

CONDOMINIUM FACILITIES, SERVICES, AND GUEST SATISFACTION AT MILAN RESIDENZE FAIRVIEW

ABSTRACT

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This study examined facilities, services, guest satisfaction, and revisit intention at Milan Residenze Fairview in Quezon City, a condominium used for short-stay accommodation. It considered service adaptation and facility management within a hybrid residential-hospitality setting. The study used a quantitative design and purposive sampling. Twenty-five short-term guests who stayed at least one night and used key services completed an expert-validated, pilot-tested questionnaire based on SERVQUAL. A four-point Likert scale assessed tangibles, reliability, responsiveness, assurance, empathy, and satisfaction. Data were analyzed using frequency, percentage, and weighted mean. Questionnaires were personally distributed and collected. Most guests were aged 26–30, stayed for two to three days, visited for staycations, and reportedly visited weekly. The swimming pool, elevator, gym, parking, front desk, housekeeping, maintenance, security, and property management were all rated “Strongly Agree.” The elevator and pool area were identified as having the greatest perceived contribution to satisfaction, followed by the lobby and gym. Common concerns included noise, maintenance delays, water leaks, and parking. Facilities and services received favorable ratings, but maintenance responsiveness, noise control, leak management, and parking require improvement. Addressing these concerns may help sustain guest satisfaction and revisit intention.

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