



Republic of the Philippines
Department of Education

NATIONAL CAPITAL REGION
SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

Office of the Schools Division
Superintendent

AUG 31 2023

MEMORANDUM

**CONDUCT OF ENHANCED CUSTOMER SERVICE TRAINING
FOR LEVEL 1 EMPLOYEES**

To: OIC – Assistant Schools Division Superintendent/
Chief Education Supervisor, School Governance and Operations Division
Chief Education Supervisor, Curriculum Implementation Division
Public Elementary and Secondary School Heads/OICs
All Others Concerned

1. This Office announces the conduct of Enhanced Customer Service Training for Level 1 Employee on September 05-07, 2023 at Tunasan National High School Resto Bar. Likewise, this division provides the inclusion of the non-teaching personnel in the Learning and Development program.

2. This training will give emphasis on the commitment of the Division to align its delivery of services to the MATATAG Agenda. Specifically, it aims to capacitate the level 1 employees to:

- Elevate customer service through simulation activities,
- Assess and strengthen commitment to service through varied personal and professional engagement, and
- Heighten the level of commitment and engagement of employees through varied practical applications.

3. Attached are the list of expected participants and the program of activities for information and guidance.

4. Immediate and wide dissemination of this Memorandum is desired.


EVANGELINE P. LADINES CESOSA V
Schools Division Superintendent

Encl: None

Reference: None

To be indicated in the Perpetual Index
Under the following subjects

TRAINING PROGRAM EMPLOYEES

AFS/Memo/ Enhanced Customer Service Training for Level 1 Employee

273 August 30, 2023

UN-2023-273



 Student Center for Life Skills Bldg., Centennial Ave, Brgy Tunasan,
Muntinlupa City

 (02) 805-9935, (02) 805 - 9940

 sdomuntinlupa@gmail.com



Matrix of Activities
September 5-7, 2023

TIME	PARTICULAR	PERSON-IN-CHARGE
DAY 1		
7:30 – 8:00 a.m.	Arrival and Registration	PMT
8:00 – 8:30 a.m.	Opening Program 1. National Anthem (AVP) 2. Prayer <i>Mr. King Solidini Torres</i> Project Development Officer I 3. Introduction of Participants <i>Mr. Andres F. Sicam</i> Education Program Specialist II 4. Statement of Purpose <i>Ms. Ivy M. Romano</i> Senior Education Program Specialist 5. Opening Remarks/Message <i>Dr. Evangeline P. Ladines, CESO V</i> Schools Division Superintendent	
9:00 a.m. -12:00 p.m.	The Core Behavioral Competencies of Employees towards Leveraging Customer Service at SDO Muntinlupa	Mr. Elmer C. Albacete
12:00 n.n.-1:00 p.m.	Lunch	
1:00-2:30 p.m.	SMILE: Speak with Your HEART	Dr. John Albert B. Cole
2:30-4:00 p.m.	The Ideal Response in Any Given Time, Place, and Circumstance	Ms. Sue Ann Yago
4:00 – 5:00 p.m.	Session Synthesis	Ms. Ivy M. Romano
DAY 2		
8:30 – 9:00 a.m.	Management of Learning	
9:00-10:00 a.m.	Fostering Connections and Creating Positive Influence on Individuals at the Workplace	Ms. Flordelyn DR. Pagkalinawan
10:00 a.m.-12:00 n.n.	Difficult Customers: How to Deal with Them?	
12:00 n.n.-1:00 p.m.	Lunch	
1:00-2:00 p.m.	The QMS Tone in SDO - English as ISO Language - Greetings and Salutation - Practical Sessions	Ms. Regaele A. Olarte
2:00-4:00 p.m.		
4:00-5:00 p.m.	Session Synthesis	Ms. Ivy M. Romano
DAY 3		
8:30 – 9:00 a.m.	Management of Learning	
9:00-10:00 a.m.	Basic English Refresher	Dr. Ma. Carmen D. Solayao
10:00 a.m.-12:00 n.n.	Oral Communication in the Workplace & Writing Business Correspondences	

12:00 n.n.-1:00 p.m.	Lunch	
1:00-2:00 p.m.	Moving Out from Your Comfort Zone	Mr. Andres F. Sicam
2:00-4:00 p.m	Synergy for Organizational Success Simulation	Mr. Eduardo Kondo
4:00-5:00 p.m.	Session Synthesis	Ms. Ivy M. Romano

LIST OF PARTICIPANTS

September 5-7, 2023

NAME		
1	Adriano	Gizelle
2	Aman	Ariel
3	Aman	Wilfred
4	Arciaga	Ariel
5	Arevalo	Rosalie
6	Argana	Jocelyn
7	Axalan, Jr	Efren
8	Bacuño	Irvin Ezekiel
9	Bilolo	Ariel
10	Bombase	Ivan
11	Boral	Zara Jane
12	Cabello	Renato
13	Cachuela	Angelica
14	Calica	Diana
15	Del Rosario, Jr	Selvino
16	Delos Reyes	Sheila
17	Dingal	Evelyn
18	Duiiavin	Oliver
19	Jacer	Nestor
20	Jacla	Fernando
21	Escarpe	Jonathan
22	Espiras	Madelyn
23	Gabrino	Luzviminda
24	Garcia	Rhea
25	Malahito	John Rey Niño
26	Padlan	Vina Angela
27	Rallos	Mark Anthony
28	Raposa	Vivian
29	Redrico, Jr	Jose
30	San Juan	Eloisa
31	Salonga	Marlon
32	Solano	Joan
33	Vargas	Dioscorro
34	Abadiano	Warren
35	Abuel	Mahalikah Ayah
36	Aguelo	Michael Evan
37	Andor	Mark Anthony
38	Domingo	Michael
39	Fabonan	Ma. Katleen
40	Ibañez	Myrna
41	Licerio	Ma Ana
42	Lumaad	Lourdes Norally
43	Navia	Marideth
44	Pagador	Ma. Romma
45	Peñaflor	Maileen
46	Ramirez	Arianne Mae
47	San Jose	Melanio
48	Sioao	Eileen
49	Vivo	John Lord
50	Ylen	Jericho