

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

**"CUSTOMERS' SATISFACTION ON FOOD AND BEVERAGE DEPARTMENT:
A CASE STUDY OF SELECTED HOTELS IN ILOILO CITY"**

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Abstract

This study determined the customers' satisfaction in selected hotels in Iloilo City of the Food and Beverage Department in terms of quality of food, facility and service that were rendered to their guests. The Descriptive design was employed in this study. The Feedback Form given to the customers was used to gather data needed for the study. The Feedback Form was designed to allow the respondents the liberty to write what they have experienced during their dine in the hotel. The data gathered were subjected to descriptive statistics such as the mean and standard deviation. The study revealed that the quality of food, facility and service of Food and Beverage Department in selected hotels in Iloilo City was highly satisfactory.