

# ACCESSIBLE TOURISM ON SELECTED FAST FOOD AND RESTAURANT IN SILANG CAVITE

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**Abstract:** There is a growing trend when it comes to inclusive tourism which is tourism for all regardless of one situation. The study explored if the restaurants in Silang Cavite complies to the universal guidelines on inclusive tourism. There are two selected restaurants in the study which are the Domino's Pizza and the Hap Chan Restaurant. The study is qualitative in method and used direct observation and interview as the instrument of the study the result shows that that Domino's Pizza completely follows the recommended universal guidelines on inclusive tourism in terms of basic access considerations, entrances and doors and food service and retails and does not fully follow the recommended guidelines and lacks on the pathways and roads due to the lack of handrail, restroom due to the lack of signages going to the restroom, and parking due to the lack of biking storage. While the Hap chance completely follows on entrances and doors and does not fully follow the recommended guidelines on Basic Access considerations due to lack of security guard and the pathway inside the restaurant, Pathways and Roads due to the lack of handrails and transition step, Restroom due to the door mechanism which is inward, food service and retail due to the height of the counter and seating arrangement and parking due to the lack of bike storage.

**Keywords:** Fast food and Restaurant, Inclusive Tourism, Universal Guidelines on Inclusive Tourism.

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## 1. INTRODUCTION

Different kinds of tourist have different needs when it comes their accessing tourism, in restaurants which serves as a tourism establishment which provide food and entertainment to the tourist there is a need to accept all kinds of tourist whether they are normal tourist in which they are fully functional normal persons or tourist with special needs such as persons with disability, senior citizen and pregnant women in inclusive tourism all is included all can access and enjoy their freedom for tourism purposes.

Inclusive tourism is not just about offering special or separate assistance or a special request needed by a guest with disability but it is also about putting people first and recognizing that all people have different needs abilities that could make their tourism recreation more memorable. Inclusive tourism doesn't require you an expertise in dealing from people with disabilities. Which means that when it comes to inclusion tourism everybody whether of their background such as normal person, a person with disabilities, senior citizens and pregnant women can access tourism. The inclusion tourism embraces all background it creates a standard in which anyone can access tourism and can have recreation. (Rowett, 2016).

The concept of inclusion tourism however have become a wide concept in which tourism should be inclusive to everyone who wish to access tourism and recreation however there have been facing challenges in applying the standards when it comes to inclusion tourism which includes structural limits, geographic tourism factors and the policy of each country when it comes to applying the inclusive tourism (Biddulph and Scheyvens 2018).

However, the trend when it comes to Inclusive tourism has been growing in the past years many establishments have comply with the standards for inclusion tourism. It is necessary for different establishment to cater to the needs of the guest even if they are disabled. Usually people with disability were used to be and partially excluded from the leisure activities offered to people without mobility problems. Therefore, tourism should be accessible to more people it is about making it easy for all people, regardless of their gender, age or physical status, to enjoy tourism experiences. It is a set of services and facilities for individuals with special needs, who are for example disabled, elderly travelers, pregnant women, parents pushing their children in strollers or even people with temporary injuries, such as a broken leg or chronic ailments (Munch and Ulrich, 2018).

Inclusive Tourism is the tourism is a newly established tourism that will benefit the persons with disability even the senior citizens will benefit from it. People with disability such as person with visual problems, mute condition, deaf and physical disability is one of the focus of the inclusive tourism. There is tremendous economic opportunity in serving travelers with disabilities. These numbers will increase as the aging population increases. On the other hand, Inclusive Tourism can be considered as the systematic application of universal design by the travel and hospitality industry at every stage of its product, service, and policy life cycle. It starts by looking at real people as they exist in all their diversity of abilities. It looks at them at all stages of the human life cycle: children, adults, and seniors (Rains, 2018).

An example of restaurant establishment that complies with the inclusive tourism is the restaurants located in The Star in which it is the famous casino complex in the Australia in which there are several restaurants located in it in which the restaurants cater to inclusive tourism that the restaurants can accommodate different types of tourist and the company is committed to inclusive tourism in complying with the standards (TheStar.com.au)

In the Philippines there are also restaurants that are committed in providing an inclusive tourism experience to all types of tourism example of these food establishments is the Jollibee Food corporation in which they are committed in catering the different needs of people in designing the fast food restaurant from the types of comfort rooms to the proper height of the table to the counters in which the design follows the standard for universal inclusive tourism design.

Tourism is one of the main global industries and is amongst those showing greatest growth. Expansion of the tourism industry will be forged in the future by the emerging economies, with most tourism travel being to and from such regions. This means that most wealth and jobs will be created in countries that today are undergoing processes of economic development therefore there is a need for a development of the inclusion tourism to cater different types of people as most countries have also an aging population that needs for a leisure and recreation (UNWTO, 2018).

However, the issue when it comes to the tourism industry in the Philippines that can be observed is the inclusion tourism. There has been a lack of stakeholder participation in decision making process such examples are the local resident's and even representatives of persons with disability are excluded from the decision-making process in tourism planning this in turn have generate problems for tourist destinations for example was the Boracay Island (Tan,2018).

Other issues on the other hand such as the restaurants are generally the main topic when it comes to inclusion tourism because mainly restaurants usually cater to the guest with a physically fit attributes and usually does not focus when it comes to the welfare of the Person's with disability this could be attributed to the lack of Social awareness with the persons with disability and their possible contribution to the economic aspect of inclusion tourism (UNWTO. 2018)

The gap of the research is the application of the universal design of inclusion tourism in applying to different establishments such as restaurant there are different standards that needs to be followed when it comes to what type of restaurants and it became a problem in order to know if a particular restaurants have the necessary things needed that can accommodate persons with disability for inclusion tourism.

In relation with the application of inclusive tourism with the restaurant there are factors to consider there is only one universal guidelines when it comes to inclusion tourism, however there are different factors that is considered depending on the establishment when it comes to the restaurant there should be a focus on the food service and retail since restaurants is a food service oriented aspect of tourism.

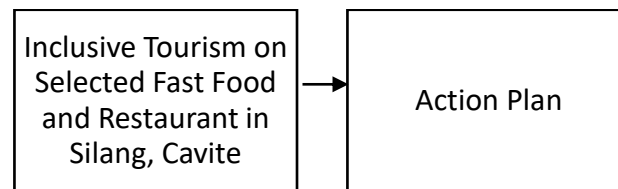
The law of the inclusive tourism in the Philippines is the R.A 9593 the law is also known as Barrier-Free tourism program which initiates the improvement of the policies for the person with disability for inclusive tourism the agency that is responsible in making the guidelines and improvement of the policy is the NCDA (National Council on Disability Affairs) (Tourism.gov.ph, 2018).

On the other hand, the Municipality of Silang due to proximity to the tourist destination of the Province of Cavite have also established a lot of fast food restaurants to satisfy the taste buds of the tourist and an example of the famous fast food restaurants in Silang Cavite are Domino's Pizza and Hap Chan

The Domino's Pizza is a famous pizza chain around the world in which it has an approximately 17,000 stores across 90 countries around the world. In the Philippines the Domino's Pizza started operated during the mid to late 90's and then return again in 2010 under a new franchisee and ever since have expanded into the Philippines the famous pizza chain is famous for their double deal promo of pizzas for only 489 pesos. The Domino's Pizza focus their menu which includes pizza, pastas, sides and chicken

While the Hap Chan started out in 1997 as a Hongkong style tea house specialize in Filipino Chinese classic favorites such as dim sum, congee and noodles now has 89 branches across the country and still growing and become one of the leading Chinese fast food restaurants in the Philippines. The Hap Chance menu focuses on Chinese classics which includes "Patatim", "Lumpiang Shanghai", Dimsum which includes chicken feet, "Siomai", Spring roll, Noodles such as beef brisket noodles, meatballs noodles and their tasty fried rice such as Yang chow and minced beef fried rice.

The study used the concept of Rains (2018). On the universal design of inclusion tourism for the restaurants. The universal design includes the right dimensions needed for a better access consideration which deals with signs and objects, the pathways and roads which deals with the pathways for persons with disability, the ramps and steps which deals with the right ramp and handrails. The entrances and doors which deals with the right width of the door and entrances for persons with disability the interior access which deals with the pathway, wall space and door width while opening it. Next is the restrooms in which deals with the specification of the bathroom. The food service and retail which deals with the floor space and can reach the table and seat. The parking which deals with the parking space for the persons with disabilities.



**Figure 1: Conceptual Paradigm**

The table above shows the conceptual paradigm of the study which used the concept of Rains (2018) on the Universal design for Inclusion Tourism which includes Basic Access consideration, Pathways and Roads, Entrances and Doors, Restroom and Parking. However, the topic of the inclusive tourism focuses in restaurants in which food service and retail are added as factors in inclusive tourism. The process of the study is the used of direct observation and interview, while the output of the study is the action plan to improve the inclusion tourism of the selected restaurants in Silang, Cavite.

The proposed study would like to assess the inclusion tourism capabilities of the selected fast food and restaurants in Silang, Cavite. Using the concept of universal guide for inclusion tourism. The study seek to answer the following questions:

1. How does the respondents and researchers observed the following restaurants in Silang, Cavite in terms of:
  - a. Basic Access Considerations
  - b. Pathways and Roads
  - c. Entrances and Doors
  - d. Restrooms
  - e. Food Service and Retail
  - f. Parking

2. How does the respondents assess the universal guidelines on inclusive tourism?

3. Based on the Findings what action plan can be proposed?

The study is very helpful to the municipality of Silang, Cavite so that they can realize the importance of inclusion tourism in the already established tourism industry in the area. Other significance of the study is for the restaurants in order to have a better accommodation to the persons with disability, senior citizens and pregnant women and even normal condition persons so that they can enjoy the same service and the satisfaction they need. Lastly, the study is very beneficial to the owners of the selected restaurant so that they can understand the importance of inclusion tourism and to provide better services to different types of customers including persons with disability.

The study scope is the selected fast food restaurants in Silang, Cavite while the study is limited to the data gathering process such as direct observation by the researchers and the interview to the experts which is the managers or the owners of the restaurant.

## **2. METHODOLOGY**

The researchers used the qualitative type of research for their study and descriptive research method in the said destination. The researchers conducted the study with the time to them, in order to successfully collect all the data needed and achieve the objectives of their study. A sample of two (2) respondent was chosen for the interview and expert sampling was used for it.

The target population for this study is the managers of the selected restaurants in Silang, Cavite in which the researchers choose 2 selected fast food restaurants namely Domino's Pizza and the Hap Chan. The rest of the restaurant and fast food establishments in did not response or permitted the researchers to do the study only these two mentioned above allowed the researchers and given permission. The sampling technique that used in the study is expert sampling, since the study needs experts with the inclusion tourism and the managers or the owners of the restaurant is suitable for the study.

As for the data gathering, the instrument that the researchers used is interview questions and direct observation which is prepared by the researchers themselves. For the direct observation the researchers made a letter for them to be allowed to study the selected fast food and restaurants in Silang Cavite for Inclusion Tourism.

The researchers visited the restaurants one per weekly basis and checks the inclusion tourism facilities using the universal guidelines for the inclusion tourism. For the interview the researchers make sure to have the questions approved and signed by the researchers' thesis adviser and along with this, is the consent form that given before the interview in order for the respondents to be aware that a study be taken place at their respective restaurants.

The researchers also make sure that the questions prepared is easy and quick to be understand by the respondents. Also, they make sure to be careful and considerate with the questions. An email then is sent to the respondents to inform them for the interview, and to ask the suitable time and place for them to conduct the interview. The questions are given in advance.

The researcher personally meets the respondents, face to face in the respondents' preferred location and time and on the day of the scheduled interview, the researchers asks permission from the respondents if they can record a video the whole interview. If ever they find it uncomfortable and prefers to keep their identities hidden, the researchers completely respect their decision and ask for an alternative and use a voice recorder instead.

The respondents inform that all the information that is gathered and is guarded with the utmost confidentiality and is for educational purposes only. Any questions from the respondents will entertain by the researchers and do the best that they can to provide a satisfying answer. The interview questions about the inclusive tourism is validated by the adviser hence it is called content validity.

The study used deductive approach and in order to reduce the statements and to come up with the main idea as the result of the study, this method is use to form a narrative about the inclusion tourism compliance based on the universal guideline for inclusion tourism.

### 3. RESULTS

**Table 1: Basic Access Considerations Observations**

Basic Access Considerations	Observations	
	Domino's Pizza	Hap Chan
Information should be displayed using easy-to-read type, with contrasting colors and/or backgrounds	The Information is readable both daytime and night time due to contrasting colors	The Information is readable both daytime and night time due to contrasting colors
Doorways need a minimum width of 85cm. 100cm or more	Follows the standards can fit a wheelchair	Follows the standards can fit a wheelchair
Objects should be no higher than 120cm and no lower than 40cm. Everything should be in reach for anyone standing, sitting, and people short of stature.	Follows the standards all objects are within 120cm to 40cm range	Follows the standards all objects are within 120cm to 40cm range
Pathways should have a clear width of 100cm, or at least 150cm to allow people to pass each other.	Follows the standards has a wide pathway	The restaurant does not have a clear width of pathway because the restaurant is small chairs and tables are packed closely
Spaces need to be evenly lit with minimal shadows and minimal glare.	Spaces are well lit with warm white color	Spaces are well lit with warm white color
Security systems and all types of communication to the general public should be both heard and seen	There is a security system CCTV upon request of the guest for cases	There is a security system CCTV and fire alarms no security guard

The table 1 shows the result of the basic access considerations of the result shows that when it comes to the basic access considerations both the selected restaurant follows the universal guidelines in inclusion tourism however it there are some lacking details when it comes to following the guidelines first the Hap Chan since the restaurant is small the seating arrangement are tightly pack due to the lack of space that it affects the pathway of the restaurant and another thing to notice is that when it comes to security the restaurant does not have a security guard but this is in consideration since the restaurant is inside the mall in which it relies on the security guards of the mall itself. While Domino's Pizza complies all in basic access considerations.

The main observation here is due to the small space of the restaurant it greatly affects the basic access consideration or other reason is to maximize the space of the restaurant by cramping the seats together to increase seating capacity.

According to Rain (2018) basic access consideration is the most important thing to look at when it comes to the guidelines in inclusive tourism because in basic access considerations it looks at the capacity of an tourism establishment to accommodate other people with special needs such PWD'S, Senior Citizen and Pregnant and if there are some guidelines that was not followed in basic access consideration then a tourism establishment should consider it.

**Table 2: Pathways and Roads Observations**

Pathways and Roads	Observations	
	Domino's Pizza	Hap Chan
Street crossings should be clearly indicated with crosswalks.	There are no crosswalks outside the restaurant	There are no crosswalks outside the restaurant
No pathway should have cracks or gaps over 5mm wide.	Pathways does not have any cracks or gaps	Pathways does not have any cracks or gaps
Pathways and crosswalks should be at least 180cm wide to accommodate groups of people traveling in different directions	Pathways are wide enough to accommodate people	Pathways are wide enough to accommodate people
Two handrails provided on each side of a ramp, one at 100cm for people walking, and a lower one at 75cm	There is no handrail available	There is no handrail available
Contrasting color should be used to indicate transition of the step	There is a contrasting color to indicate transition of the step	No contrasting color to indicate transition of the step

The table 2 shows the result of the pathways and roads observation of the researchers the result shows that when it comes to the pathways and roads most of the guidelines on the universal inclusive tourism was followed except for the handrails and the transition step. Both the Domino's Pizza and the Hap Chan does not have a handrail that could cater people with

disabilities and both of the restaurant does not have a transition step but the Domino's Pizza have created a substitute in the form of a mat that contrast the floor of the restaurant which serves as the transition step. The Hap Chan since located inside a mall should rely on the handrail offered by the mall but there is no handrail on the mail either and there is no transition step with the tiles which could confuse guest with bad visions.

The main reason as to why the handrails are always missing when it comes to the restaurant could be because that it is always overlooked to include handrails which is very important considering that there is some guest that have special conditions.

According to Villamayor and colleagues (2019) the main purpose as to why there is a need to comply with the universal guidelines on inclusion tourism when it comes to pathways and roads is to minimize the accidents it can cause to some people both normal and people with special conditions and the handrails and transition steps are a crucial part of it to minimize accidents it can cause.

**Table 3: Entrances and Doors Observations**

Entrances and Doors	Observations	
	Domino's Pizza	Hap Chan
Width clearance in doorways should be a minimum of 85cm for access by a wide variety of people	Doors follow the standards	Doors follow the standards
Doors should be easy to open or close, without the requirement to grip or pinch	Doors can be easily accessed	Doors can be easily accessed
The main entrance should be wide enough to accommodate guests.	The entrance is wide enough to accommodate a lot of guests	The entrance is wide enough to accommodate a lot of guests

The table 3 shows the result of the observation when it comes to entrances and doors the result shows that both of the restaurant has followed the universal guidelines when it comes to the inclusive tourism from the width of the door to its accessed and the wide entrance.

Since both of the restaurant subject have followed the guidelines when it comes to the entrances and doors the main reason here was that fast food restaurants usually have wide and easy access doors in order to accommodate the customers coming to dine in the restaurant.

According to Rains (2018) doors when it comes to the different tourism establishment such as hotels and restaurant are always wide and big this is because this is very useful when large volume of guest is coming in with baggage when it comes to hotel and customers when it comes to the restaurants.

**Table 4: Restrooms**

Restrooms	Observations	
	Domino's Pizza	Hap Chan
Toilet seat height should be 45-50cm from the floor. There should be 120cm of floor space in front of the toilet and 90cm to the side to facilitate a transfer from a wheelchair.	The toilet has a proper distance, follows the standards	The toilet has a proper distance, follows the standards
Restrooms should be easily located within short walking distances from attractions and public spaces.	Restrooms are easily located but there is no signage available going to the restroom	Restrooms are not noticeable but there is signage going to the restroom
Doors should open outwards or be sliding to maximize floor space inside the restroom. Minimum doorway width is 85-90cm	Restrooms are wide enough door movement is not outward	Restrooms are wide enough door movement is inward
Everything should be in easy reach (height: 90-120cm) of a person, regardless if they are seated or standing.	Objects can be easily at reach follows the standard	Objects can be easily at reach follows the standard

The table 4 shows the result of the restroom observations the result shows that when it comes to the compliance of the selected restaurant when it comes to the restroom based on the universal guidelines for inclusion tourism the result shows that most of the guidelines were followed except the following both the subject restaurant have problems with the signages of the restroom and for the Hap Chan the open mechanism of the door which is inward.

Based on the observation result the problem of both the restaurant is the signages of the restroom albeit different situation in the Domino's Pizza the restroom was easy to locate but there is no signages while on the Hap Chan there is a signage going to the restroom signage are important because not all guest can have an easy time finding the restroom while the door mechanism is very important because if the door mechanism is inward then guest on the wheelchair could have a hard time accessing the restroom because of the space constraints unless the restroom is big.

According to Villamayor and colleagues (2019), restroom access are very important specially when it comes to the people such as PWD's, Senior Citizen and other people with special conditions because some could have a hard time accessing the restroom due to different conditions that is why the door mechanism is an important factor in order to lessen the complication in accessing the restroom.

**Table 5: Food Service and Retail Observations**

Food Service and Retail	Observation	
	Domino's Pizza	Hap Chan
The ability to move around a facility and reach other destinations (such as bathrooms) requires floor space with 100-120cm of clearance in-between objects, such as tables or displays. Pathways and aisles should be free from obstacles.	The restaurant has a wide space and can accommodate lots of people	The restaurant has a wide space and can accommodate lots of people
Signs should be easy to read, using contrasting color with easy-to-read type.	The menu is easy to read follows the standards	The menu is easy to read follows the standards
Tables with center supports allow individuals who want to remain in a wheelchair the ability to roll underneath comfortably. The underside of table should be between 70-75cm in height.	The tables can cater guest that use wheelchair follows the standards	The tables are near to each other but the management guides the guest that is on wheelchair
Counters for payment/ticketing/ reservations/information should give individuals a reachable working surface, 80cm from the floor	The counter is reachable follows the standard	The counter is not reachable

The table 5 shows the result of the food and service retail observation when it comes to the universal guidelines of inclusive tourism the result shows that when it comes to this area the Domino's follows all of the guidelines while the Hap Chan has some issues with the counter and the tables since the counter is not reachable and the tables and the seating arrangement are near to each other.

Based on the observation the Hap Chan counter does not follow the height in order for the guest with special conditions to reach it this is because the restaurant staff serves the food, taking the orders in the table itself which means there is no need for the guest to access the counters for ordering while on the seating arrangement the restaurant decides to maximize the seating capacity with the sacrifice of the space.

The tradeoff when it comes to the food service usually is the seating arrangement because most of the restaurants maximize the space in order to accommodate more guest that dines in the restaurant (Goodwin, 2018) and this could create problems if the guest that would like to dine is people with special condition such as using wheelchair.

**Table 6: Parking Observations**

Parking	Observations	
	Domino's Pizza	Hap Chan
All accessible parking should be close to the main entrance, labeled by markings on the ground and signs. Bike storage should also be present.	Parking is very close to the entrance there is a marking and bike storage is present	Parking is very close to the entrance there is marking and no bike storage is present
Parking should not have any bumps, gaps, or cracks. and be well-maintained. Parking spaces should be on a flat surface, with a slope of no more than 1:50.	Parking is well maintained	Parking is well maintained
Every parking space can be designed without access aisles, but 3.5m wide for increased usability.	The parking space follows the standard	The parking space follows the standard

The table 6 shows the result when it comes to the parking observations the result shows that when it comes to the parking both of the restaurant follows the universal guidelines when it comes to inclusive tourism however there is one unfollow observation in the parking and that is there is no available bike storage.

Both the restaurants does not have a bike storage and this is an issue because some of the guest goes to a restaurant using bike as a transport in which both restaurant has an absence of it the probable reason could be because due to the lack of bike users that visit the restaurants that there is no need for a bike storage.

The main issue with the parking when it comes to the restaurants is the availability that it is either the parking is full or there is no parking at all (Travability, 2018) and that is why there are some ways to improve the availability and one of the ways is to put bike storage because bike uses less parking space and there is a growing trend of bike use. Usually bike is not for people with special conditions but it is certainly a helpful tool in reducing the use of car which could make the parking slot unavailable.

**Table 7: Interview Results with the Managers regarding the Inclusive Tourism**

<b>Inclusive Tourism</b>	<b>Domino's Pizza</b>	<b>Hap Chan</b>
<b>Basic Access Considerations</b>	<ul style="list-style-type: none"> <li>- The sign can be easily seen because of contrasting color black and white.</li> <li>- We are following the minimum and standard width of the doors.</li> <li>- The objects in the restaurant are easy to reach</li> <li>- They are wide enough because it is not a single door.</li> <li>- There is enough light because there are enough spaces</li> <li>- We have CCTV, fire alarm and water sprinklers, there is also designated fire extinguisher</li> </ul>	<ul style="list-style-type: none"> <li>- The sign can be easily seen because of contrasting colors red and white</li> <li>- We are following the minimum and standard width of the doors</li> <li>- The objects are easy to reach because utensils and plates because it is already prepared</li> <li>- The pathways are not wide enough the restaurant is small we maximize the space</li> <li>- There is enough light on the spaces</li> <li>- We have CCTV for security and fire alarms there is no security guard</li> </ul>
<b>Pathways and Roads</b>	<ul style="list-style-type: none"> <li>- Yes, there is a pathway crossing</li> <li>- There is no cracks and gap for the floor</li> <li>- There is no obstruction and there are less steps</li> <li>- There are no handrails</li> <li>- Yes, there is contrasting steps, color black</li> </ul>	<ul style="list-style-type: none"> <li>- We don't have a pathway crossing since we are located inside the mall</li> <li>- No presence of cracks and gaps</li> <li>- There is no obstruction in the pathways</li> <li>- There are no handrails</li> <li>- There is no contrasting step</li> </ul>
<b>Entrances and Doors</b>	<ul style="list-style-type: none"> <li>- The entrance is wide enough to accommodate guest that is on wheelchair</li> <li>- The entrance is easy to open and close</li> <li>- The entrance can accommodate PWD's</li> </ul>	<ul style="list-style-type: none"> <li>- The entrance is wide enough</li> <li>- The door is easy to pinch and grip</li> <li>- No problems with handling PWD's in the entrance</li> </ul>
<b>Restrooms</b>	<ul style="list-style-type: none"> <li>- The toilet has a proper distance</li> <li>- The toilet can be easily access there are no signages</li> <li>- The restrooms can be is opened outward</li> <li>- Grab bars are installed</li> </ul>	<ul style="list-style-type: none"> <li>- The toilet can handle PWD's</li> <li>- Going to the toiler there are signages</li> <li>- The doors in the restroom opens inward</li> <li>- Grab bars are installed on the restrooms</li> </ul>
<b>Food Service and Retail</b>	<ul style="list-style-type: none"> <li>- The restaurant is wide enough</li> <li>- The menu is easy to read</li> <li>- The tables can handle PWD's</li> <li>- The counter is reachable even guest on wheelchair</li> </ul>	<ul style="list-style-type: none"> <li>- The restaurant is wide enough, the seats are cramp</li> <li>- The menu is easy to read</li> <li>- The tables and chairs are close enough we just guide the PWD's</li> <li>- The counter is not reachable the waiter is the one that provide the orders and the bill</li> </ul>
<b>Parking</b>	<ul style="list-style-type: none"> <li>- We have proper markings and there is no bike storage</li> <li>- Parking is well maintained</li> <li>- Parking follows the standard</li> </ul>	<ul style="list-style-type: none"> <li>- Since the restaurant is in the mall I don't know if there are bike storage</li> <li>- Parking is well maintained</li> <li>- Parking size is wide enough follows the standard</li> </ul>

The table 7 shows the result of the interview with the manager when it comes to the guidelines of inclusive tourism. Based on the result of the interview on the basic access considerations, there is a lack of compliance on the part of the Hap Chan Restaurant because of the pathways and the lack of security guards which is necessary when it comes to basic access considerations. There is no issue that has been found with the Domino's



The basic access consideration is very important when it comes to universal guidelines on inclusive tourism because this is the main things that should be looked at when it comes to inclusive tourism (Villamayor et. al, 2019) and a lack of compliance with the basic access considerations could mean that a tourism establishment has a high probability that they cannot handle inclusive tourism.

In relation with the result when it comes to the pathways and roads both of the restaurant had some lacking features for the Domino's Pizza it is the handrail and for the Hap Chan both the hand rails and the transition step and these are the very important features that is needed to look up when it comes to the pathways and roads.

According to Rains (2018) handrails and the transition step is very important when it comes to the universal guidelines of inclusive tourism because these are some of the ways to mitigate possible accidents with guest that had some special condition handrails are used by people with some difficulties in walking specially elevated steps for some of the senior citizens, pregnant women and other people with disabilities and the transition step is very important for guest that have a bad vision a contrasting step indicates the start and the end of a step which is very useful to indicate to the guest where to step at.

The result of the entrances and doors suggest that both of the restaurant follows the universal guidelines on inclusive tourism when it comes to entrances and door which means that the doors can be access by different types of guest either physically fit guest or guest with disabilities.

The result of the restroom interview with the manager suggest that both of the restaurant have some lacking features when it comes to signages for the Domin's Pizza and the Hap Chan with the door opening on the restroom. When it comes to the signages this one is very important because there are some customers that will have a hard time finding the restroom that is why a signage is very useful feature in accessing the comfort room.

However the most important feature that is needed to consider when it comes to inclusive tourism is the restroom door mechanism if it can be open inward or outward and a inward access is considered as a bad restroom because other guest with disability such as guest that is on wheelchair could have a hard time accessing the restroom this is because of the space constraints according to Villamayor and colleagues (2019) accessing the restroom should not be hard on people with disabilities because this could be depressing to these kinds of people adding their condition itself.

In relation with the result on the food service and retail the result shows that the Domino's Pizza fully comply with the universal guidelines on Inclusive tourism while the Hap Chan had some issues with the counter and the seating arrangement due to the choice of the restaurant management to maximize the space in order to accommodate the guest.

According to Goodwin (2018), there has been a problem when it comes to the inclusive tourism since most of the establishment are not aware of inclusive tourism and the standards when it comes to it. The responsibility of the tourism establishment such as restaurants is very important to provide a way that people with disability could access tourism and services available to normal tourist in which there is a need for the restaurant to consider that some of the guest that will access their product or services could eb a people with disability.

The result of the parking shows that both of the restaurant has a lack of feature when it comes to the availability of bike storage since both of the restaurant have absence of a bike storage as there is a trend of using bikes for short travels to the restaurant the restaurant should also include bike storage.

According to Villamayor and colleagues (2019), parking is one of the features of a tourism establishment that is always full this is because the use of car is very prevalent as a transportation in different tourism establishment and bikes could be helpful in reducing the number of cars that take parking spaces.

#### **4. CONCLUSION AND RECOMMENDATION**

##### ***Summary of the Findings***

The result of the direct observation for the subject restaurant such as Domino's Pizza and the Hap Chan varies from the Basic access considerations Domino's completes all the feature while the Hap Chan does not follow the standards when it comes to the pathway and the lack of security guard. The result of the pathways and roads shows that both the subject restaurant does not have a handle bars while Hap Chan adds a lack of feature on transition steps. When it comes to the doors and entrances both the subject restaurant complies with the standards and on the restroom the issue with the Domino's Pizza is the lack of signage going to the restroom and the Hap Chan the door mechanism which is inward. The

result of the food service and retail suggest that Hap Chan lacks the feature in regards to the seating arrangement and the counter does not follow the recommended height as suggested by the guidelines. The result on the Parking suggest that both of the restaurant lacks bike storage capacity and on the education training and communication to the public shows that both the restaurant subject does not follow any of the guidelines from the advocacy, feedback form and training provided.

Based on the result of the interview the observations were confirmed as to what is lacking in basic access considerations when it comes to Hap Chan was the lack of security guard and the pathway inside the restaurant because of the seating arrangement. The result of the pathways and roads suggest that both the restaurant lacks handrails and the Hap Chan adds lack of transition step. The result of the entrances and doors confirms that both the restaurant complies with the guidelines and recommended length while on the restroom the restaurant has different issues the lack of signage on the Domino's and the door mechanism for the restroom on Hap Chan which is inward. When it comes to food service and retail the Hap Chan is the one that does not fully comply such as the height of the counter and the seating arrangement is cramped because of the decision of the management to maximize the seating capacity in trade of proper space. While the result of the parking suggest that both of the restaurant lacks biking storage.

### ***Conclusion***

Based on the findings of the study the researchers have concluded that Domino's Pizza completely follows the recommended universal guidelines on inclusive tourism in terms of basic access considerations, entrances and doors and food service and retail and does not fully follow the recommended guidelines and lacks on the pathways and roads due to the lack of handrail, restroom due to the lack of signages going to the restroom, parking due to the lack of biking storage and education training and communication to the Public due to lacking advocacy, feedback form and trainings such as first aid. While the Hap Chan completely follows on entrances and doors and does not fully follow the recommended guidelines on Basic Access considerations due to lack of security guard and the pathway inside the restaurant, Pathways and Roads due to the lack of handrails and transition step, Restroom due to the door mechanism which is inward, food service and retail due to the height of the counter and seating arrangement and parking due to the lack of bike storage

### ***Recommendation***

Based on the findings the researchers have recommended the following each on the subject restaurant to improve their compliance with the universal guidelines on inclusive tourism.

#### ***Domino's Pizza***

1. Add Handrails both 75cm and 100cm
2. Add Signages going to the restroom
3. Add Bike Storage

#### ***Hap Chan***

1. Provide a security guard
2. Add Handrails both 75cm and 100cm
3. Put a mat with contrasting color to the floor as a substitute to transition step
4. Change the door mechanism from inward opening to outward
5. Change the counter height to become more reachable to guest with disability
6. Rearrange the seating arrangement
7. Add Bike Storage

### **OUTPUT**

Based on the findings of the researchers. The recommended output is an action plan. The design of the action plan is based on each issues of the restaurant when it comes to the compliance to universal guidelines on inclusive tourism. The action plan for the Domino's Pizza has 6 objectives while the action plan for the Hap Chan has 10 objectives although.

### *Domino's Pizza*

The first objective for the Domino's Pizza was to put handrails on their restaurant both 75 cm and 100 cm this objective to minimize the accidents towards the people with disability this can be done by the management of the restaurant in a span of 2 weeks is probably cost about 10,000 pesos.

While the second objective for the action plan for Domino's was to add signages going to their restroom although according to the manager the restroom is easy to locate it will be much better if there are signages going to the restroom that was installed. The restaurant management will be responsible for this and would probably cost 500 pesos.



**Figure 2: Restroom at Domino's Silang No Signage going to the restroom but easily locatable (Pictures Provided by the Researchers)**

The third objective for the Domino's Pizza was to add a bike storage in their parking area this can be done in a span of 1 week and would probably cost about 5000 pesos this will entice more bike user guest towards the restaurant and could help to free some parking space which can be accessed by people with disabilities.



**Figure 3: Parking at Domino's Pizza notice that there is Bike Storage (Pictures Provided by the Researchers)**

### *Hap Chan*

The first objective for the Hap Chan is to provide a security guard in their respective restaurant this will improve the security of the restaurant and will improve their basic access consideration and will provide a peace of mind to their guest knowing that the restaurant is secured and this is important reduce crime possibilities in the restaurant.

The second objective for the Hap Chan was to provide handrail which is both 75cm and 100cm since the Hap Chan is located inside the mall and the mall does not have handrails the Hap Chan should request to the mall management to add handrails this will minimize the accidents it can bring to the guest with special condition coming to the restaurant.

The third objective for the Hap Chan was to put a mat as a substitute to transition floor since changing flooring can be expensive and time consuming; this will indicate the boundary between the Hap Chan and the mall premises this can be done in a span of 1 day and will probably cost about 1,000 pesos.



**Figure 4: Hap Chan Silang Notice that there is transition step a mat could be useful indicating boundaries (Pictures Provided by the Researchers)**

The fourth objective for the Hap Chan was to change the door mechanism of opening the restroom from inward to outward this is very important so that the guest that has some disabilities will not have a hard time accessing the restroom this can be done in a span of 1 day and could probably cost 5,000 pesos.



**Figure 5: Comfort Room at Hap Chan notice the door mechanism is inward ((Pictures Provided by the Researchers)**

The fifth objective for the Hap Chan was to change the counter height to be recommended specifications under the universal guidelines for inclusive tourism so that even people with disability can access the counter this can be done in a span of 3 days and would probably cost about 20,000 pesos.



**Figure 6: Counter at Hap Chan Silang Notice that it is high people with disabilities will have hard time to access the counter (Pictures Provided by the Researchers)**

The sixth objective for the Hap Chan was to change the rearrange the seating arrangement so that it can accommodate people with disability and for seating arrangement not feel much cramp. This can be done in a span of 1 day and there will be no additional cost for the management of the restaurant or for other option the management of the Hap Chan should provide seats for PWD's, Senior or other person with disability in which it can handle guest that is on wheelchair in this way restaurant management can maximize the seating capacity without losing the universal guidelines for inclusive tourism compliance when it comes to restaurants.



**Figure 7: Cramp Seating Arrangement in Hap Chan Silang (Pictures Provided by the Researchers)**

The Seventh objective for the Hap Chan was to add a bike storage in their parking area this can be done with the through the request of the Hap Chan to the mall management to add a bike storage area in the parking. The Mall management can do this in a span of 3 days and would probably cost 5,000 pesos

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