This study aimed to find out what facilities and services are provided by the hotels in Ilocos Norte and to determine whether such facilities and services meet the minimum requirements set forth in the Hotel code of the Philippines.

The study covered eight hotels. The respondents were the hotel owners/managers and 270 employees who were selected at random.

The descriptive research design was employed; two sets of questionnaire were used to gather pertinent data. Unstructured interviews and observations were also conducted by the researcher. The data gathered were analyzed through the use of frequency counts, percentages and the mean.

From the data gathered the following observations were made. On the profile of hotels:
- six single proprietorships, two are corporations;
- the hotels have been in operation for an average of 7.1 years;
- four hotels are standard class, three are economy class and one first class;
- the mean number of staff is 38 and majority of the hotel staff are bachelors degree holders;
- On the average the hotel have 30 single rooms with a mean area of 14 sq.meters and 28 double rooms with a mean area of 19 sq.meters and;
- The hotels have six suites on the average.

On bedroom facilities, three hotels have bathtubs; all the hotels have bathroom with showers, telephones, televisions and drinking glasses in their bedrooms. Seven hotels have twenty four-hour service of hot and cold running water; one has radios in their bedrooms, two have piped-in music. Five hotels have refrigerators and three have bars.

On the front office facilities, all eight hotels have reception/information counters; five have lounges, and one has a foreign exchange counter. Three have mailing facilities, six
have long distance and overseas telephone services, and two have a left luggage room. Three hotels have safe deposit boxes and six have telex facilities.

On food and beverage facilities, one hotel does not have food and beverage section. Seven hotels have coffee shops. Three have specialty dining rooms, and two have bars. Three have a pantry and three have cold storage. One has a bakeshop and a function room.

On recreation facilities, three hotels have swimming pools, two have gyms. One hotel has a tennis court, a golf course and squash court. This hotel also has facilities for water sport, horseback riding, archery, and shooting range.

On entertainment facilities, three hotels have provisions for sing-along, two have disco facilities, one has a live band, and one has a combo.

For general purposes, all eight hotels have high powered generators and fire prevention facilities. Seven have parking spaces, six have conference rooms. Five hotels have banquet halls which can seat less than 200 people while one has a banquet hall that can seat 200 or more. Two have private dining rooms and one hotel has a barber shop, a beauty parlor, sundries shop, a medical clinic, a casino, a spa, a shopping arcade and a travel/tour agency counter.

On the personal services extended by the hotels to guests, all eight hotels provide room service; one hotel provides valet service; one hotel provides guest with laundry and dry cleaning services. Three hotel provided bell service; three hotels also extend tour guiding services. Only one hotel provides limousine service and fur provide airport transfer services. All eight hotels provide security service.

On the compliance status of the hotels, the only first class hotel has complied with all requirements. The four standards hotels and three economy hotels have not.

The following conclusions were drawn:

1. That most of the hotels are single proprietorship, have been operating for a relatively long period of time, and are of standard and economy classes; that majority are adequately staffed and most of the hotel staff are college graduates; that majority of the hotels have adequate number of single and double rooms but they are small considering the minimum area requirements that majority of the hotels have six to seven suites;
2. That the bedrooms are equipped with necessary facilities, but some necessary facilities are missing in the front offices; that hotels food and beverage section are equipped with necessary facilities;
3. That majority of the hotels does not have recreation and entertainment facilities but are equipped with the necessary general purpose facilities;
4. That most of the hotels extend limited personal services to guests;
5. That only the first class hotel has complied with all the minimum requirements.

In the light of the findings and conclusions drawn from the study the following recommendations are offered:

1. The Department of Tourism which is the sole agency tasked with accreditation of hotels should re-evaluate the hotel's viz-a-viz the minimum requirements prescribed in the hotel code of the Philippines and if necessary re-classify them if they fail to address their deficiencies;
2. The standard class and the economy class hotels should have at least have tie-up with a licensed foreign exchange center for the benefit of their foreign tourist if they cannot put up their own foreign exchange counter;
3. Mailing facilities should also be made available in each hotel to accommodate guests who would want to send cards and/or letters to their families or friends while they are in the province; likewise, each hotel should ready to accommodate guest who would want to place long distance or overseas calls. The charge for such calls can be added to their bills;
4. as an additional service to guest especially the regular patrons, laundry and dry cleaning services should be extended to them;
5. Each hotel should have safe deposit boxes for the valuable of their guest;
6. Each hotel should have a registered nurse on duty day and night to take care of the emergency medical needs of guest;
7. Each hotel should have a sundries counter where guest can purchase necessities which they fail to bring with them;
8. Each hotel should ready to accommodate request for airport transfers by allotting a vehicle for this purpose or by making arrangement with a public utility jeep operator;
9. The Department of Tourism should encourage Fort Ilocandia to further upgrade facilities and services to the level of a de luxe hotel, likewise the other hotels in the province; and
10. To complement this study, a similar one should be conducted on the restaurant industry; related studies such as one that deals with the financial viability of the hotel
business in Ilocos Norte or a study on the socio-economic contributions of the hotel industry are also recommended.