



De La Salle University - Dasmariñas

**Satisfaction Rating of Herb Republic Restaurant in Los Baños  
Laguna As Perceived by its Customers**

An Undergraduate Thesis Presented to Faculty of the  
College of Business Administration De La Salle University-Dasmariñas

In Partial Fulfilment of the Requirement for the Degree  
Bachelor of Science in Hotel and Restaurant Management

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## Abstract

*This study aims to know the Satisfaction Rating of Herb Republic Restaurant in the town of Los Baños, Laguna as perceived by its customers. It was necessary to determine the satisfaction rating of the restaurant based on the researchers' observation. This study might benefit the restaurant industry, the entrepreneurs/ businessman, the residents of Los Baños, Laguna and the students as well as the future researchers.*

*This research used the descriptive method because the researchers conducted a survey and used frequencies, averages and statistical conclusions to describe the data being studied. The researchers prepared survey forms that include the basic information of the respondents and the respondents' point of view about green restaurants.*

*After the data had been gathered, the statement of the problem was determined and analyzed by the researchers. The researchers came up with the conclusions that Herb Republic Restaurant, a green restaurant, is accepted in the town of Los Baños, Laguna by its customers. In terms of gender and age, the Herb Republic Restaurant was preferred by both male and female consumers. The factor or performance that respondents look for in a restaurant were product, price, and service.*



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