



Republic of the Philippines
DEPARTMENT OF EDUCATION
REGION IV-A CALABARZON

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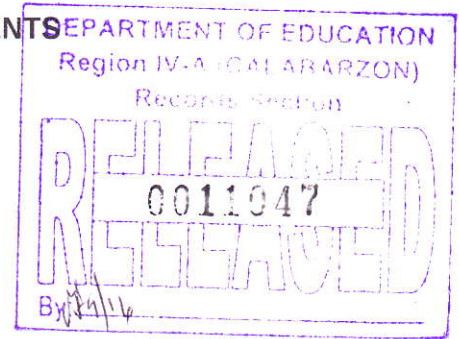
MEMORANDUM

To : **ALL SCHOOLS DIVISION SUPERINTENDENTS**

From : **DIOSDADO M. SAN ANTONIO**
 Director IV

Subject : **TRAINING – WORKSHOP ON CUSTOMER SERVICE SATISFACTION FOR NON-TEACHING PERSONNEL**

Date : September 15, 2014



Pursuant to the CALABARZON's TEA GOVERNANCE in upholding the norms of conduct for public servants specifically on its responsiveness to the needs of its clients through customer service satisfaction in the provision of its frontline services, a two- day training - workshop will be held on October 8-9, 2014 at NEAP training center, Malvar, Batangas with the theme : **Delightful Customer Service – Unleashing the Power of the Customer Chain.**

The training-workshop aims the participants to :

1. define the significance of the customers to the enterprise and importance of knowing his/her service requirements;
2. enhance awareness on customer service orientation;
3. prepare customer map and identify roles as service providers; and
4. develop commitment to bring learning to the workplace.

The participants to this activity are frontline service providers in schools divisions. Each provincial division is entitled to send 6 participants while each city division is entitled for 4 participants. Confirmation of attendees must be submitted to this Office through td_calabarzon@yahoo.com on or before October 1, 2014.

Expenses relative to this activity such as board and lodging, supplies and materials and honoraria of facilitators shall be charged against Regional HRTD funds while transportation expenses of the participants shall be charged against local funds subject to the usual accounting and auditing rules and regulations.

Registration of participants will start at 7:00 am of Day 1 (October 8, 2014) and the opening program will commence at 8:00 am. The first meal to be served is breakfast while the last meal will be pm snacks of the last scheduled day.

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Immediate dissemination of this Memorandum to all concerned is earnestly desired.

Received: Joseph
9/14/14
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