

**John B. Lacson Foundation Maritime University-Molo, Inc.
College of Business
Iloilo City**

**CUSTOMER SATISFACTION TOWARDS CATERING SERVICES AT
ILOILO GRAND HOTEL**

**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
(Methods of Research)**

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Abstract

The descriptive study was conducted to determine the customer satisfaction towards the catering services of Iloilo Grand Hotel. The respondents were the 30 customers/guests at Iloilo Grand Hotel and they were grouped according to age and gender. Validated research-made questionnaire was used in gathering data. The statistical tools used were frequency and standard deviation. The findings of study showed that when respondents were taken as an entire group, the level of customer satisfaction towards the catering services of Iloilo grand hotel was "high". When the respondents were classified according to age and gender, the level of customer satisfaction towards catering services of Iloilo Grand Hotel was also "high". There was no significant difference found in the customer satisfaction towards the catering services of Iloilo Grand Hotel when classified according to age and gender.