imports brought in to Station X, by the Sunnyside Cafe Food Group, Nonie's focuses on healthy Filipino-fusion dishes, made with good quality local produce with a good selection of vegetarian and vegan options. Particular favourites include the Chicken Frittata, Sliders and Mushroom Benedict. Dishes are complemented by a huge array of healthy juices, cold presses and teas. Service is warm, welcoming and prompt. The restaurant itself has a crisp industrial Instagram-worthy feel to it.

Ocean Suites

► **Bohol**

Ocean Suites Bohol boasts of rooms with stunning views of the sea, enhanced by floor to ceiling windows! Located adjacent to the Blood Compact Monument, it's ideally situated for guests who wish to be near Panglao, as well as the airport and shopping areas. The hotel offers an infinity pool and a great café, with good food.

Philguru

► **El Nido Palawan**



A company of passionate travel specialists who love what they do; creating customized journeys for inspiring destinations. Their tours are one-of-a-kind experiences and exclusive opportunities, which are tailor-fit to the individual. The team has a great attachment and love of El Nido, striving to care for the environment and surroundings; this resonates clearly in the tours they provide.



Philippine Surfing Academy

► Club Manila East, Taytay Manila

Learn to surf in Manila. Whether it's a 2-hour lesson to learn the basics or a full course taken over 12 weekends finishing with a weekend surf safari, you will have a lot of fun. Hosted in the wave pool at Club Manila East, the lesson price includes entry to the Waterpark, so you can spend all day using the other pools and water activities either side of your surf lesson. The Instructors are all very experienced surfers and have been fully trained under the Philippine Surfing Academy. Learn the basics of Paddling, Popping Up and Riding the Waves, as well as surf etiquette. A great experience and day out.

Rafaella Woodfired Pizzeria

► Bayleaf Hotel, Intramuros

Located in a historic part of Metro Manila, diners can enjoy a close-up view of Intramuros wall while dining courtesy of its floor to ceiling glass windows. This restaurant, along with the hotel it is located in, is incredibly chic and classy yet casual, making it great for a date, a family gathering, a daytime meeting, and anything in between. The Italian dishes are unique, high-quality, and raved about by many. Particular favourites among the customers are the Salmon & Uni Tartare, Roasted Mushroom & Truffle Pasta, Agnello (Lamb Ribs), Tomahawk Pork Chop, Dolci Al Cioccolato (warm chocolate cake), and any of their many scrumptious Wood-fired Pizza choices, which can be served the traditional way or with a crunchy crust. Definitely a must dine place.

Red Coconut Boracay

► Boracay

There are many reasons why Red Coconut Boracay continues

to stand out among the many hotels on the island. Its central location on the White Beach is a key factor, along with the hotels' native design, which harks back to the true heritage of Boracay. Add in warm and hospitable staff, an excellent restaurant and coffee house with beach views and the results are happy tourists from all over the world returning again and again. Aside from the main restaurant, the air-conditioned coffee house serves delicious coffees, light snacks, and boasts a menu of 15 amazing crepes. The beachfront bar continues to serve its infamous The Brain Train; a concoction of 13 different spirits, which will leave you wondering what your name is.

Rushie's Point

► Baler

Located at an ideal spot along Sabang Beach, Baler, Rushie's Point is the perfect spot for surfers seeking no frills accommodation. The rooms are in no way basic just clean and simple and without a TV. After all, when you've surfed all day, all you need is a comfy bed, good food and cold beers before getting some sleep so you're ready to do it all again the next day. Described as "the chilliest place" with the best Crispy Beef Tapa strips and the friendliest owners; Rochelle "Rushie" and Homer. Rushie's other big attraction is their live band every weekend.

St. Louis House of Fine Ice Cream and Desserts

► Bonifacio Global City, Manila

Turning 2 on 1st August 2019, St. Louis is a French inspired and European styled café, which originates from South Australia. Serving delicious breakfast and lunch menus, as well as sweet and savoury crepes, waffles, churros, speciality coffee, shakes and milkshakes, as well as their infamous handmade ice cream

and dessert creations. The store is also family & pet friendly. Definite menu items to try, aside from the delicious ice creams, are the Sweet Amalia dessert range named after the owners daughter, the Chicken Grain Bowl, Croque Monsieur, Avocado Toast served with poached eggs and the platter of pieces of waffle, churros, brownies and strawberries, served with a chocolate fondue to dip them in to.

Sea Green Café + Boutique Rooms

► Davao City

TripAdvisor has included Sea Green Café in their top 20 restaurant listings in Davao City. Everything about this place emanates beauty; from their minimalist boutique rooms with crisp and clean lines, quaint restaurant furniture and decor, to the presentation of their dishes - referred to these days as "Instagram-worthy". The beauty of their dishes is not just in the presentation though. They are best known for serving only healthy food; a Pescetarian menu using only local, organic and the freshest of ingredients.

Sea Wind

► Boracay

One of the oldest resorts on the island, with strong family roots; they continue to employ not only some of their original staff, but their sons, daughters and now grandsons and granddaughters. Sea Wind has the longest stretch of beach front, on White Beach and maintains the original palms and vegetation, ensuring shade and cool retreats for its guests. The resort extended a few years back and now also offers Garden Rooms and Suites, set in a tropical forest garden. Rooms are thoroughly modern, whilst retaining a native style and boasting antique objects, features and motifs. The food served in the restaurant is delicious

and plentiful, as well as good value for money. Regularly selected for Wedding Ceremonies and Honeymoons, Sea Wind remains the islands understated tropical retreat.

See-Kee-Hor Café & Hostel

► Siquijor

The owners of this new hostel have had years of years of experience in the hospitality industry and consider themselves a collective soul of (cheap) travellers. They value the journey and experiences of travellers, from their own travel experiences on a tight budget. A key part of their hospitality philosophy is putting their guests first because they themselves have been in the guests' position. Another element of their philosophy shines through with their aim to be a green cafe and hostel; proving that being environmentally conscious and budget conscious are not mutually exclusive.

Shenzi's Café

► Caticlan, Aklan

This little hidden delight should be hidden no longer. Whether you're popping over from Boracay for tours or wanting to eat well before flying home, we can't recommend this restaurant enough. From the delicious coffees, smoothies and juicies, through to their tasty meals made with the freshest local ingredients and home-grown herbs and salads, you are sure to be satisfied and sated. Homemade pasta dishes, beautiful salmon, delectable pork ribs, and homemade bread and cakes make it an absolute winner. Shenzi, herself, is often on hand to offer recommendations and welcome you. Don't forget to save space in your belly for some Red Velvet or Chocolate Cake.

Sinagtala Farm Resort & Adventure Park

► Orani, Bataan

Just 2 hours from Manila, Sinagtala is set within Bataan's National Park. An ancient tropical forest surrounded by majestic mountains, it is home to wild boars, giant fruit bats, civet cats and an array of endemic birds. The Entrance Fee gives access to the park as well as three swimming pools, showers and toilets and a children's playground. Day guests are also required to hire a table, hut or deck as well. The Sky Bridge, Sky Zipline, Sky Bike, Sky Swing, Kids Zipline, Paint Ball, River or Waterfall Trek all have individual fees, or guests can purchase an All Ride Package at 750P per person. For those wanting to stay overnight, there are five affiliated accommodation options, which must be booked in advance; Beacon House and Cabanas, Duyan House and Villa's, The Labuyo Villa's, Tanawin Bed & Breakfast and Tampay House.

Spicebird

► Boracay

Spicebird stands out in a sea of Boracay restaurants serving grilled food. Why? Because of their specific cooking style; piri-piri. While this style of grill is already widespread in other countries, it is still in its infancy in the Philippines. Spicebirds chefs use their house-made piri-piri sauce on almost every dish from crab, to pork, to falafel. And with a wide selection of jars of piri-piri sauces to choose from (Piri-Piri, Hotbird, Garlic & Lime, Curry, and Sexy Sauce No. 5,) they are able to offer guests endless customization to their meal.



Spin Designer Hostel

► El Nido Palawan

This place is renowned for changing the game of El Nido's hostel scape; disrupting the market with its boutique-hotel design aesthetic and hospitality standard, combined with the social atmosphere and activation programs of a hostel. Located at the heart of El Nido town, this 82-bed designer hostel has a mix of private and shared rooms, boasting bold, thoughtfully-designed spaces just meant for sharing stories and connecting with other travellers. What really puts Spin Designer in a different category are the people, the

resident SPINners who are just as fun, unique and interesting as the guests who come from all over the world.

Sunny Side Up Liwa

► Zambales

If your definition of paradise is staying in nipa huts right on the beach, the sound of waves lulling you to sleep at night, and relaxing in hammocks shaded by trees, then this is the perfect place for you. What makes Sunny Side Up Liwa even more endearing is the warmth and hospitality of the owners, who you can sit and chat with over coffee, or even join them during meals that they prepare for other guests. For a minimalist resort, they still manage to make the place feel tasteful and homey; they promote environmental sustainability as well. Animal lovers are in for a treat as this place is pet-friendly, and they have the friendliest resident dogs that keep you company. For those that enjoy camping on the beach, this type of accommodation is also offered.

SweetsGalaxy Philippines (under MJM Import Group)

► Hotel and Restaurant Supplier

This company specializes in importing high quality food and beverage brands from Europe, which you won't find anywhere else. Their products are ideal for hotels, restaurants, corporate giveaways and shops, or for a treat for yourself or friends. One of their most popular products is Tony's Chocolonely from the Netherlands, which is unique due to its 100% slave-free chocolate production, as well as its high quality taste. Whilst it's possible to find Milka chocolate and Haribo in shops here now, SweetsGalaxy has the widest selection of both products, in the country.

Tacio's

► Cubao Expo, Quezon, Manila

Cubao Expo has been building quite a fanbase over the last 5 years and none more so than one of its establishments; Tacio's, a bar and eatery. Tacio's owners intended to create the type of hang-out space they wanted to spend time at, resulting in not just a super cool venue, which retains many of the shops original architectural features, but a one-big-family type atmosphere among staff and customers. The varied and tasty menu, created by Chef Kevin Chavez Endaya, along with a dizzying array of beverages, and a friendly and welcoming atmosphere has made Tacio's one of the most popular hotspots. Try their Chicken Quesadillas, which are a firm favourite among their regulars for both their flavour and price, or the Cheeseburger or steaks.

Tepanee Beach Resort

► Malapascua Island, Cebu

This hilltop resort is located on Logon Beach, abundant with tropical greenery, and boasting a beautiful private beach area, with a stunning front row seat of the sunsets. Rooms and cottages are well thought out, with a perfect mix of functionality, as well as respect for the environment; only local wood, bamboo, stone, and cogon have been used for their gorgeous Balinese-style thatched roofs. The resort also takes pride in making use of renewable and sustainable resources by having two desalination plants to collect rainwater, as well as solar panels for the resorts hot water - making them well on their way to becoming a 100% eco-lodge.

The Beach Shack

► El Nido

Marimegmeg Beach (aka Las Cabanas) is one of the best beaches in El Nido for swimming, views of the limestone cliffs, and watching stunning sunsets. It is also especially good for lounging, eating, and having shakes or cocktail drinks – and this is where The Beach Shack comes in. This popular hangout spot is perfectly located right on the beach; you can choose to plop down on one of their bean bags or lounge chairs all day, while you alternate between swimming, chilling, eating and drinking. If you want to kick your holiday up a notch, join their Full Moon Party for a once in a lifetime experience.

The Good Food

► Sabang, Baler

The Good Food is an unassuming little restaurant, with its bamboo and wood construct, wooden tables and plastic chairs. But don't let this fool you; whilst the menu is relatively simple offerings, the quality and taste exceed any simplicity. The burgers, tacos, quesadilla's and burritos are delicious and filling, cooked to order and served straight to your table. Special mention, among their Filipino menu items, for the Kinilaw; the best we have ever tasted and their hand-prepared and slowly cooked racks of ribs. The ribs are marinated and slowly cooked in a special BBQ style covered grill in the restaurant itself, resulting in thick and tender racks of delicious pork, ready for the lunch and dinner rush.

The Hue Hotel

► Boracay

Hue Hotel stands out as a resort for its distinctive circular structure shape built around an idyllic pool with a sunken bar, as well as a lifestyle complex called Station X that promotes local culture through retail and dining outlets. Considered a "destination-

within-a-destination", guests will be provided with an enhanced experience; they can easily be tempted to stay within the confines of the hotel during their holiday, leaving only to visit the world-famous White Beach.

The Stockpile

► **Ortigas Center**



The Stockpile

The Stockpile is a diner & bar in Ortigas Center, which serves Western Comfort food. The menu includes American classics like burgers, pizzas, and sandwiches, some Pinoy favorites like the Tapa Style Steak and Eggs and Italy's most popular dishes, such as Spaghetti Vongole. Crowd favorites include the 6 Hour Slow Roast Porchetta, Truffled Four Cheese Pasta, Salted Egg Baby Squid with Squid Ink Aioli and the Bubbly Hot Cheesy Nachos. Order up some cocktails or wine with your food, sit back, relax and have a great meal with friends and family.

The Sunny Side Cafe

► **Boracay**

The Sunny Side Cafe stands out with its contemporary twists on Western and Filipino breakfast and brunch dishes. The chefs behind the restaurant work tirelessly to create amazing menu items combining

ingredients few others would think to, such as The Sunny Side Cafe Champorado, which is paired with bacon and caramel ice cream or the Ube & Cereal Milk Pancakes. They also make a point of sourcing Philippine ingredients as much as possible, such as heirloom rice from Banawe and hand-crafted chocolate from Mindanao. The extensive menu combined with a light, bright, relaxed and sunny ambience helps make The Sunny Side Cafe a go-to restaurant for travelers.

Trattoria Altrove

► **Parañaque**

This peaceful, homey, tropical themed restaurant gives an intimate experience, whilst serving generous portions of scrumptious pasta and pizza. The superstars are the Carpaccio Di Manzo, wood-fired, and made from scratch, Pepperoni Pizza, Gamberi e Olio d'Oliva and their Frutti Di Mare (lots of seafood). Their Macedonia - Gelato con Fruta dessert is also very lovely.

Tribal Adventures

► **Antique, Panay and Busuanga, Coron**

Tribal Adventures offer two bases for their tours and activities; Antique Panay, which is about 2 hours from Boracay Island, and Busuanga Coron. Almost all of the tours involve hiking, mountain biking or kayaking, so do require some level of fitness. However, there is also the option to join the tour vans, if you feel tired during the tours. Offering a personalised service aimed at giving you the best experiences, as well as a thorough appreciation of the beauty of the Philippines with a different perspective to any gained on mass-market island-hopping tours, guests regularly call the tours the "best experience of our lives". Tour Guides are matched usually on a one to one basis, depending on the activity and instruction is provided throughout. Food provided during the tour is simple, but delicious and aims to re-fuel and re-energise guests. Looking for Instagram-worthy images to make your friends and followers envious? These are the tours to go on!

Van Gogh is Bipolar

► **Maginhawa Street, Quezon City**

Once you step into this restaurant you will feel as if you have been whisked away to a wonderland - from the trinkets and artworks on display, to the quaint teapots and quirky furniture. The restaurant was conceptualized by Jetro Rafael, an artist who also happens to be bipolar and is an advocate of mental health awareness; so much so that he welcomes employees with mental health conditions. Menu items contain mood-enhancing properties, as Jetro wants to promote a healthy and natural way of healing mental

health conditions. The menu always changes so you can look forward to a different and exciting experience with each visit.

Villa Caemilla Beach Boutique Hotel

► Boracay

A beautiful boutique hotel at the quietest beach section of Boracay, Villa Caemilla doesn't just provide a top class stay but a World Class restaurant too. The restaurant is at the front of the hotel, with beautiful views of White Beach. The hand-crafted cocktails may take a while to arrive at your table but they are more than worth the wait. In the meantime, you'll be looked after by some of the best trained wait staff you can hope to meet. A particular shout out to Mark, who was attentive without being intrusive, engaging, informative and funny. His dedication to his vocation is obvious to all who he serves, as is the rest of the staff team; evidence of a workplace that prioritises not only the best service standards but happy staff too!

Virgin Beach Resort

► Laiya, Batangas

This resort offers lovely Cabana accommodation. All the Cabanas are fan rooms with the added surprise of no locks (or doors). However, you don't need to worry about security as the place is quite safe. The resort's Casitas are also so comfortable inside! The beach is wide and long, with seating options ranging from sun loungers, to beach beds and tables. The food is tasty and filling, with both buffet and ala carte menus, as well as inclusive meals with your room rate. The staff are friendly and helpful, completing a wonderful visit!

Warung Kapitolyo

► Pasig

Two sisters who lived in Jakarta for nearly three decades, fell in love with cooking Indonesian cuisine and brought this passion back with them to Pasig. They converted a spacious home in Kapitolyo into a splendid restaurant filled with the most stunning furniture and art pieces from Indonesia. They keep the dishes as authentic as possible, bringing in Indonesian consultants to train their kitchen staff, importing many ingredients, and growing their own native Indonesian ingredients whenever possible. This is evident in the food that tastes nothing less than divine, and you won't be able to find any other restaurant quite like theirs in the Philippines. The sisters also take the time to sit and chat with their diners, which enhances the dining experience even more.

Z Hostel

► Makati

Z Hostel is the Philippines' first and only Social Hostel that puts guest engagement and a social atmosphere to the forefront. From its inspired design, communal spaces, and creative events, Z Hostel is pushing the hospitality industry where socialization is the new sleep. It doesn't hurt that they're located in Poblacion, Metro Manila's hippest area. Z Roofdeck is a center of attraction, with a fantastic view of the Manila skyline, a bar that serves cold and refreshing drinks, and a DJ deck that is home to local and international artists.

What do you think? Do you have a place to recommend that you think should make the list? Let us know; your suggestion may just end up in the RANGGO 100 BEST in Service 2020!





What are the PHILIPPINES PLANS for Tourism and Hospitality in the next 5 years?

Interview with Jojo Clemente,
 President of the Tourism Congress of the Philippines
By Trudy Allen

Jojo Clemente is the President of Rajah Tours Philippines, a corporation company launched by Jojo's mother, and three other people, back in 1972, which initially specialized in the Hong Kong market. A member of the Tourism Congress Philippines (TCP) Jojo was elected as its President in January 2018. The TCP is the private sector consultative body of the national government for the formulation of



tourism policy, as per The Republic Act 9593. The TCP currently has 120 Department of Tourism (DOT) accredited members and, with the current drive by the DOT to have all Travel



and Tour Operators accredited, is set to see this number soar.

We spoke with Jojo about the role of the TCP and the emerging plans for Tourism in the Philippines

RANGGO:
What is the role of the Tourism Congress of the Philippines?

JOJO:
 In a nutshell, the role of the Tourism Congress of the Philippines is to act as the tourism Stakeholder Consultative Body, to the National Government, with regard to the formulation of tourism policy. The TCP was created by the Tourism Act, or R.A. 9593.

RANGGO:
What are the backgrounds of the members of TCP?

JOJO:

The members are representatives of establishments or businesses which are Department Of Tourism accredited.

The Board of Trustees is composed of representatives from the different tourism sectors such as accommodation, transportation, tourism estates and tour operators from Luzon, Visayas and Mindanao.

RANGGO:

How did you become a member of the TCP?

JOJO:

Rajah Tours is a member of the TCP and I was elected as its President last January 2018.

RANGGO:

What do you think are the biggest changes in tourism in the Philippines over the last 10 years?

JOJO:

There have been so many changes and trends in the past 10 years, that you can take your

pick. For me, one of the biggest game changes has been how easy it is now to get around the country, than it was before. The limited routes in the past made the Philippines a hard destination to sell as people had to backtrack to Manila to get to the other parts of the country. However, with the entry of new aviation players, travelling around the country has now become easier and has opened up new possibilities on how we can package tours around the country.

Another big change is the perception of the Philippines as a whole. When I first started, there was always this concern that the Philippines was a very dangerous country for tourists. Through the years, we have been able to pretty much erase this stigma by coming up with a clever tagline, and we have presented ourselves as a viable destination. Now we have new markets, that previously wouldn't touch us with a ten-foot pole, lining up to come to the Philippines.

RANGGO:

What are the drives for the TCP in the next 5 years?

JOJO:

One of the things we have been really focusing on is for the stakeholders to have more of a say in what government does as far as tourism is concerned. Whereas in the past, government just imposed policies and regulations without consultation, we are now being involved somewhat in the decision-making process. Granted that there is still much left to be desired but it's a good starting point. We are also aiming for more participation in the Department Of Tourism's formulation of programs, and to have a collaborative relationship.

Another priority is to further enhance the skills of the tourism industry workers. Education is a never-ending process and it is our aim to introduce programs for our industry workers to learn best practices from successful destinations and organizations.



RANGGO:

What destinations do you think are 'up and coming' or will feature more in the TCP and Department of Tourism's marketing?

JOJO:

The places we have been looking at are Dumaguete, Siquijor, Iloilo and Clark.

RANGGO:

Why have these destinations been chosen; were they already emerging markets or are there things that the TCP and DOT feel would be attractive to Tourists?

JOJO:

We need to have more destinations within the Philippines to disperse the over-tourism being done to the more established areas already. More importantly, it will also spread the benefits of tourism to the other parts of the country and to our people. We need to introduce new areas and activities to the market to ensure repeat visits to the Philippines.

RANGGO:

How many international tourists are there visiting the Philippines each year?

JOJO:

In 2018, the Philippines welcomed around 7.1 million International visitors.

RANGGO:

What tourist markets are the TCP trying to attract?

JOJO:

As far as I can answer, we should always work to get a good balance of tourists from all segments. While we do wish to see more of the luxury tourists coming, we know that this is unrealistic. That said, we should be looking at attracting markets that can spend in the country while at the same time, respecting our destinations and behaving properly.



RANGGO:

Does the TCP give local tourists equal or more importance, or is the Boards role specifically focused on foreign tourists?

JOJO:

The TCP looks at all tourists, foreign or domestic, when recommending or giving its input regarding the National Tourism Policy.

RANGGO:

Do tourists visit and stay in Metro Manila for long?

JOJO:

Sadly, except for the Meetings market, Manila has just become a transit point for tourists coming to the Philippines. In the past, tourists may have stayed in Manila for about 5 days, on average. Now, the trend is for them to only stay around 2-3 nights at most.

RANGGO:

What are the top tourist spots in Metro Manila and what are the spots you wish more tourists would visit?

JOJO:

With regard to tourist spots, Intramuros is still the showcase as far as Manila is concerned. It is a vital attraction to showcase some of our history and culture. We have also been promoting some of our museums such as the National Museum, the Museum of Natural History, the Ayala Museum and others. There are also other attractions such as Corregidor and activities such as food and pub crawls that we are introducing.

RANGGO:

What 3 things do you think make the Philippines stand out in the tourism world?

JOJO:

What stands out are the following: our hospitality and warmth, our ability to speak English and the natural beauty of the Philippines.

RANGGO:

If you were to advise hotels or tour operators on how to be more attractive to tourists, what would you suggest?

JOJO:

To be more attractive to tourists. We have to play up how different we are from our Asian neighbors. The Philippines is unique in the sense that we are neither fully Asian nor fully Western in our outlook. We are very adaptable and naturally friendly. Our service levels need to be constantly upgraded especially in those developing destinations where tourism is only just coming. Great service levels are always appreciated and can make up for some shortcomings in terms of the facilities in those developing destinations.

Also, we need to focus on sustainable tourism, if we hope to continue welcoming visitors to our shores. If we allow our destinations to deteriorate, we will fail to get people to visit, or return to visit, the Philippines. The environment is what makes our destinations desirable and protecting that will be in our best interests.

From Hospitality Worker to Hostel Owner

15

Success TIPS

*from Jerry Del
Rosario, owner
of SEE-KEE-
HOR Café &
Hostel, Siquijor*

by Trudy Allen



The Philippines offers great opportunities for those with ideas, passion and drive. With a growing Philippine Hospitality Industry, which is set to expand in the next 5 years, we wanted to get insights on how 'workers' could get to the next-level in their careers and ultimately become owners.

So, we sat down with Jerry Del Rosario, who took his 22+ years of work experience and skills to progress from Hospitality Worker to Hostel Owner. RANGGO and the Your Hospitality Hub Team has been watching Jerry since his days in Boracay; when he was part of the launch team at Zuzuni Boutique Hotel and when he ran their La Cozina Restaurant. Now, we are so honored to get his insights, as he has just opened his own hostel and restaurant SEE-KEE-HOR Cafe & Hostel, in Siquijor Island.

Siquijor; also known as 'The Island of Fire', is legendary. Known for its mystical charm, Siquijor is cradled between Cebu to the north, Negros to the west and Bohol to the northeast, which is believed to have risen from the depths of the ocean following a powerful storm and massive earthquake.

1 WORK TO LEARN

RANGGO

What was your first hospitality position?

JERRY

I started out as a Purchaser at Kamayan Restaurant, Nayong Pilipino, in Pasay. It was 1997 and I was 18. I was an assistant to the owner; in charge of buying things for the restaurant. Nayong Pilipino is a village-type theme park, displaying replicas of some of the Philippines natural wonders and heritage houses.

I met a lot of people at Kamayan Restaurant, and grew a good Hospitality network. From there I joined The LJC Group of Restaurants where I further enhanced my skills, before moving on to work on Cruise Ships in 2005 as a Beverage Attendant, until 2013.

Between one of my Cruise contracts I helped with the opening of Geni Psinakis's Zuzuni Boutique Hotel in Boracay, and its restaurant La Cozina. After 8 years on Cruises I was ready to come home and took on full-time management work at several restaurants owned by Geni Psinakis. I took a break and lived in Shanghai for a few years and then moved back to Boracay where I worked freelance.

2 HAVE A PEG

RANGGO

If you were asked to name one place, where you have stayed or eaten, and where you had the best standard of service from the staff, where would it be?

JERRY

Los Indios Bravos, in Boracay. They have really good food and service, and they are always consistent with both. The wait staff are well-trained and accommodating. When it was first opened it was also a training kitchen with culinary students completing their courses with on-the-job training in a real, working restaurant. So it was teaching the importance of consistency to these trainee chefs too.

3 BE COURAGEOUS

RANGGO

You've just opened a hostel and restaurant, what made you decide to jump from being an employee to being a business owner?

JERRY

I've always wanted my own restaurant business, since I was working on a cruise ship. I didn't have enough courage, and I did not meet the right people to work with, until now. Plus I also enjoyed my work.

The jump to business owner began about 1 year ago. I was working in Boracay as a freelancer; co-ordinating weddings for mostly Chinese clients, scuba diving guide and photography, just before the island was closed to tourists for 6 months. I realised that there is really no right or wrong time, and the feasibility and opportunity is always there. So I just grabbed it.

4 DO YOUR RESEARCH

RANGGO

What steps did you take in opening your own business?

JERRY

I'd been hearing good things about Siquijor, so when Boracay closed I visited there. I found a consultancy job in Siquijor and spent 3 months learning about the island. First I had to check the feasibility of the place, not just for the business but for myself. I had to determine if I wanted to be in Siquijor.

5 LOCATION. LOCATION. LOCATION.

RANGGO

Do you think those 3 months were essential for you to find the right location and get to know the need?



JERRY

Absolutely. I saw that there was big potential to the island, without hurting the budget so much. Dealing with the LGU here is easy and I got a lot of help from the Siquijor Tourism Board as well. I talked to close friends about my ideas and a few decided to join me. Then careful planning came in.

I have just recently opened SEE-KEE-HOR cafe and hostel.

6 KNOW WHAT YOU'RE LOOKING FOR

RANGGO

So why this particular spot?

JERRY

I chose Siquijor because it's a nice and peaceful place; easy roads and forests. Coming from Boracay, and having travelled, I can say that Siquijor is totally different from most tourist spots. It's clean, peaceful and there's almost zero crime.

7 BE ECO-FRIENDLY

RANGGO

Was there any particular theme or style that you wanted in your business?

JERRY

We wanted to have a business that is more eco-friendly and where we could use local materials. We like the look and style and want to offer the experience of staying in rooms made using traditional materials.

8 EXPECT PROBLEMS

RANGGO

Did you face any problems opening this hostel?

JERRY

Getting the manpower to build was difficult, and all the unforeseen building costs. Our second

difficulty was getting all the backup documents we needed to apply for permits.

9 OPM-OTHER PEOPLE'S MONEY

RANGGO

How did you come up with the capital to open your own business? Did you save your own money, find people to invest, both? How did you pitch this idea to your partners?

JERRY

May pera ako ng konti lang then I asked people na kilala ko. But these millennials nakita nila ang opportunity kaya sumali sila saakin. Pinadalan ko sila ng business proposal at financial plan. (I had a bit of money and I asked people I knew to invest as well. I was turned down a couple of times. But some Millennials saw the opportunity of the business and joined in. I sent them a business proposal and financial plan).

10 IT'S THE SOCIAL MEDIA AGE

RANGGO

What is your marketing strategy to spread awareness and get guests to book in your hostel and visit your restaurant?

JERRY

We've only recently opened but we've started out by inviting and attracting friends of friends. Of course we've also put it out on social media because, you have to admit that, that's just how it is now.

11 HAVE A UNIQUE ADVANTAGE

RANGGO

What makes your hostel different from the other accommodation in Siquijor?



SEE-KEE-HOR Cafe & Hostel

JERRY

SEE-KEE-HOR Cafe & Hostel is more off the tourist spot than San Juan. So our guests can properly relax after exploring this beautiful island, and after visiting the local bars. We're currently setting up a garden too, so we can offer guests the freshest produce in the island when they dine at the cafe.



12 DON'T WAIT

RANGGO

What advice can you give to industry workers who want to start their own business?

JERRY

Start early because again there is no right time. You might be taken aback with some bumps along the way, but everyone has to go through that.

13 THE FILIPINO ADVANTAGE

RANGGO

What do you think makes Filipino hospitality different from the rest of the world?

JERRY

I think one must really just come and be around Filipinos to know. We're all just being Filipinos and people have said good things about us, but for us, that's just how we move and breathe every day.

14 GET PROPER TRAINING

RANGGO

What do you think Philippine hospitality staff get wrong sometimes?

JERRY

I think it's often that they just don't have enough training. But I think people also don't let themselves evolve during the course of the career.

15 APPLY YOUR KNOWLEDGE

RANGGO

You mentioned growing your hospitality network and building your skills. What Top 5 tips would you give to people wanting to get ahead in the Hospitality Industry?

JERRY

1. Become familiar sa lahat ng aspeto sa Hospitality (become familiar with all aspects in hospitality)
2. Magfocus sa isang department napalagay mo ay pinakamahalaga sa hospitality (Focus on one department that you think is most important in hospitality)
3. Be friendly to everyone
4. Learn from advice ng mga galing sa hospitality (Learn from advice from people in the hospitality industry)
5. Ask advice from friends in hospitality and apply all the appropriate strategies to your business



SEE-KEE-HOR Cafe & Hostel

Located at Purok Caimito, Brgy. Tambisan, San Juan, Siquijor 6227

You may contact them at Seekeehor@gmail.com or at 09174850952. Also, for more information or to book your reservation, visit, [Facebook.com/skhcafeandhostel](https://www.facebook.com/skhcafeandhostel)

“TACIO’S... The Perfect Hangout.”

6-Customer Loyalty Success Secrets

**FARM-FRESH INGREDIENTS,
AWARD-WINNING SERVICE,
AN ECLECTIC MENU, FABULOUS
COCKTAILS, WELCOMING
STAFF & SIGNATURE SERVICE
= CUSTOMER LOYALTY.
TACIO’S HAS IT ALL.**

The Cubao Expo has been building quite a following over the past few years. The historical, horse-shoe shaped area showcased the local shoe-makers directly to buyers and customers. It has since morphed into a thriving area for the bar, restaurant and alternative scene, while retaining its original building designs and architecture. People visit from all over Manila, not just those who are living or working locally.

The shops, bars and restaurants are regularly featured in magazines with detailed spreads about the food served and why it is a great place to visit. RANGGO Magazine made a visit to Tacio's.

Tacio's has been open for just over 3 years, but has already made a name for itself. We wanted to see for ourselves; talk about their secrets to success and customer loyalty with one of the co-founders, Kevin Chavez Endaya and have a round table discussion with Tacio's award-winning staff and real-customers to find out what it is that draws them to Tacio's.

RANGGO Magazine sat down with Kevin and asked him "...how Tacio's came to be and why he thinks the hangout has such strong customer loyalty, gaining new fans and retaining their original customers."

“...we'd always talked about how we wanted our own hangout place. The Tacio's Concept ...we would sell whatever we wanted to eat or drink when we go out; that's why there's no strict theme at Tacio's. Every now and then, we add something new.

Dun nag evolve yung quality ng food [That is where the quality of the food evolved]. We're quality checking everything ourselves...eating the same things that the patrons eat.”

- Kevin Chavez Endaya, Tacio's co-founder

Kevin Chavez Endaya is one of Tacio's co-founders and a respected name in the culinary world. Before venturing out on his own, Chef Kevin had worked at Terry's Selections, Crowne Plaza Galleria Manila, Discovery Suites and Lemuria Gourmet Restaurant.



Editorial Photos Captured by Chum Castro.

Chef Kevin, along with his co-founders Roi Endaya and Cristopher Atanacio; his brother and childhood friend, began Tacio's as a passion project while still working at Lemuria.

Tell Us All About Tacio's Eclectic Menu...

"Or course, some of the dishes are my own creation...stemming from my experiences as a Sushi Chef, working in a Japanese restaurant and a French Fine Dining restaurant. Obviously I couldn't fully adapt them for Tacio's, pero yung flavor profile dun lang nag evolve [but the flavor profile just evolved here]."

The Tacio's Menu is very eclectic. We have a bit of Mexican, Italian, lots of Filipino, American - you name it: pero hinde naman sya yung sobrang labo labo, picked yung menu items kung ano yung gusto namin kainin gusto ishare sa patrons [The menu items are picked in terms of what we want to eat, and also what we want to share with our patrons]. We take advantage of the local Farmer's Market for the range and freshness of their ingredients.

One of my favorite dishes is our Gambas; quality Olive Oil, fresh shrimp and nice garlic. I don't understand why other places don't serve shrimp - or if they do why their dishes are super expensive. We buy ours fresh each day...once it's gone, it's gone.

My new favorite...Tacio's Crabmeat Tortilla, inspired by Jay Fai! It's a tangy Spanish-style tortilla, it's just soft potatoes, crabmeat and eggs, which we serve with traditional Tartar Sauce. Again, we get the real crabmeat fresh from the local Farmer's Market."

How About Tacio's Cocktails?

"Tacio's Specialty Drinks Menu is a collaboration with our bartenders, the owners and sometimes with the suppliers. Like uminom kami ng B52 sa Boracay, so dapat may ganun din



tayo dito [Like we drank a really good B52 in Boracay and thought we need to have that here too].

We also create Tacio's Specialty Drinks with the seasons in mind. In the summertime Tacio's features drinks that are refreshing and light. Then, we'll come up with new ones pag medyo tag-ulan na [when it's rainy season]. We recently introduced our new cocktail, Quezon Delight. Our supplier visited, had us taste their Kaibigan; a triple distilled Lambanog - which they make from scratch. They own the farm and the distillery, so the process from the tuba to the lambanog is really clean. The result is the full Lambanog flavor without the plastic after taste. The Kaibigan cocktail taste is very clean; you get the real coconut juice aftertaste.

[For Tacio's Quezon Delight Cocktail], we've paired it with brown sugar syrup; it's a bit spicy, so I then infused some spice liquor, Sambuca, fresh mint leaves and local citrus."

Tacio's is very popular. Why?

"We've been watching and it's plain to see that when guests visit Tacio's they feel very comfortable. Even if they're alone, foreign or local. They can just sit at the bar and chat with the bar staff, the owners or make new friends, and not feel out of place or alienated. It's like 'Cheers, and everyone knows their name.'

Even the owners; some of our closest friends are people we've met here at Tacio's."

How do you pull that off?

"With this type of establishment, it's all about service and how you treat your guests. Tacio's was popular almost from opening night. As owners, we wanted to create a bar that could be our regular hang-out place and it's also become that for many of our guests. It was important to us, not to just have great food and drinks, but a venue where people want to hang out. Training our staff to treat the guests as family has been key to that, and to our customer loyalty success."



TACIO'S HOSPITALITY HEROES.

"A Great Place To Work."

We wanted to get insights on successful-team-building practices for other owners who were looking for the secret to customer service success. How too, could they reach the same success and satisfaction that the owners of Tacio's were enjoying?

Finding, training, managing and retaining the right team members has proven to be the true-secret to success for Tacio's. Whether it be in their collaborative menu insights, customer comfort, loyalty and even the implementation of easy, environment-friendly practices which customers love these days, great service-oriented staff gives you a huge competitive advantage.

RANGGO: Longevity is a key factor in service training and very important when it comes to establishing a company culture. So, to get a feel of how that played into Tacio's success, we asked them, how long have you been working at Tacio's?

Joyce: "I've been the Supervisor at Tacio's for 3 years and 2 months."

John: "I've been a waiter here for 2 and a half years."

Vincent: "I'm the Head Bartender and I've been here 3 years."

Pabs: "I'm designated as the kitchen staff Cook One and I've been here almost 2 years."

Jomar: "I've been here 3 years, as the Head Chef."

RANGGO: You said you love working at Tacio's...why?

Macy: *Masaya po eh. Sobrang saya parang family na kami dito, gusto ko yung trabaho. [It's a fun place. So much fun; we feel like we're all family here. I really like working here].*

Pabs: *Yes, it's like family here; Kung ano yung family sa labas, pareho din dito sa workplace [I am as close to people here as I am to my actual family]. Same with the Managers, Head Chef and especially the bosses who are good at communicating with their staff. Di nila tinitreat na ibang tao yung staff nila [they don't treat the staff as 'others']*

Vincent: *Bartender kasi ako, pag may nagorder ng cocktail pag mag smile sila and masarapan sila ok nay un eh [As I'm a bartender, when people order cocktails and I see a smile on their face, and they find*

So, after the owners '100 Best In Service' interview was done and they had gone home for the day, we created a RANGGO Insider's Round Table Discussion with with staff at Tacio's; specifically, Joyce Imperio, John Macy Tupas, Vincent Rafael Buenamia, Pablito Balatbat (Pabs), Chef Jomar S. Salas and some of their regular customers. Here's what they had to say...

Joyce Imperio: Supervisor.

John Macy Tupas: Waiter.

Vincent Rafael Buenamia: Head Bartender.

Pablito Balatbat (Pabs):

Kitchen staff Cook 1.

Jomar S. Salas: Head Chef,



the cocktail delicious, it's very fulfilling].

Joyce: *Good vibes kasi katulad nung mga sounds namin tapos yung mga guest namin mababait. Also the staff. [It's just good vibes here, like with our music and our guests are nice].*



Jomar: For financial reasons din syempre, para mabuhay yung pamilya natin, and syempre dun narin sa pagluluto. [Also for financial reasons; for my family's welfare, and also because I enjoy cooking]

RANGGO: What is your favourite part about working at Tacio's?

Macy: Siguro yung pakikisama sa trabaho and ginagawa namin parang natural nalang sa amin araw araw ang ginagawa namin. [It's the camaraderie, and what we do in the workplace daily just comes naturally to us]

Joyce: Yes, for me Yung vibe talaga. [It's really the vibe]

Vincent: And makapagserve ng maganda sa guests, para may masabi silang maganda tungkol sa bar namin. [Being able to serve the guests well so that they will have nice things to say about our bar]

Jomar: Yes, yung mga sauce talaga ang importante, kasi yung sauce ang nagdadala talaga sa dish. [I really focus on the sauces, it is really the sauces that makes the dish]

Pabs: I love our Anniversaries; there are lots of giveaways to the guests. We give back to the guests who have supported us. We have promos such as free drinks, free pulutan [appetizers] and a band performance. Tacio's Anniversary is April 20.

RANGGO: Whats the secret to the popularity of Tacio's?

Joyce: Unang una sa food kakaiba and masarap talaga. Sa drinks namin yung beers kasi namin dito we serve it cold di kami nagseserve ng hinde malamig. Also the service siguro kaya kami binabalik balikan. [Firstly it's our food, it's different and really delicious. On drinks, we serve

our beers cold we don't serve warm beers. Also our service is probably a reason why people keep coming back].

Vincent: Yes, kami lang sa expo ang nagseserve ng mas maraming cocktail [We are the only place in Cubao Expo that serves a lot of cocktail drinks]. And Different food; such as Mexican, Italian, American, Filipino.

Jomar: Maraming call center sa paligid tsaka yung lugar mismo Araneta Center so talagang madaming tao. Sa Cubao Expo yung Tacio's yung talagang kilala, siguro dahil sa ambience, food, at service. [There are many call centres nearby and the place itself Araneta Center has a lot of people. At Cubao Expo Tacio's is really well known, maybe because of the ambience, food, and service].

Macy: And yung mga waiter kasi dito pala-tropa, pala-kaibigan sa mga customer kaya siguro kami binabalik balikan. [And the waiters here are chummy and really make friends with the customers; that's probably why they keep coming back].

RANGGO: What is your favourite dish at Tacio's?

Joyce: I love the Chicken Wings. Malasa sya and hinde sya ganung ka anhang balanced lang. [It is tasty and not too spicy; the balance is right]. Also Babyback Ribs malambot sya and masarap yung sauce [Also the Babyback Ribs; they're tender and the sauce is delicious].

Macy: For me it's the T-Bone Steak, cooked medium rare. Masarap yung steak namin [Our steak is really good]

Jomar: Me too the Steak, T-Bone or Ribeye and cooked medium rare.



Vincent: Tacio's Quesadillas. Para syang pizza [it's like pizza]. They're made with Bell Pepper, Tomato, Onion and it's served with Chicken, Fish or Steak.

Pabs: Yes!! The Chicken Quesadilla. You get your money's worth for Php 255.00

RANGGO: Tacio's Drink Menu is wonderful. What is your favorite drink?

Pabs: Red Horse, I'm just being honest

Jomar: Smirnoff Mule

Joyce: Jaeger Bull

Macy: Old Fashioned; Jim Beam with orange juice and bar mix.

Vincent: Syempre yung lagi kong sineserve [Of course what I always serve]. Sangria because it's served with lots more fruit and uses wine as a base.

When we talked to Tacio's customers, we really didn't know what to expect. It's such a diverse crowd. Tacio's is popular with everyone, from age to gender, nationality, locals, BPO workers and residents of the neighborhood, to expats.

We had just 6 questions to ask them, which we know will give true-customers, real-insights into how a business and a hospitality worker can build customer loyalty and achieve success in their own business or career.

1. How long have you been coming to Tacio's?
2. Why do you love hanging out here in Tacio's?
3. What is your favorite thing about Tacio's?
4. Why do you think Tacio's is so popular?
5. What is your favorite dish at Tacio's?
6. What is your favorite drink at Tacio's?



6-SECRETS TO CUSTOMER LOYALTY SUCCESS

"I've been drinking here since Tacio's first opened, 3 years ago; I live in the neighborhood. At first I was intimidated because I thought [looking at Tacio's] "Oh! It's fancy!" Then I came in and had a drink and it's good; it's a cool place, where you can come and not be judged, and just be yourself.

I started drinking here alone, but in the long run I met the owners and I have made new friends. So it's a family now; they have good food, good people and cold beer! Tacio's is the first place I ever had Quesadilla and I really like it; my favorite is Tacio's Chicken Quesadillas.

If you are musically inclined Tacio's has an Open Mic Night upstairs every Tuesday. I play kahon and drums."

- Eugene Cablay

"I love to hang out at Tacio's. I first came here with friends, but then came back on my own and I made more friends. A lot of people here are friendly, even the staff and owners and the food and beer is cheap here compared to other places.

I love their Cheeseburger and fries; it's real cheap and plentiful. Just with that order alone you will be full already. You can eat it as an appetizer or as a meal."

- Cyril Mark Gonzalez

"I've been coming here almost every day...just over 3 years. I used to bike a lot in the afternoons, and one time I ended up coming here around lunchtime and Tacio's was the only place that was open and had air-con. I like that it's cold inside, compared to the other places; it's smaller and quieter too. I like the food and I like the company...you can go to Tacio's alone and end up going home with completely new friends.

...I've met a lot of people who I now consider my closest friends. I go out with them, outside of Tacio's, and we go on out-of-town trips together. The staff are very nice and friendly too...you can grab a drink with them and enjoy.

I love Tacio's Chicken Quesadillas. They're not like most Quesadillas; they're filling so you can eat it as a whole meal, and not as an appetizer. I also love Tacio's Fireworks; it's a flaming shot of Sambuca and 75.5% proof Inferno Rum...one shot gets you buzzed!"

- Elgene Zalamea

"I've been coming to Tacio's for two years; my friend LG brought me here one night. I love the vibe and the friends that I've met here. It's fun because it's comfortable and the crowd isn't annoying or rowdy, especially Tuesdays, which is Open Mic Night. I don't play but I like to listen. I love the drinks and the food; Tacio's Garlic Chicken is sarap and their Sangria is really tasty...not, watered-down like other places."

- April Torreja



"When Tacio's first opened, 3 years ago, we tried it...we love the ambience. It has become our 'It' place; when we say 'Let's go to Expo' it is without question that we go straight to Tacio's."

We love the food, we love the place, we love the ambience, and the moments we have together are important for us; we get to talk together, hang out. People of all age groups hang out here...look at how the people are here, diba; [points over the room] you're not alone here. We love their hospitality towards their customers; we've been friends with the waiters, with the staff and with the owners, and that's what we love.

I love Tacio's Chicken Pesto Pasta; I don't want anything too heavy to eat. We order buckets of Red Horse or sometimes wine. If it's a celebration... it's AMF (Tacio's Adios Mother Fucker) shots."

- Fred Jalalon

"I've been coming to Tacio's since September 2018...my co-workers first brought me here. I love coming here.

...the customers...the staff - especially the staff. And, one of my friends, Chef Kevin. The first person I knew here was Vincent the bartender. As I would come here, I would meet more people.

I often come here alone. It's cheap and the place itself is very accommodating. I love Tacio's Chicken Quesadilla and the Salpicao - Sarap!"

- Ona Cipcon



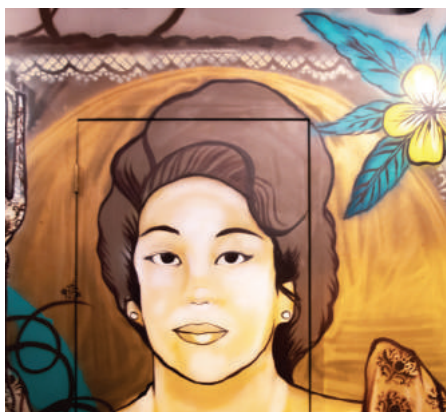
RANGGO Photo Editorial Contributor, Chum Castro is a freelance Music photographer, who also owns and manages a Milk Tea shop and merchandising store in the Philippines. Chum is an award-winning photographer, as well as, a B.S. Bio & Law graduate. He began shooting with Film Cameras and is largely self-taught.

"My passion lies in concert music photography. I used to collect vintage guitars and other instruments... and I love to play as well."

- Chum Castro

You may view more of his work at: [Facebook.com/Music-In-Frames](https://www.facebook.com/Music-In-Frames)





RESTAURANT *Visionary*

The Christine San Diego In-Depth Interview
by RICA Velasco

Take yourself back to the late 1990's; Sisqo's "Thong Song" and Britney Spears "...Baby one more time." were at the top of the charts, Starbucks had just launched its first store outside North America, Fried Calamari [squid] had just become 'a thing' in the US and "Sex in the City" had just premiered [June 1998] and instantly made 'The Cosmopolitan' the most popular cocktail around the world. And, the Philippines had just entered into an economic renaissance which made it the fastest-growing economy in the world –still to this day.

It was about that time, Christine San Diego returned home to the Philippines, from a highly-successful culinary career in America. She brought trail-blazing concepts and a keen sense of service standards with her; which revolutionized the highly-competitive bar and restaurant industry in the Philippines. Christine's perspective was fresh and unique, which resonated with consumers and put her ventures; Bistro 110, Flute Wine Bar, Balcony, Absinth and Damiana's Kitchen, as well as, her consultancies on the national map.



In addition to great cuisine, décor and a unique business model, her attention to front-of-the-house details and an award-winning guest experience protocol are her secret weapons.

RANGGO sat down with Christine, the serial-entrepreneur behind Manila's highly successful Damiana's Kitchen, for an in-depth conversation about the new food and beverage industry in the Philippines. We talked all things food: the challenges, the inspirations and the power of great customer service standards.

RANGGO
Did you always intend to become a consultant in the bar and restaurant industry, or is it something that developed organically?

Christine

It's something that developed from being a bar and restaurant owner. I started out with Bistro 110 in 1998 when I moved back to the Philippines, after working for restaurants in San Francisco. I partnered up with my cousins and opened a California-style bistro.

The consultancy work came along through friends; they saw how well I'm doing in my business and they knew that I would take care of their businesses as well.

RANGGO

What bars and restaurants have you worked with...as a consultant?

Christine

My first consultancy was Juice Bar, in Boracay. Many people

actually thought I was an owner or Partner, because I was always there.

The second was for The District Boracay, working on the three restaurants that they have there now.

RANGGO

Why do you think they chose to hire you as a consultant?

Christine

They trusted me firstly. And, they knew that I would take care of the business as if it were my own. I treat their businesses like I do my own. I give the hours that are needed rather than hours that I'm paid for in a contract. I give a lot of hours.

RANGGO

So, how do you elevate these establishments, so that they are a 'cut above the rest'?

Christine

With Juice Bar Boracay, I was there every day. This helped me to come up with a lot of PR and Marketing gimmicks because I was there to see the results. At that time it was crucial that owners were there to take care of their guests. That was one of the main principles that I actually followed; to be present. As Filipinos we often like to know, or see, the owners of the establishments we visit, because then it feels more comfortable; it feels like home. That's an important part of customer service.

RANGGO

And what about your own businesses, what do you do differently to keep those ahead of the game?

Christine

It was easier at the time when we first opened here with Bistro 110 because it was new. But I do a lot of research: I look at menus; what's trending, what's good, what we don't have in the Philippines yet. I always try to be a pioneer, from the food through to the drinks, so that I'm different. There's a

lot of competition and for me to compete it always has to be with the food and beverages that we offer.

RANGGO

How do you research? Do you know what cuisine you want and then look to see if it's already here in the Philippines?

Christine

Well...I travel a lot and I lived in the States for a long time. So, what I first brought here when I opened Bistro 110, was from my time in the States. Everything that I was trained to do in the States, that's what I brought with me. Once here I used the internet but I also travelled a lot, and took ideas from that.

RANGGO

How did you come to choose the Bistro's and Bars that you opened?

Christine

The first business, Bistro 110, was just a Bistro. -The definition of a Bistro is that it's fast, it's not a café.

RANGGO

But it's not quite a restaurant...

Christine

Yes, it's a very casual restaurant. With the premises being located in the Financial District, whatever we did had to be fast service, good food and above the cafeteria level. So Bistro 110 was the perfect business model for that area.

RANGGO

And after Bistro 110?

Christine

After Bistro 110, I opened Flute Wine Bar in Salcedo Village. There were no Wine Bars at that time and I partnered up with Ralph Joseph, of Ralph's Liquor Store. He was the one who came up with the idea; there was nothing like that here [in the Philippines] at the time. It was partly an avenue for him to be able to sell on his wines; customers got to taste his wines before buying.

...the design, the look, the feel, the menu, the food all had a New York Bar feel. A lot of people said Flute reminded them of bars in New York; it became known as the 'Sex in The City' Bar. We were serving Cosmopolitans and Martini Cocktails inspired by the characters in the series, we were showing Sex in The City every Tuesday night and there were different themes and concepts nightly.

Flute was very, very different to the usual bar or night scene in Manila.

After Flute, Ayala Greenbelt offered me a space in Greenbelt 3, 3rd floor. So we came up with Absinth, which was a dance bar. It wasn't really a club because we didn't have the equipment for it to be a Nightclub or Disco. It was a dance club; a bar that had DJ's and a space to dance.





RANGGO

Absinth was very popular almost from opening, how did you achieve that so quickly?

Christine

We had promoters already for each night and, of course, the DJ's also promoted for themselves. The whole Dance Bar scene was new, starting with Venezia. Absinth was the second to open, and then Nuvo... then, Temple and Restaurant 12. That was the scene; it needed to be a restaurant, and a bar and a dance floor at the same time. They were all located around Makati and people would skip from one bar to another.

Of course there was no Instagram or Facebook then. There was a lot of leafleting, flyers, telemarketing, word-of-mouth, getting emails or telephone numbers and blast texts. That's how we attracted people [back then]. Wednesday Nights we had Hip Hop Night, so most of the ballers [basketball players] -the popular ones- were there so that really brought people in. Thursday night was a different type of scene; we had different DJ's playing different genres. It was a diverse network from artists through to the LGBTQ community. No one else was offering that kind of night, it became such an open place where people could be comfortable and enjoy the night. It was one of the things that made Absinth different from other bars.

RANGGO

So what came after Absinth?

Christine

After Absinth, came Balcony Gastro Pub. Balcony, was the first Gastro Pub in the Philippines; I was actually the first one to register 'Gastro Pub' as a business type with the SEC. Initially they wanted me to register it as a 'Gastro Pub Restaurant'. It took a lot of time explaining and persuading them that 'Gastro Pub' is a term like Restaurant, Bistro or Café.

RANGGO

And what makes a Gastro Pub different from a restaurant?

Christine

A Gastro Pub is a bar or beer garden, with good quality food. Once Balcony had opened, Draft Gastro Pub came along not long after. Balcony was open for about 6 years. [Gastropub: noun gas·tro·pub | \ ɡɑ·strō-ˈpɪb\ Definition of gastropub : a pub, bar, or tavern that offers meals of high quality.]

RANGGO

How did you market Balcony, with Gastro Pubs being a new concept to the Philippines?

Christine

By the time we launched Balcony, it was already the Social Media Age. It was very easy because we already had a niche market here by then. The location itself was very important; we were

very busy Monday through to Friday, with Friday being the peak. Then Saturday, it would slow down as people would go somewhere else. That was already the trend in Legazpi Village.

We were among the first in the street really; there was a rock bar before and, after we opened, a fine dining restaurant came along. But it was after we opened Bistro 110 that everyone else started opening, because they saw that we had opened a restaurant on the ground floor.

RANGGO

You couldn't have a restaurant on the ground floor before?

Christine

MACEA (Makati Commercial Estate Association Inc.) had this rule that restaurant establishments couldn't be leased on the ground floor of their properties.

I successfully argued that we weren't on the ground floor. Bistro 110 is actually elevated so we're not truly on the ground floor. We also owned the property and lease. It was hard though, I really had to fight for it. We had people coming in and taking photos, and one time they brought the Police with them. I told them they were the ones breaking the law because they were trespassing on property that didn't belong to them. I would also point out that we weren't on the 'Ground Floor'.

Once we opened so many people came; that's why it lasted that long. Firstly it was because we sold comfort food, and we were coming up with different menus all the time. It was smaller and only had a small outdoor area, but back then it was still okay to smoke inside. Lunch time was so busy, we'd have everyone from Advertising Agencies and the businesses located around the area. There were a lot of walk-ins, often through word-of-mouth.

It was the same when we moved on from Bistro 110 to the gastro pub; it continued. We only had a break to renovate and put in a balcony. And that was why it was called Balcony; because we added a balcony, which became the smoking area. It was a better experience for our customers who didn't smoke.

RANGGO

What came next after Balcony?

Christine

After Balcony was a short-lived Japanese restaurant called Red Dot, which only lasted for 1 year. I was just a partner and there were two other partners and my brother. My brother and I weren't really that involved with it. It didn't work out for various reasons and we decided to close.

RANGGO

And then came Damiana's Kitchen?

Christine

[Yes.] And then came Damiana's...

RANGGO

You already had Damiana's in Boracay, but how did that concept come to be?

Christine

Most Filipino restaurants in Boracay were catering more to Filipinos rather than foreigners. We recognised that these were sometimes not a 'clean'

environment for foreigners to want to [go in and] be adventurous enough to try, Filipino food.

So, I created a short Filipino menu for Ti Braz Bistro and Creperie, with island Chef June Vino, and I said "...the food needs to be presented properly; it can't look like nakabandehado lang (just all in a big bowl), like how Filipino restaurants might present their food.

I'm not saying that that's bad but it's not appealing to foreigners, and they were our market. When foreigners came, they loved the food. They would say, "wow Filipino food is good, it's not pala oily, it's not pala this". They previously had a really wrong feeling about Filipino food and that's what we had wanted to change.

RANGGO

When you brought Damiana's Kitchen to Manila, you expanded on the menu. How did you choose what dishes to offer?

Christine

A lot of the dishes on our menu here are favorites that my grandmother was making. She was the one who taught us how to cook. I had to research with my cousins "what do you remember of Lola", (I called her mama) "what are your favourite dishes?" Many of the recipes are from memory rather than written down, and they're presented and served with condiments today, just how they were presented when I was young and eating them.

RANGGO

How is Damiana's different to the food other Filipino restaurants serve?

Christine

Food is very relative. I don't believe that there's only one way to cook a certain dish. So we try to develop a recipe that will appeal to people from all regions. Like Sinigang, me I love sour taste but

not everyone likes their Sinigang too sour.

RANGGO

Damiana's Sinigang is so good. What is your favourite dish at Damiana's Kitchen and why?

Christine

Our Oxtail Sinigang. When I was in the San Francisco, in the States, I really wanted Sinigang one day but I only had Oxtail, which was for some Kare Kare. So I thought maybe I should experiment.

It actually turned out good, because you have the gelatinous flavour; there's more flavour because of the bones, the fat, and skin of the Oxtail. So it became more a flavourful stew. So that's my favourite and of course, after that, our Twice-cooked Adobo.

RANGGO

We love the Twice-cooked Adobo

Christine

Then you have to try our new dish, Sizzling Pochero; it's really good

RANGGO

We're definitely due for another visit to Damiana's Kitchen! Thank you so much for talking to us. It has been so inspiring to hear about your businesses and experiences here and we truly look forward to coming back to Damiana's to try your new dishes and our favourites.

The full interview is available on www.myranggo.com.

Damiana's Kitchen is located at: 110 C. Palanca Jr. St. Legaspi Village, Makati City, Philippines. You may contact them at (02) 818 1551 or visit [Facebook.com/damianasfilipino](https://www.facebook.com/damianasfilipino) for reservations, delivery, catering and group functions.

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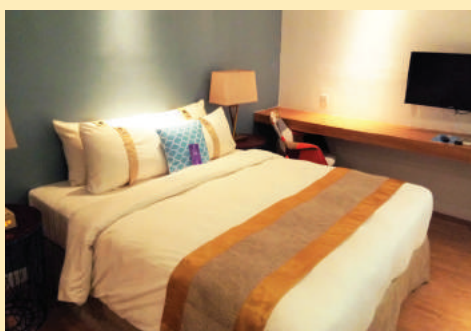
JenGroup Leisures Inc. together with the hotel management group Hospitality Business Group Inc., have recently expanded their Ferra brand; a group of fast-growing hotels and restaurants sprawled across the island paradise of Boracay.

Having started out with the chic boutique Ferra Hotel Boracay in 2015, the new venture, Ferra Hotel & Garden Suites offers 43 well-appointed rooms and suites, a rooftop Dip Pool and bar with lounging decks, and a specialty restaurant; Brick and Basil Woodfire Bistro. Both hotels excel in offering the perfect balance of comfort, high-class design and style, alongside a culture of strong, quality service.



Chic Style

Walking in to the lobby of Ferra Hotel & Garden Suites, guests will be in no doubt as to where its name is derived. The lobby area is spacious, with high ceilings and plenty of built in seating for guests, as well as, separate wrought iron stylish bucket sofa's, with Ferra Hotel's signature colorful cushions. But the eye is immediately drawn to the deep and luscious tropical plants climbing the walls to the right of it all, rendering the impression of being in a tropical courtyard garden. The slate grey floor-tiles of the lobby are a feature carried throughout many of the guest rooms and corridors.



The stunning Garden Suite, with its Instagram-worthy outside



For bookings, and to see the charm
of Ferra for yourself, you may visit:
www.FerraHotel.com
[Facebook.com/ferrahotelandgardensuites](https://www.facebook.com/ferrahotelandgardensuites)



bath and shower area, complete with more tropical plants, is located on the ground floor. The Garden Suite features a king-size bed, as well as a second indoor shower room. The room is incredibly spacious with all mod-cons; large 50" HD Cable TV, a stylish air-con unit, mini-fridge, wood furnishings, handcrafted bamboo ceiling fan and a coffee maker. The suite is already special enough, but the outside garden bathtub and shower, accessed through modern wood-framed sliding doors, just adds to its romance and exclusiveness.

The Corner Suites also offer an exceptional stay to guests looking for something a bit more special. The main door opens in to a separate living space with hardwood floors and a cream colored sofa, accompanied by feature-color cushions and curtains. Wood tables and lamps complete the look, along with a readied game of Sungka and nearby instructions for playing. The hardwood floors carry through to the separate bedroom area, which is fitted with a queen-sized bed. Some of the 4 Corner Suites available, include twin day beds, which can serve as another seating area or as extra beds, others have a convertible sofa bed in the living room. The bedrooms also have separate air-conditioning units.

Regardless of the room type; from the least expensive Superior Rooms through to the most expensive Suite Rooms, class and style feature highly in the décor and features. Each room has crisp white or cream walls, with either a color feature wall, or decorated with wood panelling. The white, high-thread cotton sheets are complemented with colorful comforters, which match the curtains and cushions, along with pillows with woven slips labelling them as 'soft' or 'firm' for guests choice. Another wonderful perk, the shower rooms are spacious no matter which room you are in.

All suites and rooms are equipped with safety deposit boxes, a mini-fridge, coffee and tea facilities, 40" flat screen TV's, a modern Bluetooth speaker, alarm clock, as well as complimentary Wi-Fi access provided by the hotel.

Unique Eats

The ground floor located Brick and Basil Woodfire Bistro serves breakfast, lunch and dinner. They also service the roof-top bar and Dip Pool, as well as room service to guests. The menu consist of mostly Asian-themed dishes

along with a good range of pizza options, cooked using their wood-fired ovens. The roof-top bar and eating area comes alive at 5pm until midnight, but guests can also order food and drinks from the menu during the day time.

The blue-tiled, 4ft deep Ferra Dip Pool stretches along the length of the roof, and features built-in seating and plant areas along the side, as well as, gorgeous white lounge chairs, along the edges of the pool itself, so guests can sunbathe and stay cool at the same time. Due to the hotels central location, the Ferra Rooftop is the ideal place to catch the stunning Boracay sunset-whilest sipping on delicious cocktails.

Award-Winning Exceptional Service

Guests receive exceptional care and attention upon arrival: refreshing ice cold fragrant wet towels are provided to guests, to cool off from the heat of their journey across the island to the hotel. In the lobby designed with comfort in mind, guests can sit in a cool tranquil garden-style area whilst waiting to be shown to their rooms or for their pick up for one of Boracay's Island Hopping Tours.

The Ferra brand is synonymous with exceptional customer services; no wonder they're on The RANGGO 100 Best in Service.

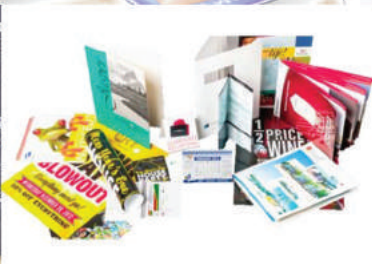
Whomever you meet walking around the hotel, from The Front Office, to the bar, housekeeping personnel and guests relations staff, each will offer a pleasantly cheerful greeting coupled with a quick-willingness to assist. Therefore, it's no surprise that the Ferra Hotel Group is also a three-time Travellers' Choice Awardee, a three-time Certificate of Excellence Awardee by TripAdvisor, a Guest Review Awardee by Booking.com and Customer Service Awardee from Agoda. Agoda customers have currently rated Ferra Hotel & Garden Suites in the top 3% of 837 Boracay Hotels for Service Score, the top 5% for 'Value for Money' and the top 5% for cleanliness. Bravo!

The same Ferra culture of high service standards, along with continuously striving to build on topnotch guest hosting, remains a promise across all of Ferra's brand hotels and restaurants. **#ChooseBoracayIsland**
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