

1. Assist Tourists in Exploring the City Thru Tour Guiding.

The City Tourism and Cultural Affairs Office provides tour guiding activities to the local and foreign visitors of the City of San Juan.

Office or Division:	City Tourism and Cultural Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to local and foreign tourists			
Who may avail:	Foreign and local tourists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for visitation scheduling		City Tourism and Cultural Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for visitation scheduling	1.1 Receive request letter and ask contact details of the requesting party 1.2. Endorse letter to Administrative Office for the approval of the City Mayor		1 day	Administrative Staff
2. Follow-up the status of the request	2.1. Advise client of the confirmation, rejection, or pending approval of the request 2.2. Once approved, coordinate with concerned offices / personalities for their participation / attendance		1 hour	Tourism Officer
3. Attend actual tour	3. Assist the tourists and lead them to the sites they requested according to schedule	None	1 day	Administrative Staff / Tourism Officer

4. Request for Certificate of Appearance if needed	4. Issue Certificate of Appearance signed by the Tourism Officer	None	10 minutes	Administrative Staff / Tourism Officer
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END OF TRANSACTION; Transaction duration: 2 days, 1 hour and 10 minutes