

THE IMPACT OF ROOM MAINTENANCE AND PEST CONTROL ON GUEST EXPERIENCE AT GOLDEN PYRAMID PAVILION AND RESORTS, QUEZON CITY: AN ANALYSIS

ABSTRACT

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In today's competitive hospitality industry, a resort's success hinges on offering a clean, comfortable, and safe environment. Consequently, room maintenance and pest control are just as vital as amenities and services. Guests expect well-maintained, pest-free accommodations, encouraging resorts to implement proactive, eco-friendly pest management, advanced maintenance systems, and well-trained staff to enhance satisfaction and foster loyalty. While some resorts still rely on reactive approaches that risk damaging guest experience and reputation, effective preventive practices lead to improved reviews, higher occupancy rates, and increased revenue. This qualitative study employed a descriptive research design to assess the impact of room maintenance and pest control on guest experience at Golden Pyramid Pavilion and Resorts in Quezon City. Fifteen resort management staff were purposively selected as respondents. Data were collected using a validated, researcher-designed questionnaire developed based on relevant literature and insights from preliminary interviews. The results revealed high guest satisfaction in key areas such as pest control, hygiene, room maintenance, value for money, staff performance, accessibility to services, and responsiveness to guest feedback. The highest ratings were awarded to cleanliness, prompt resolution of pest-related issues, staff professionalism, and clear communication. However, some areas—specifically communication regarding pest control schedules and training on cleaning agents—were identified as opportunities for improvement. Overall, the findings underscore the resort's strong commitment to service quality and guest satisfaction, while highlighting the need for ongoing enhancements in maintenance and pest control practices. The findings highlight the crucial role of effective room maintenance and pest control in enhancing guest experience at Golden Pyramid Pavilion and Resorts. Routine inspections, preventive maintenance, and stringent hygiene standards were shown to significantly boost guest satisfaction, health, and safety. Additionally, factors such as convenience, staff behavior, and respect for guest privacy were identified as important contributors. Challenges included coordination among maintenance teams and managing chemical safety protocols. The findings suggest that adopting proactive strategies, enforcing strong hygiene measures, and prioritizing guest-centered service are essential. Recommendations include regular staff training, establishing clear maintenance schedules, improving communication channels, and leveraging technology to ensure a safe, comfortable, and seamless stay for guests.

RECOMMENDED CITATION

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