



JOHN B. LACSON FOUNDATION MARITIME UNIVERSITY
MOLO INC.
(formerly Iloilo Maritime Academy)
M.H Del Pilar St., Molo, Iloilo City
COLLEGE OF BUSINESS



**PRACTICES OF A 4-STAR HOTEL IN ILOILO CITY AS A
RESPONSE TO THE PANDEMIC**

A Research Paper Presented to the
Faculty Members of the College of Business
John B. Lacson Foundation Maritime University – Molo Inc.
Iloilo City

In Partial Fulfillment
of the Requirements in Research
(Research in Hospitality)

by

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Abstract

In every industry in the world, the COVID 19 pandemic has an impact. The hospitality industry is one of the most affected sectors. The hospitality industry experiences a lot of loss so the hotel sector was forced to change drastically in order to survive. This study assessed the effects and vital changes of the standard procedures in a four (4) Star Hotel in Iloilo City. The method used in this study is qualitative research and the respondents that were chosen for this study were the three (3) key personnel under the front office department, sales department and housekeeping department. All departments complied with the Department of Health (DOH) minimum health requirements (DOH). The results of this study showed that even in the pandemic, the four (4) Star Hotel provides its guests with quality service, safety and security.