Service Quality of Kainan sa Balsa in Bacoor, Cavite

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Abstract—This In the tourism and hospitality industry, studies based on internet textual data are progressively being used to get better consumer insights. Using content analysis of Google and Facebook reviews and matching them to SERVQUAL dimensions' positive and negative qualities. The study investigates the impact of service quality in restaurants in Bacoor, Cavite, and finds that no matter how appealing the restaurant Kainan sa Balsa is, it continues to earn negative feedback from customers. Findings have significant ramifications. One of the most basic needs of any human being is access to food. While there are many aspects of food safety and quality that can be regulated, governments must choose which ones to standardize. The respondents said that the place is well-known for its excellent food and service. Assurance of staff abilities and communication with customers is the second. There are many satisfied customers that enjoy the cuisine and service at this establishment. Place and atmosphere are the third category. According to the results, the restaurant has a wonderful atmosphere. Fourth, the ability to feel compassion. Servers are described as nice and helpful in this section of the experience by respondents. The fifth quality to look for is responsiveness or speed. Some customers thought the restaurant had quick service, while others thought it was inexpensive but offered delayed service.

Index Terms: Online reviews, Service quality, Restaurants, SERVQUAL

INTRODUCTION

Quality is difficult to define. As its most basic understanding, it is the standard as measured against other things of a similar kind. Customers developed an advanced selection of factors for choosing a restaurant for their outstanding dining experience as they become increasingly exposed to many sorts of restaurant settings. Problems occur with service quality when it comes to restaurants having negative reviews. This study is focused on solving the issue of Kainan Sa Balsa in Bacoor, Cavite using the RATER metric; the significance includes rebuilding thedignity and worth of the restaurant.

According to the statistical data of (Statista, 2020) The service sector employs the biggest share of the country's workforce, accounting for roughly 56.9% of total employment, which is greater than the total number of industrial and agricultural employees. Every service industry places a premium on service quality. More specifically, the service industry is one of those sectors where the quality of the service is critical to growth and advancement.

Service quality is a multidimensional concept that encompasses a number of different aspects that are organized into various dimensions. The restaurant service quality is difficult and complex to evaluate, as it is determined not only by the outcome of the service, but also by the process by which the service is delivered. Numerous researchers emphasized that the term “Service Quality refers to the difference between the value derived from customers’ expectations and the benefits obtained from their perceptions of the services’ actual performance (Saneva et al. 2018).

“Enjoy dining afloat!” has been the slogan being used by Kainan sa Balsa. Kainan Sa Balsa began with six bamboo rafts or balsa on September 9, 1995 Engr. and Mrs. Guinto visualized an exotic dining experience and were inspired to create a restaurant based on a traditional gathering of family and friends in a small hut in the center of the Guinto Clan’s fishpond in Cavite. Cooking and serving an abundant harvest have always drawn the attention of passersby. The restaurant serves Filipino cuisine prepared and presented with delectable culinary expertise (Marilyn M.C. 2018).

Kainan sa Balsa is a floating seafood restaurant in Bacoor, Cavite Philippines. The place is built mostly from a bamboo wood platform elevated above a pond. Since the restaurant is in water, foods are being served in a raft or a bamboo wood platform.

The RATER metric Kainan sa Balsa can be used internally; it is most effective for evaluating and categorizing consumer input. Utilizing surveys that evaluate your service using the RATER metric enables the researchers to rapidly understand which of the five metrics requires the greatest attention. Once you understand what the consumers feel, closing the gap between their expectations and the service offered becomes lot easier.

Due to the intangible nature of service, it is difficult for a service provider to give high-quality service. As a result, a service firm's performance must be evaluated using defined, systematic, and empirical metrics. Thus, a service quality specification should be developed since it assists managers and employees in comprehending the components of service quality, establishes norms and policies for employees to follow, and assists organizations in evaluating and controlling performance.

The participation of customers in the culture of restaurants is increasingly defined by their participation in the writing of online reviews due to the proliferation of internet platforms that enable users to share their experiences and preferences (Jinha, L. & Youn-Kyung K. 2020).

Word of mouth among customers is extremely important in the tourism and hospitality industries. This word of mouth was typically obtained from friends and acquaintances before the Internet, but it has since shifted to the Internet, with consumers consulting the opinions of fellow consumers online in overwhelming numbers. Before the Internet, this word of mouth was typically obtained from friends and acquaintances. The reviews that people read play a large role in their decision-making as well.
as their overall travel experience, which is a huge development for the industry. (Muritala, B. A., Sánchez-Rebull, M. V., & Hernández-Lara, A. B. 2020).

Customers tend to give positive feedback in everyday life. Positive responses will be preferred by customers. They care most about restaurant reputation. Social recommendation systems rely on both positive and negative feedback. Customers can judge restaurants on their food quality. It shows the user's opinion of businesses and their details. Predicting a user's sentiment and interpersonal sentimental effect is tough. Along with user preferences, we must consider interactivity. User reviews indicate common sentiments or attitudes towards eateries and their factors. If we're recommending a restaurant to close friends or family, we'll be more careful. We can specify a restaurant's signature meals to improve our reviews. All this information/data are structured and available on online rating platforms. (Saha, S., & Santra, A. K. 2017)

The purpose of this study is to assess all of the reviews received by the restaurant Kainan sa Balsa in Bacoor, Cavite. To help them come up with a solution by using the service quality RATER metric to give the business the opportunity to grow and improve their services.

The study seeks to answers to the following questions:

1. How do the reviews analyze the service quality of Kainan sa Balsa in terms of:
   1.1 Reliability
   1.2 Assurance
   1.3 Tangibles
   1.4 Empathy
   1.5 Responsiveness

2. What are the positive and negative online reviews from Facebook and google of those customers who haveexperienced dined in Kainan sa Balsa?

The focus of this research is to conduct an assessment on the dimensions of restaurant service quality. The study investigates the effect of service quality. Regardless of how attractive the restaurant Kainan sa Balsa, it continues to receive negative criticism from consumers in the context of restaurants in Bacoor, Cavite. Restaurants can identify gaps between what they deliver and what their customers expect by utilizing questionnaires labeled with the RATER metric, and then use the relevant information to enact changes that improve retention. The restaurant business such as Kainan sa Balsa is increasingly competitive as people want unique products and menus. Such elements are expected to put impact on restaurant establishments owners, especially small-medium enterprises. Managers may take a course of action based on the seriousness of problems and existing resources, such as accelerating new channels to contact consumers to reduce sales problems or making a distinction via the value of products and services to impress customers and communicate. This increases users' likelihood of repeating the service. Or it's a flexible and efficient corporate process change. This study presents theme and distinctive insights on Kainan Sa Balsa, and the results provide significant information concerning the importance of RATER or its attributes in restaurant settings.

**RELATED LITERATURE**

The study of (Ponnaiyan, S., Ababneh, K. I., & Prybutok, V. 2021) used a quantitative approach which consist of two parts, in the first section, customers' perceptions of the five dimensions of service excellence were assessed. The second section of the survey collected demographic data (gender, age, nationality, etc.) and related data (e.g., income, dining behavior frequency, etc.). They visited 50 fast food restaurants and allocated 900 survey questionnaires among the customers the response rate is 54.55%. The data for this research were acquired in 2019, prior to the Covid-19 Pandemic. The results showed that responsiveness, assurance, tangibility, empathy and reliability are critical aspects and predictors of perceived service quality in the UAE, according to this study. Because this is the first study of its kind in the UAE, its findings can help UAE restaurant managers make better judgments. This study's findings can assist restaurant managers identify areas for development and then train personnel in these areas to improve service quality.

Quality measurement in services is still difficult. Inefficient, costly, and inflexible methods. In the study of (Mejia, Jorge; Mankad, Shawn; Gopal, Anandasivam 2020) where they used text from Yelp.com reviews to identify and extract service aspects for a wide set of restaurants in a major US city. The findings indicate that the suggested service quality characteristics are scalable, align with industry standards, and are appropriately identified by respondents in a controlled environment. Additionally, we demonstrate that specific service dimensions are highly associated with merchant survival, even after adjusting for competition and other factors.

The study of (Pacheco, L. M. 2018) analyzed client reviews for Michelin-starred restaurants in Portugal and Spain using a data collection of client reviews. They found out that the "food" and "service" traits have a stronger link with overall satisfaction than other criteria, and that these attributes are consistent across restaurant sectors and nations. These findings have ramifications for the restaurant business, emphasizing the most critical predictors of total satisfaction. Certain sectors could profit from minor enhancements and investments that could result in a rating boost and possibly a competitive edge.

SERVQUAL is a research tool that assesses consumers expectations and perceptions of service quality. Five dimensions of perceived service quality were considered: Reliability, Assurance, Tangibles, Empathy and Responsiveness. The following are the conceptual definitions for the five qualities. The term "reliability" relates to the capability to deliver a service consistently and precisely, whereas "assurance" relates to the knowledge and courtesy of the personnel, as well as whose capacity to instill certainty and belief in the customer. The term "tangibles" refers to the look of the physical components of service delivery, while
"empathy" refers to the provision of caring and customized service. Finally, “responsiveness” refers to a company's willingness to give consumers with timely and efficient service (Parasuraman et al. 1985;1988). The study of (Angmalisang, S. 2018) entitled The Measurement of Service Quality in Cianjur Raya Restaurant using SERVQUAL Model, stated that the model is beneficial for determining the difference between the customer's expectations and the reality of the service provided by management. They were able to measure five gaps namely the knowledge gap, the standards gap, the delivery gap, the communication gap and the service gap however the results showed that the management did not provide the quality of service; accordingly, the service level was deemed unsatisfactory, moreover several recommendations were provided to management based on the research findings.

A method employed by (Hasan & Son, 2020) where they also used SERVQUAL model RATER's (reliability, assurance, tangibility, empathy, and responsiveness) are examined in relation to the restaurant's service quality in Raipur, in their study it was determined that the customer's anticipation is always greater than the customer's perception. This is because consumer needs and desires are constantly changing, and as a result, the client's situational or time expectations continue to grow.

This study emphasizes the service quality of Kainan Sa Balsa by assessing feedbacks from customers who have tried eating in the restaurant. In line with this, restaurants are being assessed in terms of service quality Responsiveness—the capacity to assist and give fast service Assurance—employee knowledge and demeanor, as well as the capacity to inspire confidence—Tangibles—the physical look of place and equipment, Empathy—caring, one-on-one attention Reliability—the capacity to provide the promised service consistently and reliably (Arlene, C. 2020). The following indicators will take consideration the reviews. The mentioned characteristics or definitions that will pertain to the definition of the rater, will help the researchers to simply identify all the reviews coming from Kainan sa Balsa on what attributes it may take place. This will serve as a criterion on how the researchers will assess the service quality of Kainan sa Balsa.

The RATER metric in assessing service quality is the independent variable, meaning the reliability, assurance, tangibles, empathy, and responsiveness will be the antecedent conditions that are presumed to affect the dependent variable. This quality contributes for enhancing the service quality of Kainan sa Balsa and the reason for conducting the research. It also stands that with the presence of these attributes, there will be a difference in service quality based on the negative and positive reviews gathered from Facebook and Google. In this study, the dependent variable is the restaurant in Bacoor, Cavite named Kainan Sa Balsa.

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**METHODOLOGY**

Customer reviews of Kainan Sa Balsa posted on review websites regarding service quality are the focus of this study. Kainan Sa Balsa has reviews coming from Google and Facebook. According to google, with the results of 840 reviews from 2017 to 2022 other comments from this site emphasized the location that has relaxing ambiance, the affordability of food, and staff accommodations. In line with this, Facebook has recorded 269 reviews that is accessible via the website restaurant guru. There are a total of 1,109 reviews across both websites however only 550 can be accessed and extracted. The feedbacks suggested the fast delivery for phone call orders, child-friendly setting, not being crowded, and the delicious taste of every food served. Individual feedbacks will be chosen carefully, for content relevant to restaurant service quality during data analysis in order to gain a better understanding of the relationship between positive and negative statements as well as restaurant service quality within the RATER framework. However, the researchers need to be cautious when relying on information from such a source, as anybody can browse it and add comments. Additionally, internet reviews frequently offer brief messages/information regarding the services and frequently fail to provide context for their less-than-pleasant experiences. (Sangpikul A. 2021)

The definition “Content Analysis” refers to a type of research method that is utilized to assess the appearance of specific terms, themes, as well as ideas identified in an analysis of qualitative data (i.e., text). Using content analysis, researchers can evaluate and analyze the presence, meanings, and relationships of specific words themes, or concepts. Researchers use content analysis to determine the objectives, messages, and the communication content’s effects subsequently, they can conclude information about the audience producers of the text they analyze.

It enables researchers to retrieve data and evaluate the intricacies of structural actions, stakeholder perceptions, and societal trends, content analysis is highly effective in organizational research. As a bonus, it serves as an important transitional stage between totally quantitative and comprehensively qualitative research methodologies.
In some circumstances, content analysis can be used to explore socio-cognitive and perceptual aspects that are difficult to quantify using traditional archive methods. It allows researchers to acquire big samples that would otherwise be hard to use in purely qualitative investigations at the same time.

To conduct a content analysis, there are four steps:

1. Choose the content for analysis.

In this study, the content that will be analyzed by the researchers revolves around the feedbacks and reviews for the restaurant Kainan Sa Balsa located in Bacoor, Cavite. To analyze the data, we have research coming from websites in terms of feedbacks, reviews, and comments made from 2017-2022.

2. Define the analysis’s units and categories

The research used the RATER metric in assessing the service quality of restaurants. This metric assesses Kainan sa Balsa’s reliability, assurance, tangibles, empathy, and responsiveness based on the positive and negative feedback or opinions expressed and written by locals who visited the restaurant via various websites and social media. However, not all the reviews from both websites are shown as most that are included on the total count is deemed to be a rating. In addition, since it is a local restaurant most of the reviews were written in local language as, which the researchers included to meet the minimum data needed for a content analysis.

3. Code the text according to the rules

It can be conducted with the use of comments, feedbacks and review through Facebook, and Google Reviews. The study involves comments coming directly from the customers stating their concerns, experiences, and compliments with Kainan Sa Balsa. NVIVO a content analysis and text mining software will be used to code selected reviews from the following categories: Positive and Negative a single study may analyze a variety of different types of text. Prior to conducting content analysis on a text, it must be coded, or broken down, into manageable code categories, codes were devised to classify the reviews given according to their patterns or issues. For example, a statement like “The place has cozy ambiance” was coded as positive review and grouped under the Tangibles dimension. Whereas a statement like “The waiters are not approachable” was coded as negative and grouped under the responsiveness dimension. 4. Analyze the results and draw conclusions.

The data shown in the study includes positive and negative feedbacks about the restaurant service quality. This problem has leaded the group to conduct the study, to analyze and execute ways on how to make Kainan Sa Balsa the best restaurant existing in Bacoor, Cavite.

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>Number of Reviews</th>
<th>Negative</th>
<th>Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability</td>
<td>255</td>
<td>26</td>
<td>229</td>
</tr>
<tr>
<td>Assurance</td>
<td>82</td>
<td>15</td>
<td>67</td>
</tr>
<tr>
<td>Tangibility</td>
<td>142</td>
<td>21</td>
<td>121</td>
</tr>
<tr>
<td>Empathy</td>
<td>34</td>
<td>13</td>
<td>21</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>37</td>
<td>31</td>
<td>6</td>
</tr>
</tbody>
</table>

Table 1 displays the matrix coding query. The dimension with the most feedback, according to the table, was reliability with 229 positive reviews and 26 negative reviews, followed by tangibility which received 121 positive reviews and 21 negative reviews. On the other hand, the dimension with the fewest reviews among the five (5) dimensions was empathy, which received thirty-four (34) reviews. Overall, the reliability, assurance, and tangibility, reliability received the most reviews. These factors are very important to customers as they spent money just to feel full but feel satisfied with the restaurant itself. This demonstrates that while it has some strong restaurant traits, there are still other things it needs to succeed in the business world. It doesn't just harm the business, but it also harms the customers because, for instance, there are more negative than positive comments about the response which indicates that the employees or the restaurant itself don’t comply very well. Even so, some reliability has tangible qualities and confidence, in addition to several positive reviews.

As per Vamsi 2021, you anticipate indulging and delighting in the ideal restaurant surroundings. On the other side, if you run a restaurant, you want to take steps that will make your patrons pleased enough to return and spread the word about you, bringing in additional business. Another article written by Acha 2018, stated that one of the qualities of a good restaurant is great service as a superior service can make a significant impact. Everyone enjoys dining in a restaurant with friendly, attentive personnel. a
place where the staff is attentive to detail and considerate of the customer's feelings. You would undoubtedly return and recommend a place to your loved ones if they put a high premium on making sure customers is satisfied. A decent bar or restaurant should have staff members who can inform patrons of any specials being given by the establishment.

Table 2. Reliability: Common customer reviews

<table>
<thead>
<tr>
<th>Positive</th>
<th>Frequency</th>
<th>Negative</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Choice and Quality of the food is great</td>
<td>56</td>
<td>No Prices and Unavailable items on the menu</td>
<td>11</td>
</tr>
<tr>
<td>The tuna was good</td>
<td>23</td>
<td>The food preparation is not good</td>
<td>9</td>
</tr>
<tr>
<td>They liked and enjoyed the foods</td>
<td>42</td>
<td>The food is cold</td>
<td>6</td>
</tr>
<tr>
<td>Value for money</td>
<td>18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nice place to dine in</td>
<td>35</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recommended the place</td>
<td>27</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Great experience</td>
<td>28</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>229</td>
<td>Total</td>
<td>26</td>
</tr>
</tbody>
</table>

Table 2 shows that of the ten (10) reviews listed above, six (6) were positive and three (3) were negative. Based on positive feedback, customers are more likely to love food if it is excellent and affordable, however, the negative signal in table 2 indicates that customers dislike cold food and old ingredients with products that are not worth their money. Overall, people appear to be satisfied with the food quality and low pricing, as seen in table 2. However, some customers have expressed dissatisfaction with the cold food and lack of fresh ingredients. It is critical to examine reviews from many perspectives to gain a better understanding of customer sentiment. When it comes to dependability, consumer reviews are generally favorable. They are thrilled since they liked the food, which has a significant effect on the restaurant industry. There are still issues, though, like the food's pricing and temperature but the positive retrospect still prevails. Here are some of the following statements given by the customers, “The Grilled tuna is a must here”, “The waiter had to come back just to say that our order is not available” and “We really enjoyed the food it’s so tasty and the price is reasonable”. These statements prove that the reliability of the place is good.

Reliability ensures the customers’ trust by giving them an amazing experience and therefore affecting the business negatively or positively. According to NUeditor (2017), reliability maintains good quality such as making sure that customers can rely on your customer care department no matter how or when they contact it is the only way to truly benefit from quick and accurate customer service. The restaurant will also flourish as the owners will establish relationships with your customers as they will learn to trust your business if you maintain a dependable customer service system, and they won’t be without options when they decide to buy goods or services from you.

Table 3. Assurance: Common customer reviews

<table>
<thead>
<tr>
<th>Positive</th>
<th>Frequency</th>
<th>Negative</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied with our orders</td>
<td>10</td>
<td>There were two lady servers who are not customer friendly</td>
<td>1</td>
</tr>
<tr>
<td>It’s good and comfortable</td>
<td>13</td>
<td>Need to add more safety precautions</td>
<td>3</td>
</tr>
<tr>
<td>Return customers</td>
<td>6</td>
<td>The place is so nice and has affordable price but needs service improvement</td>
<td>3</td>
</tr>
<tr>
<td>Favorite restaurant in Cavite</td>
<td>16</td>
<td>Overrated</td>
<td>2</td>
</tr>
<tr>
<td>Good and polite staff</td>
<td>22</td>
<td>The waiters hurried to take orders</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>67</td>
<td>Total</td>
<td>15</td>
</tr>
</tbody>
</table>

Table 3 is all about assurance and common customer feedback, whilst table 2 is concerned about reliability. The main positive reviews based on the table 3 results were that the product that the consumer purchased was satisfactory and that it helped them to feel comfortable, while the main negative reviews based on the table 3 results were that the food servers were not friendly enough, resulting in a lack of improvement in service. As a result, the business's guarantee of offering superior service was not met by the customers.
Customers reported dealing with unfriendly staff. However, even when patrons generally approve of the setting, the fare, and the service, unfavorable evaluations persist. The following statements are the complaints of the customers regarding the assurance of the place, “The place is so nice affordable price but needs an improvement for the service”, “Need to add more safety precautions”, and “The place is so nice affordable price but needs an improvement for the service” but they also received positive ones such as “Satisfied with the orders” and “It’s good and comfortable “.

Assurance gives people a promise to hold on to. As per Restaurant Quality Assurance Restaurant Quality Assurance Program Coyle Hospitality, 2016, a pledge can be helpful to you whether you own a big, small, independent, or branded restaurant. This will enable your company to consistently focus on the customer while constantly looking for methods to improve overall performance. It also gave a reputation in a restaurant as per Huberty 2022, customer confidence is increased by a solid reputation. Customers will prefer to continue with a company they already trust even if a different product or service is available as a result of their loyalty. All stakeholders, including investors and suppliers, place a high value on reputation. Only a company with a solid reputation will have the support and cooperation of stakeholders.

### Table 4. Tangibility: Common Customer Reviews

<table>
<thead>
<tr>
<th>Positive</th>
<th>Frequency</th>
<th>Negative</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nice Ambience</td>
<td>46</td>
<td>The water has smell</td>
<td>8</td>
</tr>
<tr>
<td>Nice place for gathering</td>
<td>28</td>
<td>It is too humid and hot, especially during the day, the utensils and plates are old and reek already hope that they can change that</td>
<td>3</td>
</tr>
<tr>
<td>Accessible Location</td>
<td>9</td>
<td>Too many mosquitoes in the area</td>
<td>10</td>
</tr>
<tr>
<td>The premises is clean</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>121</td>
<td>Total</td>
<td>21</td>
</tr>
</tbody>
</table>

The tangibility of the common customer reviews was centered by table 4. According to the table, the primary good evaluations in terms of tangibility were that the surroundings in and out of the restaurant were fantastic and soothing, whereas the main point of the negative remarks was the lack of dining cleanliness, such as odor. As a result, the tangibility depending on the outcome was unimaginable.

The customers never had a hard time finding a parking space as well as great scenery and clean restaurants. However, some experienced bad quality, the humidity of the restaurant, as well smelly surroundings. Being open and transparent about a business is a must as it is important for transparency to help you gain trust and reliability to customers as getting a great experience. As per Pulido 2019, the origins of their food are something that today's diners are keen to learn as much as they can. They want to know where it originates from and how it was raised, including whether it was cage-free, fed grass instead of grain, organic, or given antibiotics or genetically modified organisms, therefore transparency has a big impact on restaurants.

### Table 5. Empathy: Common Customer Reviews

<table>
<thead>
<tr>
<th>Positive</th>
<th>Frequency</th>
<th>Negative</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>They provided us mosquito repellant</td>
<td>5</td>
<td>To be honest, the service is very poor, most of the staffs are not very approachable</td>
<td>8</td>
</tr>
<tr>
<td>Good service</td>
<td>10</td>
<td>They are no longer service-oriented</td>
<td>3</td>
</tr>
<tr>
<td>Friendly waiters and accommodating</td>
<td>6</td>
<td>The servers do not know how to smile, not so good service not approachable</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td>21</td>
<td>Total</td>
<td>13</td>
</tr>
</tbody>
</table>

According to table number 5, as stated by the favorable evaluations, the employee provided accommodations that made them feel at ease, whereas the negative ones cited poor service provided by the employee rather than the product. As a result, empathy received a lower score than certainty and tangibility. Empathy was the most adversely evaluated of the three qualities. This could be related to the fact that in order to give outstanding customer service, personnel must sympathize with customers. It can be difficult to give effective service if an individual lacks empathy.

Some claimed that the staff is friendly and very accommodating, but others stated otherwise as they claimed that the staff lacks a good and warm attitude which affected the service, the restaurant itself, and the experience of the customers. Some customers don’t feel the empathy of the place and its employees as they experienced underwhelming service that’s why they claimed that “To be honest the service is very poor, most of the staffs aren’t approachable”, “The servers don’t know how to smile, not so good service
not approachable”, and “They are no longer service-oriented nevertheless, some customer came to a conclusion that the place has “Friendly waters and very accommodating”.

The compassion and warmth of the employees can elevate the restaurant’s experience. According to Why Empathy Is the Most Important Business Skill (2016), “Outside the company, developing empathy can help you develop and market products and services for your customers. Observing how customers use products and services and listening to them talk about the products and services they need, can make coming up with these ideas easier”. This was backed up by Castrogiovanni & Pattini, 2020, Empathy, in reality, is the antithesis of individualism, abuse of power, and human connection - and these are the cornerstones of stressful workplaces full of tension and social conflict. Improving empathy can reduce stress, create more pleasant connections, and even enhance revenues.

### TABLE 6. RESPONSIVENESS: COMMON CUSTOMER REVIEWS

<table>
<thead>
<tr>
<th></th>
<th>Positive</th>
<th>Frequency</th>
<th>Negative</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy to order</td>
<td>1</td>
<td></td>
<td>We waited for a long time</td>
<td>9</td>
</tr>
<tr>
<td>Attentive staffs</td>
<td>3</td>
<td></td>
<td>It took long for the waiter to approach them</td>
<td>5</td>
</tr>
<tr>
<td>Fast service</td>
<td>2</td>
<td></td>
<td>Slow service and not enough crew/staff</td>
<td>17</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6</strong></td>
<td></td>
<td><strong>Total</strong></td>
<td><strong>31</strong></td>
</tr>
</tbody>
</table>

In contrast to the other attributes. The respondents gave the responsiveness a rating, with three (3) positive evaluations and three (3) negative reviews. According to the major point of the negative review, the responses lacked the personnel to offer the service that the customer required, whereas the good review stated that the manpower was excellent, causing them to relax. As a result, one customer was pleased with the staff, while another felt that the service was inadequate owing to a shortage of manpower.

Customers' responses conflict with one another because some said the restaurant has poor customer service and a staffing shortage while others said the contrary. However, based on table 1, it appears that more patrons are dissatisfied with the restaurant's responsiveness. The customers have felt ignored and disappointed because of the responsiveness of the place. They stated, “Their service is slow, they do not have enough staff/crew, it took a long time they were able to clean our table we waited for an hour before eating” “Disappointed because the waiter had to come back just to say that our orders are not available, and we had to wait for long hours”. They felt like they just wasted their time waiting for a not-so-good quality product. But other claims the opposite as some stated that “Fast service affordable, and delicious food. Staff is great” and “The staff is attentive as always”.

Responsiveness ensures customers that they are being valued and listened to that’s why its impact on restaurants can be big as it requires active listening and attentiveness. As per Holtzclaw, 2016, A lack of responsiveness is the most common underlying problem I uncover at the firms I work with that are encountering difficulty attaining growth.

### CONCLUSION

The researchers conducted this study to analyze the quality of the mentioned restaurant with food service attributes. It was based on the positive and negative feedback or opinions expressed and written by locals who visited the restaurant via Facebook and Google. It is divided into five categories, 1.1 Reliability, 1.2 Assurance, 1.3 Tangibles, 1.4 Empathy, and 1.5 Responsiveness. (RATER METRIC).

One of the pillars of every marketable firm is reliability. It was described by the researchers as the consistency of the food and services. The restaurant is dependable, according to the responders, because it provided excellent service and food. The second is the assurance of employee communication and skill with customers. While the majority of respondents found the restaurant to be enjoyable due to the great food and comfort of the setting, some were dissatisfied with the service. The third factor is tangible, which leaves a positive, long-lasting image of the restaurant and demonstrates that it succeeds in parking spaces but not in other areas like comfortable temperature and cleanliness. Fourth, compassion or empathy.

Respondents draw the conclusion that servers and their service are highly subpar in this section due to the staff’s negative attitudes. The fifth quality is quick service. The majority of respondents agreed that the restaurant lacked quick service, while the others thought it was overpriced and had sluggish service.

Kainan sa Balsa satisfies customers’ physical needs, expectations for food and services, restaurant staff confidence in answering questions, understanding, and marketing. However, the consumer's experience with customer service is split in half whether it comes to responsiveness or the dedication to assist clients. The results indicate that restaurants should train their personnel more on how to engage with consumers. Instead, than just focusing on the food, restaurants should spend in raising the caliber of their staff. Cleanliness and quality must come first when it comes to eating.

Furthermore, due to its extensive scientific and technical resources and skill with these issues, the food industry can make important contributions toward their understanding and determination. For identical reasons, the food industry’s communications capabilities can benefit the public understanding of the complex nature of the various issues that arise. The food service manager should recognize the customers’ reviews and create action about it.

The results of the study showed the positive and negative feedback from the customers. Therefore, the Kainan sa Balsa service manager should develop strategies catered to appeal to different segments of customers based on the various age groups. Thus, Kainan sa Balsa food service operators should continue to train their employees to greet their customers in a polite manner, to be
attentive and friendly, and to increase their knowledge about the food items served. Maintaining the quality of their service ensures that they can continue to meet or exceed customer expectations.

RECOMMENDATION

Your customers will keep returning back for more if you regularly deliver excellent service, or even better, they'll keep telling their peers about the restaurant. For reliability the researchers advise recruiting cooks with greater experience in various cuisines to ensure the establishment’s dependability or setting up classes or seminars for cooks to enhance the food's quality. The cuisine is the cornerstone of a restaurant, therefore investing in long-term expertise will be more valuable than saving money that you can readily recoup if the establishment is reputable. The second is assurance and empathy, which must be addressed after the food dilemma, is attitude because it makes customers feel unwelcome and undervalued. It is advised to conduct a background check on current and prospective employees to make sure they have a good attitude and weren't previously employed with any issues with attitude. Always put them to the test by having someone pretend to be a customer to observe how they behave in real life when no one is watching. In this manner, you can identify the problem's source and show them the many consequences of an action. For tangibility researchers then suggests that the restaurant set out a day each week for a deep clean and close order to improve the atmosphere and cleanliness of the establishment.

In the event that the area is infested, that could lead to health issues. Elegant kitchenware will provide a good first impression on a customer. Order to improve the atmosphere and cleanliness all the way through the establishment. People are handling food here, and eating it, and if the area is infested, that could lead to health issues. Elegant kitchenware will provide a good first impression on a customer. On the other hand, utensils and plates must also be attractive as this will be the first thing the consumer sees while waiting for their dinner. Last but not least, the facility's responsiveness was also a crisis. As a result, the researchers suggests that the restaurant hire staff who will concentrate solely on providing excellent customer service. The researchers explained that overburdening someone with tasks will only result in disaster; however, if they are given a specific task, their mind will be focused on it. The proposals will raise the standard of the restaurant as a whole, even if it takes a lot more work, patience, and time.

REFERENCES


**APPENDICES**
The premises are clean. The price is pretty good. Affordable foods.

Clean, friendly ambience and good food. The parking is spacious.

The staff was very friendly and accommodating.

The food is cold. The food is great. Not to choose.

staff are friendly and courteous. Nice place and relaxing.

Prices are reasonable. The service is very slow.

The food was okay for its price.

You're looking for a place to treat a group of people for a really affordable price.

delicious and affordable meal that attracts travelers passing by the area.
Relaxing surroundings.
Nice ambience, cozy, great price for food.
Good food, typically filipino.
Foods are great!
Expect lot of mosquitoes and food are not that hot.
the food is just ok not that delicious.
Nice places very comfortable.
Food was so-so.
Food was so cold. Taste just like any other cheap resto. Very poor service.
really enjoy the food its so tasty and the price is really reasonable.
Best place to eat for lutong bahay and inihaw.
The food is good.
Food is so good.
Great Service.
Yummy as always.
affordable, cozy and relaxing place.
Okay nice place.
nice food very nice ambiance relaxing.
the waiters are not so pleasant, they don't know how to smile.
and the last time we ate they even tried to delayed the change.
Great place to hangout with.
the food is great and very affordable.
A relaxing place to dine just outside the city.
Great foods cook in the native way.
The place are good and good to share on Instagram, facebook and other social media.
The thing is, the food are pricy but the taste are not that good, the kubo are floating on the water, the smell are also not good because of the water that I think they dont clean.
Good ambience and affordable fresh seafoods.
The ambience is so cool and the food is excellent.
Nice ambience, good food and accommodating crew.
Food taste is not worth the price.
Delicious Food, and Beautiful and comfortable place to stay for a while.
It's a very nice place, food is good especially grilled tuna belly. Relaxing place too.
I love the food fresh and delicious.
all the foods are so good and affordable love it so much.
Affordable. And delicious foods with ample parking.
great place to eat after a long day at school or work, at night time.
the lights at this place are beautiful.
Food is delicious and very affordable.
Nice food
Food is great and very affordable. Been eating here for almost a decade
Floating kubo’s all around where you get to choose which kubo to dine in.
Grilled tuna panga is a must here.
Clean place. Great food
Love the seafood choices and ambiance. affordable food price in general
The food is affordable.
It is a good restaurant but not every filipino delicacy is always available
Food selection is good, specially inihaw dishes.
so perfect family place
good food and ambiance. malamok nga lang at ma pasa
they dont have waiting area. if you order you need to fall in line even for dine inn
It's a good place for meetings and gathering
Good food and good place but the service is not
Affordable but the ambiance is not clean due to smelly water underneath the
floating kubo
Liempo was sweet, not my favorite. Tilapia and bangus were ok. Too hot for lunch
Great food....good stuff
Native food. Filipino ambiance
Good ambiance.
I hope they can stock more food
Delicious foods! Nice ambiance
Good food. Good service. Nice atmosphere on the water.
Great food and great place
Really good bbq pork and a good mix of other foods
Great food and ambience.
Cozy place and affordable. Delicious foods
Fast service but food is cold and water for drinking is warm.
I love their foods,
Good food
Food is okay, nothing special
The food is awesome and its cheap
Savouring Filipino foods in the waters is a wonderful experience
Good food, nice place
delicious food and good ambiance
Food is great. Worth the visit.
Nice pinoy style cooked and love the place
fresh air
Nice food affordable friendly waiters
Good food, nice atmosphere
Nice place to eat and relax.  
The place is beautiful especially if it's early  
Good place good food  
Because the food is so juicy and the friendly waiters  
good place... good food !  
best seafoods  
Great place to eat on the water.  
Provides Asian/Foreign food dishes as well as Seafood dishes  
Fresh air and budget friendly foods  
Superb. Tuna’s panga. So delicious  
need to add more safety precaution  
nice place to dine.  
value for money food  
food taste good and affordable  
Food is ok, service is bad  
Nice ambiance and good food  
Food is amazing  
Good food  
Great place to bring your family  
Nice food and place!  
Cravings satisfied  
The best BBQs in town.  
Nice place to celebrate occasions.  
Bulalo and grilled fish-price is nominal  
Nice place and good food  
Nice place and good foods  
Perfect for eating fresh seafoods  
Food are amazing...  
Food is great!  
Great food, Great service  
Love the foods  
Great place to feel nostalgic  
good food at good price  
Cheap Cheap Cheap and So Delicious  
I Enjoyed  
Nice food!  
Always excellent food  
Cozy  
Great food experience  
Its good and comfortable..  
Nice place & food
Delicious food
Nice food
it was relaxing and very accommodating
Nice food!
Good food.
Foods are great.
Very delicious foods
Nice place
Relaxing place to unwind
Great food
cool place to relax
Good food
Good service
Good foods
Delicious food
A pleasant place to dine
Yummy
Taste good
Nice place
Good taste
very satisfying
Awesome
Nice place
Friendly service
clean
Refreshing
Affordable
Delicious foods
Nice place
It is a restaurant specializing in delicious Philippine food for price in Bacol.
You can also go fishing.

Delicious see the foods you can eat with your hands.
...and have a nice view you can also fish and cook them for fresh fish when you eat them later.
Dissapointed kase nakilang balik si kuyang server para lang sabin n wala
na un inoder namin tapos change to other menu pero ang leking price difference samantalah
same category lang nmn un wala vegetables
Disappointed because small serving, then somewhat rotten. It's a bit pricey
Province feels and Gastronomic food going back and forth
The food is delicious. 2021 P
The food is clean and delicious 2021 P
The food is delicious and very cheap. But it seems that they drive the customer away
because they say we will wait a long time, about 1 hour like that, because they say they cook a lot 2021 N
Their food is delicious and super delicious and the price is affordable 2021 P
Highly recommended, especially the foods are all ok, grilled squid, tuna jaw, crispy pork etc. Don't miss the cucumber with calamansi. That's it 2021 P
Cheap the place is newly painted 2019 P
It was great, nice ambiance, good food. 2020 P
Flavorful and classic homemade 2020 P
D masyado maganda ung preparation ng pagkain sana
sizzling plate para special at mainit at umusok pa 2021 P
Got annoyed eating on a paper plate spoon and plastic fork no water needed to buy bottle water 2021 P
It's delicious. I always have extra rice 2021 P
Masarap sinigang na baka saka steak. 2021 P
Nice place and the delicious foods here 2021 P
The food is delicious, airy and cheap 2019 P
The best grilled tuna jaw 2021 P
Masarap na mura pa 2020 P
Medyo malamok sa gabi, their ihaw ihaw is good. Very affordable 2019 P
Good food 2021 P
Crispy pancit was good.. 2021 P
Awesome panga ng tuna 2021 P
Sarrrrrp talaga ng mga pagkain mura pa 2021 P
Ang sarap lahat ng food! Suit 2019 P
Best beef sinigang 2021 P
Malamok lang 2019 P
The place is beautiful 2019 P
Serves hot food location is accessible no trapik. Good for Family gathering. 2021 P
Love the foods 2021 P
All the foods tastes greats, you will eat in a floating kubo, i really love their inihaw or grilled meat. 2021 P
The mix canton and bihon taste great and is very affordable 2021 P
The Food is delicious. 2021 P
It was our favorite family place 2022 P
Good location the ambience is perfect for family. Food is awesome. 2022 P
Place to go for fresh sea foods

Nice place

good place....good food....good ambience ..
The area is wide

Ok Naman medyo mahal na mga foods Nila now at may time na maamoy ung water
Food was overwhelming, service was just ho-hum
Some crew here have bad attitude.. but some is nice.. the food is great.

Good food and a relaxing place, the man made lake beside it contributed to the vibe.
A must go place if you're visiting Cavite

Good ambiance

The place is nice and relaxing; food prices are very affordable
servers are very nice and accommodating

Good food and very affordable with spacious parking lot

This restaurant was BOMB! it was an amazing experience going and eating here T
he service was incredible, the bathrooms were clean af.
Delicious Food , and Beautiful and comfortable place to stay for a while
Food selection is good, specially inihaw dishes.

Good Taste

The Food is affordable and Delicious. The place is nice and unique
but to be honest the service is very POOR, Most of the staffs aren't approachable.
Superb. Tuna's panga. So delicious

The prices are very reasonable. The staff was very friendly and accommodating.
There are a lot of food choices to choose from.

The place is really serene and the foods are delicious.

Hindi di expensive ang mga menus nila. Right on budget.
The food is good but service is like a snail in terms of speed.

Good food

The Food is Cheap

It is a good restaurant but not every filipino delicacy. Is always available

The place are good and good to share on Instagram, facebook and other social media.
The thing is, the food are pricy but the taste are not that good, the kubo are floating on the
water, the smell are also not good because of the water that I think they don't clean

Affordable but the ambiance is not clean due to smelly water
underneath the floating kubo

Our family enjoyed the ambiance and the food

Liempo was sweet, not my favorite. Tilapia and bangus were ok. Too hot for lunch

service is ok. they don't have a menu though. price is a bit pricey for me

Nice place and good food
The food is ok however additional floating rafts were put up resulting to congestion. 2018 N
Very warm n relaxing place. 2018 P
A very good restaurant for those who love to eat in a float kubo. 2018 P
if you crave seafood this is the place to be. 2018 P
Good food 2018 P
Best to go at night. 2018 P
Different ambience not the usual set fast food. 2018 P
Fair taste and price of food. And peaceful. Have not heard any sort of trouble and with duty security guards. 2018 P
Good food with big servings with the right affordable price. 2018 P
Native foods are so delicious. Must go there. 2018 P
The ambiance is so good as if you feel that you are likely in the farm. 2018 P
Nice Service 2018 P
Great food the leche plan is very Delicious 2018 P
Good floating restaurant. Food is good but not really special. 2018 P
You can eat and drinks with so many "pulutan" available at the same time enjoy fishing. 2018 P
Foods are great. 2018 P
Good food. Not so good service. Can't smoke on balsa anymore. 2018 N
if you love seafood this is the place to go 2018 P
Nice food cheap price 2018 P
Slow service but they offer great food 2018 P
Nice place to dine. Relaxing ambiance 2018 P
SARAP NG FOODS 2018 P
Good lutong pinoy 2018 P
Very affordable price 2018 P
Good food and place 2018 P
Food and drinks served were very good. 2018 P
Food is great 2018 P
Awesome place for the family. 2018 P
Very good food, reasonable prices 2018 P
Delicious food 2018 P
Unique Resto 2018 P
They offer satisfactory filipino food. Service is slow. Nothing special here, it gets too hot and humid especially at noon. 2018 P
Nice food and ambiance 2018 P
juicy panga 2018 P
food is good 2018 P
Accessible location 2018 P
Price is good and cheap. The best thing here is its environment and its atmosphere. 2018 P
food is okay, prices are great
Nice food
Nice food
Love their tuna belly and inihaw na bangus
I like the ambience and the service
Good foods a little addition for vegetarian food is a must
Yummy foods Nice place
It's a great Filipino dining experience.

This place is truly amazing with the nice ambience, and a variety of delicious food to choose, its like you're in a cruise ship.
Nice place
Food was good but cold
Great place for group and family meals
Great food, great ambience
One of the best eating places in Bacoor City. The food is great.
Place was good.
They serve the best inihaw in town.
PANGA NG TUNA is the best
this place was very nice. food the very best. only thing ice was not filtered, so you could get sick. if not careful. but other than that it was wonderful.
Food is Superb the only thing that concerned me is the attitude of their waiter, like we waited more than 20 mins for them to clean our table. we ask them like 5x but no one is assisting us.
very easy to order and the food come after 5-6 minutes of waiting
I'll rate this place tonji 3 star guaranteed
Perfect ambience, foods are superb, crews are helpful
Excellent location and delicious food
Superb food, pleasant ambiance, spacious parking and experience was wholesome
nice and clean place
good food polite staff
affordable place to dine in
Food is not that good and the water looks dirty.
This place is truly amazing with the nice ambience, and a variety of delicious food to choose
Food is delicious and affordable
Very nice place for get together
It's a great Filipino dining experience
Good food
Good food
Delicious Food, and Beautiful and comfortable place to stay for a while 2021 P
If you’re craving for delectable seafoods, and more... this is your place 2021 P
It is a good restaurant but not every filipino delicacy. Is always available 2019 N
Very poor service 2022 P
Love the ambiance 2022 P
Very good. Nice food, especially Pange ng TUNA 2018 P
Tuna panga is good 2021 P
Perfect performance 2021 P
Good food nice ambiance 2020 P
Nice Place 2022 P
This place is a good place for new atmosphere of good dining 2018 P
Nice place 2022 P
Good place 2022 P
The bulalo is exceptional, even the barbecue 2018 P
Food is Good 2018 P
old school 2021 N
Delicious food 2018 P
Great tasting, affordable food everytime 2022 P
Classic quiet place 2022 P
good service 2022 P
Cozy atmosphere 2022 P
Great ambiance 2021 P
Sulit dito kaka relax 2022 P
The bbq was delicious 2022 P
Panalo sinigang na bulalo 2022 P
Food is delicious. 2021 P
Delicious 2018 P
Delicious 2019 P
Great food 2022 P
Parking was decent. 2022 P
Very good food, reasonable prices 2022 P
The foods is yummy 2022 P
nice location perfect talaga ang place for a meeting place 2021 P
nakakarelax ang ambiance 2021 P
great place to bonding with the family. d saya crowded..safe to covid 2021 P
will comeback to dine again 2021 P
Babalik kami. Sarap ng kilawing tuna nyo. Very Affordable. 2021 P
Mahangin ang lugar kahit parang nalulula ako sa balsa. Goos accomodation. Tx 2021 P
very relaxing the staff is friendly 2021 P
Masarap lahat. Busog na busog
sobrang limis ng CR mabango pa. They also have disinfecting hose
Goodjob! Ganda pa din ng ambiance di nagbago!!????
Good food. fast service. reasonable price. relaxing ambience.
The whole experience was so awesome!
The food is really good and delicious. We are not expecting that we will be paying less as we
expect for they serve us a plater.
Fast and Friendly Crew
Keep Up the Nice and Warm Ambience
kahit mahal ang foods masarap naman,
worth it ang gastos,nakakarelax pa ganda nang view
food, ambiance . fast Services.
the Place is good and so is the foods and staff everyone is smiling
while providing the best service
masarap ang food masarap balik balikan
Highly Recommended. Super affordable ng mga foods pero sulit sa sarap
Cute ng Place nakakarelax .. Super na enjoy namin ng asawa ko ung anniv namin
Amazing place best dining ..
Nice and great, but you have to queue..lots of people.
they don't allow pets even the small ones
The staffs are very accommodating. Malinis at maayos ang lugar.
Highly recommended. Will back again here soon
Excellent in dining delicious food Express service
Very nice place. Safe and accommodating.
Food is good..
beautiful place yummy panga
Super sarap ng food. We will be back ..
I love the place so nice so relaxing, the food is so good and yummy
place and the foods are all good
masarap n ung ambiance habang nakain ka nakakawala ng stress
nice place , good ambiance, food is affordable
Relaxing And Nice Ambience. Food is Affordable and Delicious
We just passed by and were surprised. that it was beautiful affordable prize pang-masa
the food was so yummy I would recommend it to my friends and relatives
Good location for dining.
super mahal ng isang pistols ng juice worth php230
isang hiwa ng inihawna liempo is php160..very disappointing kasi dati hindi pricey at maayos
ang staff unlike ngayon
good service good and affordable food
very nice place to dine and visit.
Good food, good service and nice crew
good food and services. nice ambiance
Nice area for family bonding
Friendly staff, good service
very comfortable ambience and good service.
nice service from the parking boys, staff, waiter, waitress, ang food
the best at very affordable.
nice place at good service
good food, and relaxing.
good food and good services plus a very nice and relaxing ambiance...
You are no longer service oriented. It is my third time there
first two were okay, we were surprised what happened lately....
just me napakasarap ng pagkain affordable pa highly recommended
so mga group bonding definitely bubusugin kayo ng place na to
nice foods and atmosphere

maganda ang place. mallinis at Sobrang sarap ng mga food
talagang nag-enjoy kami ng mga in order mming barbeque, sisig pork, pancit canton, pusit, isda.
lovely place, nice place and friendly staff

Ang tagal nang service nila, nag titipid sa waiter, kaya ang tagal ma linis mga table nila
sang oras kami nag hintay bago maka kain, kung kakain kayo dito dapat medyo busog pa kayo
kasi matagal talaga order nila

Di masarap food, much luma na yung karne ng bulalo at malamig pa
yung mga pagkain... medyo malamok narin pag gabi,
A great place to dine with family
good food, nice place, friendly staff best choice
masarap ang food, nila sulit ang byad

Friendly staff, sumptuous food, lay back and country ambiance.
Have been coming back to this place countless times. Thank you for making each meal
moment a treasured experience.
great food, very affordable..
good food
Fine dining, beautiful ambiance
food are so good with very resonable price
superb food and affordable
Good food. Friendly staff
nice place, malakas ang hangin, affordable price 2020 P

gustong gusto ko ung tuna panga 2020 P

cheap ang food, good service, masarap ang food, ang kulang na lang sa kanila 2020 P

is konting smile lalo na sa mga Kumukuha ng order sa harap 2020 P

Great food and very affordable 2020 P

nice food and affordable price 2020 P

inhaw na tentacles and panga 2020 P

cheap and good food in every menu 2020 P

food is great affordable price, nice place, only needs an electric fan.
also its good they provide katol 2020 P

The foods were great Nice ambiance though they provide mosquito repellant
such as katol still so many of them that it annoys me so much biting me while dining.
I suggest the management to put more fishes in the pond to eat mosquitoes and its larvae 2020 N

Gud service n da ngaun. nag level up n lhat d food still tasted good lagi kami familia
sa balsa Try nio! I recommend it 2020 P

Msarap ung inihaw na panga ng tuna 2020 P

Food was yummy 2020 P

delicious sobra bonding place tiga 2020 P

nice place.... and delicious foods 2020 P

the place is good, the food is so yummy, try it 2020 P

fresh, good ambiance, and affordable food 2020 P

ways to improve: less flies, warmer food, easier way to call waiters attention please 2020 N

good and foods are delicious 2020 P

super sarap jan kmain 2020 P

its a wonderful place 2020 P

Romantic atmosphere 2020 P

The ambience is good, the food is Good, the price is reasonable 2020 P

panga ng tura is the best in town 2020 P

great food nice atmosphere 2020 P

The place, food and value for money are one of the best if not the best. 2020 P

venue unique... masarap ang pagkain talaga 2020 P

the food is yummy excellent service and nice view 2020 P

nice beautiful place good and affordable food 2020 P

affordable food sarap ng tuna 2020 P

We always go here to dine whenever there’s a free time.
Love the place, gives peace of mind, service is good enough, foods were deliciously cooked
like lutong bahay with a budget friendly price. 2019 P

The food is great lalo na ung pusit 2019 P
D food is mare ok need to change all d utensils to be use
by costumer not really satisfied
Their service is ok, mabilis and masarap ang food. Friendly and approachable nman ang mga
staff.
Cquro what they need to improve is dagdagan yung kemukua ng order and fan for every
kubo.
The food and the plate is good. The only thing that they need to add is a Fan.
The place is hot and at night mosquitoes are all around
Masarap ang mga food, malinis at maasikaso ang mga crew dun...
bablik balikan nmin ang balsa
Fast service affordable and delicious food. Staffs are great. Highly recommendable!
Sarap ng food at mura pa
Good food, Good server, Accessible, Good ambiance
Waiter are always ready to wait more orders
My first experience on the resto wasn't good at all. They keep insisting that they have
delivered all the orders but they haven't which caused argument.
It's tasty, delicious it's for you to find out
Affordable especially when you're dining as a group. Good food selection.
Food quality is just right for its price. Nothing exceptional just good eat.
I like the food masarap kaya lang
sobrang tagal dumating ng food ok naman yung mga staff
I love the food.
Excellent choices of food, affordable prices, efficient staff and don't forget the ambiance
Deliciously and affordable
Ang bagal ng service
Sarap ng foods
perfect bonding place for family and friends plus you will really appreciate the foods
Love ko ang place kaso mahirap lang tumawag ng waiter
ok naman ang food very affordable
masarap na mura pa...sana pweding mkitulog sa balsa pag katapos kumain
affordable ang price, good ambiance, medyo matagal lang tumawag ng waiter
but okay lang para mas matinding selfie
Sarap ng foods. Sakto lang din sa budget.
Nice ambiance! There were two lady food servers who weren't customer friendly
delicious foods
My concerns ako need nila upgrade ung customer service sa mga tao hindi ung ng
umpukan lang sana dun sa main pagpasok. Tapos pag tumawag ka parang mga bingi lang kht
kinalampag muna un kawayan
<table>
<thead>
<tr>
<th>Comment</th>
<th>Year</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masarap naman pagkain lang kaso parang malamig n ang mga ulam nila...</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Food was great cosy but seems lack of lights quite dim. affordable yung price ng food</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>the service is good...very attentive mga crew- but they are not &quot;smiling&quot;</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Mura, maganda, tahimik, simple</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>The food and the place is good but sobrang tagal ng serbisyo madalas ayaw ka pa intindihin ng mga waiters kakanin kg soup walang bowl.</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>The food is good fresh and yummy ,very affordable price and very accommodating , the ambiance is really beautiful ..the waiters are friendly the food served within 5-10 minutes</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>Love the foods, and the ambience .. Foods were served early, crew and staff are accomodating too. Affordable menu , worth to dine in and definitely we will come back.</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>The food was affordable, fresh and delicious nice and relaxing place</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>Staff was accommodating and friendly.. I keep coming back, I always had a good experience.</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>Poor service won't go there again and won't recommend it either</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Super affordable ang mga menu</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>ang tagal ng service nil at yong hipon na nila hindi man lng irinat</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>The place was good for ambience, taste are nice but served wrong order</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Food is great esp tuna panga khit pricey sult.</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>very nice ambiance plus good food to dine in with your family</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>though a bit pricey but still worth the cost.</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Nice place but it's hard to call a waiter, the food is cold</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Good food and ambiance nice place pls more training on the service crews</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>The food is common and quite pricey. Parang nagmamadali ang babaeng Kumukuha ng orders</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Panga ng tuna is the best ang balsa dapat dag diagan kasi minsan puno na.</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>Bbq tastes good kaya lang hindi lean yung pork meat, hope you improve it in the future.</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>Otherwise the rest we ordered are fine</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>The food was good especially the &quot;panga&quot; price is ok ,Nice place but, there should be fan at lea</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Pange ng tuna gusto ko dito; lack of parking</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>may isang waiter na may BO...</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Food is great! very affordable and relaxing place</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>Nice place sana hindi mabaho po.at sana may pricelist masarap naman ang food</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Masarap yung food kaso sobrang tagal ng service</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Food is delicious but long service</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Place is nice, foods are okay, but that lady at the counter was not pleasant to the costumers</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Enjoyed an afternoon fishing and eating with my family</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>Pinaka matagal serve pinaka wala kwenta crew wala manager assist.</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Foods are great except the rice</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Comment</td>
<td>Year</td>
<td>Rating</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------</td>
<td>--------</td>
</tr>
<tr>
<td>Ok, rnm we enjoyed their food much better if they have a price lists of their menu</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Sobrang masarap ang mga ulam lalo yong panga ng tuna higit sa lahat mura ang pagkain. kaya</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>ang sarap ng food OK ang mga waiters kaya lng mainit wlang electric fan</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>We appreciate the food!! Waiters were kind and very accomodating. We were served well with</td>
<td>2018</td>
<td>P</td>
</tr>
<tr>
<td>Not good during summer too hot. Needed fans to cool down. Servers need to smile. Price is ok.</td>
<td>2018</td>
<td>N</td>
</tr>
<tr>
<td>Service took so long the waiters is not even smiling</td>
<td>2017</td>
<td>N</td>
</tr>
<tr>
<td>The cashier is very poor on how to treat well the customers.</td>
<td>2017</td>
<td>N</td>
</tr>
<tr>
<td>The food is good.</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Ganda ng view</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>The food are sumptuous and not that expensive.</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Nakakabusog talaga ang mga pagkain sa sarap</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Very relaxing ,just a little comment about the foods, yes it's quite good but need to reheat all fc</td>
<td>2017</td>
<td>N</td>
</tr>
<tr>
<td>Food is good but it's not cold the crews are picky with customers</td>
<td>2017</td>
<td>N</td>
</tr>
<tr>
<td>Masarap ang food kaya lang ang tagal ng serving needs improvement sa attentiveness ng waiters</td>
<td>2017</td>
<td>N</td>
</tr>
<tr>
<td>ewan ko bakit bigla na lang di na available order namin sa haba ng paghiritay.</td>
<td>2017</td>
<td>N</td>
</tr>
<tr>
<td>It's my third time eating there the food is delicious</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Ok ang foods sa balasahan specially ang place napaka ganda ok rman ang serve</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Ok naman ang food pero sana may pricelist or menu si la kasgrabe kami nagulat sa bill namin</td>
<td>2017</td>
<td>N</td>
</tr>
<tr>
<td>We like your liempo but up grade your menu and food presentation</td>
<td>2017</td>
<td>N</td>
</tr>
<tr>
<td>Thumbs up for the food and for the view. For the attendants, just don't forget to smile guys</td>
<td>2017</td>
<td>N</td>
</tr>
<tr>
<td>Loved the foods peaceful place</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Nice place to dine in or hang out with family and friends.Delicious food with many varieties of sea foods.</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Hope to hear some music for added attraction to the customers.</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Super delicious foods and very relaxing place</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>I like the food but I wish they have more food choices</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Superb ang mga seafoods .. panalo sa sarap at ang place</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Masyadong malangaw</td>
<td>2017</td>
<td>N</td>
</tr>
<tr>
<td>Nice food</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Menu, staff, and place is worth your time and money.</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Super sarap ng food,</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>prices are reasonable And I so love the floating cottages</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Panga ng Tuna is the best</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Nice place, very relaxing, the food is so tasty</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>The food is so good but I think they need to use buzzer when it is needed to have the attention of the waiter</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>it is quite annoying if you will smash or knock the bamboo</td>
<td>2017</td>
<td>P</td>
</tr>
<tr>
<td>Affordable buiolato and its Delicious</td>
<td>2017</td>
<td>P</td>
</tr>
</tbody>
</table>
Affordable bulalo and its Delicious 2017 P
Food is ok, service needs improvement, waiters are inattentive 2017 N
Food is okay, but matagal ang pag serve ng food. Mga waiters mga nakasimangot. and walang ka approach sa mga costumer. 2017 N
. And yung mga utensils nila Luma. Mga plates, spoon and fork and yung baso sana pilitan at baguhihin nyo
Okay Yung food pero Yung mga plate and mga utensils ang luma at ang alamsa na pakiupgrade naman
Di mo maffee na busog ka dahil di ka comfortable kumain dahl Sa Amoy Ng plate at nga spoon. 2017 N
The place is so nice affordable price. pinoy na pinoy but need an improvement for the services
sobrang sarap ng mga pagkaen pati mga anak ko madame nakaen kc maganda un place malin 2017 P
so very nice have a beautiful ambiance very good food.. stay good service also 2017 P
Food is ok but the service needs improvement. Waiters are inattentive and does not clean/bus the table
so we had to move to another table. Gives plates w/out forks or knife to cut the cake that has a corkage fee. Lots of flies.
our visitors really enjoy the food, but please upgrade your playing area for the kids and put up
some seats for relaxation after meals 2017 N
Great place to dine no tourist seen good prices Service if better would be perfect will go back t
Poor customer sevice! Mga bastos, magbabayad ka nalang 30 mirs kpag paghihintayin!
Food mga sunog lahat at sobrang alat! Booco. So dosappointed. 2017 N
Great food! Love the service, ambiance and price 2017 P
The food is good and affordable prices too 2017 P
Hindi masarap ang food. Malamig! They served the food ng wala ng kainit-init
mubang madaling araw pa niluto at ang inihaw na pusit parang luma na. 2017 N
Super Yummy food and super nice ambiance 2017 P
Satisfied, love the food and the services 2017 P
The food yummy and serves well 2017 P
Ok rmm. Matagal lng ang service. Parang kulang sa tal
Its all delicious the food is okay 2017 N
Sobrang ganda dito lao na ang food sobrang sarap 2017 P
The cooking here is delicious 2022 P
The food here is really worth it 2021 P
Worth your money 2021 P