

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 the dignity 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 passerby. 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 have experienced 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 reusing 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 led the group to conduct the study, to analyze and execute ways on how to make *Kainan SaBalsa* the best restaurant existing in Bacoor, Cavite.

RESULTS AND DISCUSSION

TABLE 1. MATRIX CODING QUERY

Dimensions	Number of Reviews	Negative	Positive
Reliability	255	26	229
Assurance	82	15	67
Tangibility	142	21	121
Empathy	34	13	21
Responsiveness	37	31	6

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

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

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

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

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

Positive	Frequency	Negative	Frequency
Nice Ambience	46	The water has smell	8
Nice place for gathering	28	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	3
Accessible Location	9	Too many mosquitoes in the area	10
The premises is clean	6		
Total	121	Total	21

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 as 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

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

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

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

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 closure in order to improve the atmosphere and cleanliness of 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.

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APPENDICES

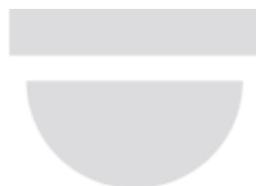
GATHERED DATA

GOOGLE AND FACEBOOK REVIEWS

Review	Year	Positive/negative
The premises are clean	2021	P
Price-The price is pretty good. Affordable foods.	2021	P
What a weird atmosphere.	2021	N
Clean, friendly wholesome ambience and good food.	2021	P
The prices are very reasonable.The staff was very friendly and accommodating	2020	P
The parking is spacious. The al fresco dining set up is great.	2021	P
Delicious and affordable meals that attracts travelers passing by in the area	2020	P
the food selection is really not to die for.	2019	N
Affordable prices	2021	P
Delicious foods	2019	P
Staff is attentive as always	2021	P
The place is really serene	2020	P
Affordable prices	2021	P
Our family enjoyed the ambience and the food	2019	P
Affordable, and taste good	2021	P
Relaxing ambience.	2021	P
They don't have service water;The resto offers seafood minus the tahong and talaba	2021	N
very satisfied .is really good food	2020	P
Staff are friendly and courteous	2021	P
Nice place and so relaxing	2020	P
Food is delicious.	2021	P
Need to improve customer service, need to add manpower to provide faster service.	2020	N
If you're looking for a place to treat a group of people for a really affordable price	2021	P
The food was okay for its price.	2021	P
The food is good	2021	P
the service is really slow	2020	N
to be honest the service is very POOR, Most of the staffs aren't approachable	2020	N
Prices are reasonable	2021	P
It's very creative and unique.	2020	P
This place was my favorite resto since i resided here in cavite.	2021	P
Good food and cozy atmosphere	2021	P
easy to access from anywhere metro manila	2019	P
The food is cold	2020	N
Relaxing place and good food.	2020	P
Food is great and a lot to choose	2021	P
Nice food, nice ambience...	2021	P
Great food for cheap prices	2021	P
They offer good tasting and affordable priced food. Good location	2019	P



Relaxing surroundings.	2020	P
Nice ambiance, cozy, great price for food	2019	P
Good food, typically filipino	2020	P
Foods are great!	2020	P
Expect lot of mosquitoes and food are not that hot	2021	N
the food is just ok not that delicious	2021	N
Nice places very comfortable	2021	P
Food was so-so	2020	N
Food was so cold. Taste just like any other cheap resto. Very poor service	2020	N
really enjoy the food its so tasty and the price is really reasonable	2020	P
Best place to eat for lutong bahay and inihaw	2021	P
The food is good	2021	P
Food is so good.	2021	P
Great Service	2019	P
Yummy as always	2021	P
affordable, cozy and relaxing place	2021	P
Okay nice place	2021	P
nice food very nice ambiance relaxing	2021	
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	2020	N
Great place to hangout with	2020	P
the food is great and very affordable	2020	P
A relaxing place to dine just outside the city	2019	P
Great foods cook in the native way.	2021	P
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	2019	N
Good ambience and affordable fresh seafoods	2021	P
The ambience is so cool and the food is excellent	2021	P
Nice ambience, good food and accommodating crew	2021	P
Food taste is not worth the price.	2021	N
Delicious Food , and Beautiful and comfortable place to stay for a while	2021	P
It's a very nice place, food is good especially grilled tuna belly. Relaxing place too	2019	P
I love the food fresh and delicios	2021	P
all the foods are so good and affordable love it so much	2021	P
Affordable. And delicious foods with ample parking	2021	P
great place to eat after a long daw at school or work, at night time		
the lights at this place are beautiful.	2020	P
Food is delicious and very affordable.	2020	P



Nice food	2021	P
Food is great and very affordable. Been eating here for almost a decade	2021	P
Floating kubo's all around where you get to choose which kubo to dine in. Grilled tuna panga is a must here.	2019	P
Clean place. Great food	2021	P
Love the seafood choices and ambiance. affordable food price in general	2019	P
The food is affordable.	2021	P
It is a good restaurant but not every filipino delicacy Is always available	2019	N
Food selection is good, specially inihaw dishes.	2020	P
so perfect family place	2019	p
good food and ambiance. malamok nga lang at ma pusa	2019	N
they dont have waiting area. if you order you need to fall in line even for dine inn	2019	N
It's a good place for meetings and gathering	2021	P
Good food and good place but the service is not	2020	N
Affordable but the ambiance is not clean due to smelly water underneath the floating kubo	2019	N
Liempo was sweet, not my favorite. Tilapia and bangus were ok. Too hot for lunch	2019	N
Great food....good staff	2021	P
Native food. Filipino ambiance	2021	P
Good ambiance.	2021	P
I hope they can stock more food	2021	N
Delicious foods! Nice ambiance	2019	P
Good food. Good service. Nice atmosphere on the water.	2019	P
Great food and great place	2021	P
Really good bbq pork and a good mix of other foods	2020	P
Great food and ambience.	2021	P
Cozy place and affordable. Delicious foods	2019	P
Fast service but food is cold and water for drinking is warm.	2020	N
I love their foods,	2021	P
Good food	2021	P
Food is okay, nothing special	2021	N
The food is awesome and its cheap	2019	P
Savouring Filipino foods in the waters is a wonderful eperience	2019	P
Good food, nice place	2020	P
delicious food and good ambiance	2020	P
Food is great. Worth the visit.	2020	P
Nice pinoy style cooked and love the place	2019	P
fresh air	2020	P
Nice food affordable friendly waiters	2019	P
Good food, nice atmosphere	2020	P



Nice place to eat and relax.	2021	P
The place is beautiful especially if it's early	2019	P
Good place good food	2021	P
Because the food is so juicy and the friendly waiters	2019	P
good place.... good food !	2020	P
best seafoods	2021	P
Great place to eat on the water.	2020	P
Provides Asian/Foreign food dishes as well as Seafood dishes	2020	P
Fresh air and budget friendly foods	2020	P
Superb. Tuna's panga. So delicious	2020	P
need to add more safety precaution	2019	P
nice place to dine.	2021	P
value for money food	2019	P
food taste good and affordable	2020	P
Food is ok, service is bad	2020	N
Nice ambiance and good food	2020	P
Food is amazing	2021	P
Good food	2021	P
Great place to bring your family	2019	P
Nice food and place!	2019	P
Cravings satisfied	2019	P
The best BBQs in town.	2020	P
Nice place to celebrate occasions.	2019	P
Bulalo and grilled fish-price is nominal	2019	P
Nice place and good food	2019	P
Nice place and good foods	2019	P
Perfect for eating fresh seafoods	2019	P
Food are amazing...	2018	P
Food is great!	2018	P
Great food, Great service	2019	P
Love the foods	2020	P
Great place to feel nostalgic	2020	P
good food at good price	2019	P
Cheap Cheap Cheap and So Delicious	2021	P
I Enjoyed	2021	P
Nice food!	2020	P
Always excellent food	2019	P
Cozy	2021	P
Great food experience	2019	P
Its good and comfortable..	2020	P
Nice place & food	2020	P



Delicious food	2021	P
Nice food	2019	P
it was relaxing and very accommodating	2019	P
Nice food!	2019	P
Good food.	2020	P
Foods are great.	2019	P
Very delicious foods	2019	P
Nice place	2021	P
Relaxing place to unwind	2019	P
Great food	2020	P
cool place to relax	2019	P
Good food	2019	P
Good service	2021	P
Good foods	2021	P
Delicious food	2020	P
A pleasant place to dine	2019	P
Yummy	2020	P
Taste good	2020	P
Nice place	2020	P
Good taste	2020	P
very satisfying	2019	P
Awesome	2019	P
Nice place	2021	P
Friendly service	2020	P
clean	2019	P
Refreshing	2021	P
Affordable	2020	P
Delicious foods	2019	P
Nice place	2019	P
It is a restaurant specializing in delicious Philippine food for price in Bacol. You can also go fishing.	2019	P
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.	2020	P
Dissapointed kase nkailang balik si kuyang server para lang sabihin n wala na un inorder namin tapos change to other menu pero ang laki ng price difference samantalang same category lang nm un wala vegetables	2021	N
Disappointed because small serving, then somewhat rotten. It's a bit pricey		



Province feels and Gastronomic food going back and forth	2021	P
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. Dont miss the cucumber with calamansi. Thats 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 umuusok 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 pansit was good..	2021	P
Awesome panga ng tuna	2021	P
Sarrrrrap talaga ng mga pagkain mura pa	2021	P
Ang sarap lahat ng food! Sulit	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	2022	P
Nice place	2022	P
good place....good food....good ambience ..	2022	P
The area is wide	2022	P
Ok Naman medyo mahal na mga foods Nila now at may time na maamoy ung water	2022	N
Food was underwhelming, service was just ho-hum	2022	N
Some crew here have bad attitude.. but some is nice.. the food is great.	2022	N
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	2022	P
Good ambience	2022	P
The place is nice and relaxing; food prices are very affordable		
servers are very nice and accommodating	2022	P
Good food and very affordable with spacious parking lot	2021	P
This restaurant was BOMB! it was an amazing experience going and eating here T		
he service was incredible, the bathrooms were clean af.	2021	P
Delicious Food , and Beautiful and comfortable place to stay for a while	2021	P
Food selection is good, specially inihaw dishes.	2020	P
Good Taste	2020	N
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.	2020	N
Superb. Tuna's panga. So delicious	2020	P
The prices are very reasonable.The staff was very friendly and accommodating.		
There are a lot of food choices to choose from.	2020	P
The place is really serene and the foods are delicious.		
Hindi di expensive ang mga menus nila. Right on budget.	2020	P
The food is good but service is like a snail in terms of speed.	2020	N
Good food	2019	P
The Food is Cheap	2019	P
It is a good restaurant but not every filipino delicacy. Is always available	2019	N
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	2019	N
Affordable but the ambience is not clean due to smelly water		
underneath the floating kubo	2019	N
Our family enjoyed the ambience and the food	2019	P
Liempo was sweet, not my favorite. Tilapia and bangus were ok. Too hot for lunch	2019	N
service is ok. they don't have a menu though. price is a bit pricey for me	2019	N
Nice place and good food	2018	P



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.		
The ambience 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 ambience	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 ambience	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	2018	P
Nice food	2018	P
Nice food	2018	P
Love their tuna belly and inihaw na bangus	2018	P
I like the ambience and the service	2018	P
Good foods a little addition for vegetarian food is a must	2017	P
Yummy foods Nice place	2017	P
It's a great Filipino dining experience.	2017	P
This place is truely amazing.with the nice ambience,and a variety of delicious food to choose, its like youre in w cruise ship.	2017	P
Nice place	2017	P
Food was good but cold	2017	P
Great place for group and family meals	2017	P
Great food, great ambience	2017	P
One of the best eating places in Bacoor City. The food is great.	2017	P
Place was good.	2017	P
They serve the best inihaw in town.	2017	P
PANGA NG TUNA is the best	2017	P
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.	2017	N
Food is Superb the only thing that concerned me is the Attitude of their waiter, like we waited more than 20mins for them to clean our table. we ask them like 5x but no one is assisting us.	2022	N
very easy to order and the food come after 5-6 minutes of waiting		
I'll rate this place tonji 3 star guaranteed	2022	P
Perfect ambience, foods are superb, crews are helpful	2022	P
Excellent location and delicious food	2022	P
Superb food, pleasant ambience, spacious parking and experience was wholesome	2022	P
nice and clean place	2022	P
good food polite staff	2022	P
affordable place to dine in	2022	P
Food is not that good and the water looks dirty.	2022	N
This place is truely amazing.with the nice ambience,and a variety of delicious food to choose	2017	P
Food is delicious and affordable	2022	P
Very nice place for get together	2022	P
It's a great Filipino dining experience	2017	P
Good food	2022	P
Good food	2022	P



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 Panga 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
nakakarela ang ambiance	2021	P
great place to bonding with the family. d sya crowded..safe to covid	2021	P
will comeback to dine again	2021	P
Babalik kami. Sarap ng kilawing tuna nyo. Very Affordable.		
Mahangin ang lugar kahit parang nalulula ako sa balsa. Goos accomodation. Tnx	2021	P
very relaxing the staff is friendly	2021	P



Masarap lahat. Busog na busog	2021	P
sobrang linis ng CR mabango pa. They also have disinfecting hose goodjob! Ganda pa din ng ambiance di nagbago!!????	2021	P
Good food. fast service. reasonable price. relaxing ambience.	2021	P
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	2021	P
kahit mahal ang foods masarap naman, worth it àng gastos,nakakarela pa ganda nang view	2021	P
food, ambience . fast Services.	2021	P
the Place is good and so is the foos and staff everyone is smiling while providing the best service	2021	P
masarap ang food masarap balik balikan	2021	P
Highly Recommended. Super affordable ng mga foods pero sulit sa sarap Cute ng Place nakkarela .. Super na enjoy nmin ng asawa ko ung anniv namin	2021	P
Amazing place best dining ..	2021	P
Nice and great, but you have to queue..lots of people.	2021	P
they don't allow pets even the small one	2021	N
The staffs are very accomodating. Malinis at maayos ang lugar.		
Highly recommended. Will back again here soon	2021	P
Excellent in dining delicious food Express service	2021	P
Very nice place. Safe and accomodating.		
Food is good.	2021	P
beautiful place yummy panga	2021	P
Super sarap ng food. We will be back .	2021	P
I love the place so nice so relaxing, the food is so good and yummy	2021	P
place and the foods are all good	2021	P
masarap n ung ambiance habang nakain ka nakakawala ng stress	2021	P
nice place , good ambience, food is affordable	2021	P
Relaxing And Nice Ambience. Food is Affordable and Delicious	2021	P
We just passed by and were surprised..that it was beautiful affortable prize pang-masa the food was so yummy I would recommend it to my friends and relatives	2021	P
Good location for dining.	2021	P
super mahal ng isang pitsel ng juice worth php230 isang hiwa ng inihawna liempo is php160..very disappointing kasi dati hindi pricey at maayos ang staff unlike ngayon	2021	N

good service good and affordable food	2021	P
very nice place to dine and visit.	2021	P
Good food,good service and nice crew	2021	P
good food and services. nice ambiance	2021	P
Nice area for family bonding	2021	P
Friendly staff, good service	2021	P
very comfortable ambience and good service.	2021	P
nice service from the parking boys,staff,waiter,waitress,ang food the best at very affordable.	2021	P
nice place at good service	2020	P
good food,and relaxing.	2020	P
good food and good sevices plus a very nice and relaxing ambience...	2020	P
You are no longer service oriented It is my third time there first two were okay we were surprised what happened lately...	2020	P
jusme napakasarap ng pagkain affordable pa highly recommended sa mga group bonding definitely bubusugin kayo ng place na to nice foods and atmosphere	2020 2020	P P
maganda ang place. malinis at Sobrang sarap ng mga food talagang nag enjoy kami s mga'inorder nming barbeque, sisig pork, pancit canton, pusit, isda. lovely place,nice place and friendly staff	2020 2020	P P
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 medjo busog pa kayo kasi matagal talaga order nila	2020	N
Di masarap food mukang luma na yung karne ng bulalo at malamig pa yung mga pagkain... medyo malamok narin pag gabi,	2020	N
A great place to dine with family	2020	N
good food,nice place,friendly staff best choice	2020	P
masarap ang food nila sulit ang byad	2020	P
Friendly staff, sumptuous food, lay back and country ambience. Have been coming back to this place countless times. Thank you for making each meal moment a treasured experience.	2020	P
great food, very affordable..	2020	P
good food	2020	P
Fine dining, beautiful ambience	2020	P
food are so good with very resonable price	2020	P
superb food and affordable	2020	P
Good food. Friendly staff	2020	P



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		
is konting smile lalo na sa mga kumukuha ng order sa harap	2020	P
Great food and very affordable	2020	P
nice food and affortable price	2020	P
inihaw 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 repellent		
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 cla ngaun. nag level up n lhat d food still tasted good lagi kming 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 tlga	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 kumain	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 tuna 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	2019	N
Their service is ok, mabilis and masarap ang food. Friendly and approachable nman ang mga staff.		
Cguro what they need to improve is dagdagan yung kumukuha ng order and fan for every kubo.	2019	N
The food and the place is good.The only thing that they need to add is a Fan.		
The place is hot and at night mosquitoes are all around	2019	N
Masarap ang mga food.malinis at maasikaso ang mga crew dun..		
babalik balikan nmin ang balsa	2019	P
Fast service affordable and delicious food. Staffs are great. Highly recommendable!	2019	P
Sarap ng food at mura pa	2019	P
Good food,Good server,Accessible,Good ambiance		
Waiter are always ready to wait more orders	2018	P
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	2018	N
It's tasty, delicious it's for you to find out	2018	P
Affordable epecially when you're dining as a group. Good food selection.		
Food quality is just right for its price. Nothing exceptional just good eat.	2018	P
I like the food masarap kaya lang		
sobrang tagal dumating ng food ok naman yung mga staff	2018	P
I love the food.	2018	P
Excellent choices of food, affordable prices, efficient staff and don't forget the ambiance	2018	P
Deliciously and affordable	2018	P
Ang bagal ng service	2018	N
Sarap ng foods	2018	P
perfect bonding place for family and friends plus you will really appreciate the foods	2018	P
Love ko ang place kaso mahirap lang tumawag ng waiter	2018	P
ok naman ang food very affordable	2018	P
masarap na mura pa..sana pweding mkitulog sa balsa pag katapos kumain	2018	P
affordable ang price..good ambiance.medyo matagal lang tumawag ng waiter		
but okay lang para mas madaming selfie	2018	N
Sarap ng foods. Sakto lang din sa budget.	2018	N
Nice ambience! There were two lady food servers who weren't customer friendly	2018	N
delicious foods	2018	P
My concerns ako need nila upgrade ung customer service sa mga tao hindi ung ng umpukan lang sila dun sa main pagpasok. Tapos pag tumawag ka parang mga bingi lang kht kinalampag muna un kawayan	2018	N

Masarap naman pagkain lang kaso parang malamig n ang mga ulam nila..	2018	N
Food was great cosy but seems lack of lights quite dim. affordable yung price ng food the service is good..very attentive mga crew- but they are not "smiling	2018	N
Mura, maganda, tahimik, simple	2018	N
The food and the place is good but sobrang tagal ng serbisyo madalas ayaw ka pa intindihin ng mga waitersi kakain k ng soup walang bowl.	2018	N
The food is good fresh and yummy ,very affordable price and very accommodating , the ambience is really beautiful ..the waiters are friendly the food served within 5-10 minutes	2018	P
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.	2018	P
The food was affordable,fresh and delicious nice and relaxing place		
Staff was accommodating and friendly.. I keep coming back, I always had a good experience.	2018	P
Poor service wont go there again and won't recommend it either	2018	N
Super affordable ang mga menu	2018	P
ang tagal ng service nil at yong hipon na nila hindi man lng ininit	2018	P
The place was good for ambience,taste are nice but served wrong order	2018	N
Food is great esp tuna panga khit pricey sulit.	2018	P
very nice ambience plus good food to dine in with your family		
though a bit pricey but still worth the cost.	2018	N
Nice place but it's hard to call a waiter, the food is cold	2018	N
Good food and ambience nice place pls more training on the service crews	2018	N
The food is common and quite pricey. Parang nagmamadali ang babaeng kumukuha ng orders	2018	N
Panga ng tuna is the best ang balsa dapat dag dagan kasi minsan puno na.	2018	P
Bbq tastes good kaya lang hindi lean yung pork meat, hope you improve it in the future.		
Otherwise the rest we ordered are fine	2018	P
The food was good especially the "panga" price is ok ,Nice place but, there should be fan at lea	2018	N
Panga ng tuna gusto ko dito; lack of parking	2018	N
may isang waiter na may BO...	2018	N
Food is great! very affordable and relaxing place	2018	P
Nice place sana hindi mabaho po.at sana may pricelist masarap naman ang food	2018	N
Masarap yung food kaso sobrang tagal ng service	2018	N
Food is delicious but long service	2018	N
Place is nice,foods are okay,but that lady at the counter was not pleasant to the costumers	2018	N
Enjoyed an afternoon fishing and eating with my family	2018	P
Pinaka matagal serve pinaka wala kwenta crew wala manager assist.	2018	N
Foods are great except the rice	2018	N



ok nmn we enjoyed their food much better if they have a price lists of their menu	2018	N
Sobrang masarap ang mga ulam lalo yong panga ng tuna higit sa lahat mura ang pagkain.kaya	2018	P
ang sarap ng food OK ang mga waiters kaya lng mainit wlang electric fan	2018	N
We appreciate the food!! Waiters were kind and very accomodating. We were served well witt	2018	P
Not good during summer too hot Needed fans to cool down. Servers need to smile. Price is ok.	2018	N
Service took so long the waiters is not even smiling	2017	N
The cashier is very poor on how to treat well the customers.	2017	N
The food is good.	2017	P
Ganda ng view	2017	P
The food are sumptous and not that expensive.	2017	P
Nakakabusog talaga ang mga pagkain sa sarap	2017	P
Very relaxing.just a little comment about the foods, yes it's quite good but need to reheat all fc	2017	N
Food is good but it's not cold the crews are picky with customers	2017	N
Masarap ang food kaya lang ang tagal ng serving needs improvement sa attentiveness ng waiters		
ewan ko bakit bigla na lang di na available order namin sa haba ng paghihintay.	2017	N
it's my third time eating there the food is delicious	2017	P
Ok ang foods sa balsahan specially ang place napaka ganda.ok nman ang serve	2017	P
Ok naman ang food pero sana may pricelist or menu sila kase grabe kami nagulat sa bill namin	2017	N
We like your liempo but up grade your menu and food presentation	2017	N
Thumbs up for the food and for the view. For the attendants, just don't forget to smile guys	2017	N
Loved the foods peaceful place	2017	P
Nice place to dine in or hang out with family and friends.Delicious food with many varieties of sea foods.		
Hope to hear some music for added attraction to the customers.	2017	P
Super delicioUs foods and very relaxing place	2017	P
I like the food but i wish they have more food choices	2017	P
Superb ang mga seafoods .. panalo sa sarap at ang place	2017	P
Masyadong malangaw	2017	N
Nice food	2017	P
Menu, staff, and place is worth your time and money.	2017	P
Super sarap ng food,	2017	P
prices are reasonable And i so love the floating cottages	2017	P
Panga ng Tuna is the best	2017	P
Nice place , very relaxing, the food is so tasty	2017	P
The food is so good but I think they need to use buzzer when it is needed to have the attention of the waiter		
it is quite annoying if you will smash or knock the bamboo	2017	P
Affordable bulalo and its Delicious	2017	P

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 . And yung mga utensils nila Luma. Mga plates , spoon and fork and yung baso sana palitan at baguihin niyo	2017	N
Okay Yung food pero Yung mga plate and mga utensils ang luluma at ang lalansa na pakiupgrade naman	2017	N
Di mo maffeel na busog ka dahil di ka comfortable kumain dahil 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	2017	N
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.	2017	N
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	2017	P
Poor customer sevice! Mga bastos, magbabayad ka nalang 30 mins kpang paghihintayin!		
Food mga sunog lahat at sobrang alat! Boooo. 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		
mukbang 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 nm. Matagal lng ang service. Parang kulang sa tao!	2017	N
Its all delicious the food is okey	2017	P
Sobrang ganda dito lalo 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

