



Republic of the Philippines
DEPARTMENT OF EDUCATION
Region V(Bicol)
SCHOOLS DIVISION OF CATANDUANES
Virac, Catanduanes

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EASED

Division of Catanduanes

SECTION

Date: **NOV 27 2019**

Time: **8:03 AM**

niko

To:

Chiefs, SGOD & CID
Unit / Section Heads
All SDO Personnel
All Others concerned

FROM:

DANILO E. DESPI
Schools Division Superintendent

Subject:

**DIVISION STAFF ORIENTATION WORKSHOP ON CUSTOMER
FRONLINE & SERVICES**

Date:

November 26, 2019

1. Based on the RPMS Manual, one of the behavioral competencies of an employee is the service orientation. It is expected that employees in the organization should possess the knowledge, attitude and skills on dealing, handling customers and to deliver quality services. As a government employee, the public is expecting that government employee should deliver services that are appropriate and timely.

2. In line with this, a 2-day Division- Orientation on Customer Frontline services to all SDO personnel shall be conducted on November 27-28, 2019, SDO Hall A. at 8:30 a. m.

3. The activity aims to

1. re- orient the participants on the Customer service, focus and handling;
2. explain and articulate organizational structures, directions, issues and problems;
3. develop a customer friendly, professional quality in customer service and;
4. develop a skill on how to go along with people at work.

4. For information, guidance and compliance.