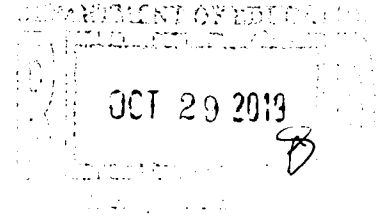


	Republic of the Philippines Department of Education Cordillera Administrative Region <b>SCHOOLS DIVISION OF BENGUET</b> Wangal, La Trinidad, Benguet Telefax: (074) 422-6570; (074)422-7501	
	<b>DIVISION MEMORANDUM NO. <u>339</u> s. 2019</b>	

**Date:** October 28, 2019

**To:** All Division Unit Heads  
 PSDSs  
 School Heads  
 Identified Level 1 Employees  
 All Others Concerned



**From:**   
**BENILDA M. DAYTACA, EdD, CESO IV**  
 Asst. Schools Division Superintendent  
 OIC-OSDS

**Subject: BASIC CUSTOMER SERVICE SKILLS TRAINING FOR LEVEL 1 EMPLOYEES**

1. Pursuant to Republic Act 6713 which states that public officials and employees shall at all times be accountable to the people and shall discharge their duties with utmost responsibility, integrity, and competence, among others, the Department of Education, Division of Benguet will be conducting a training on Basic Customer Service Skills to the Level 1 Employees from November ~~25~~ to ~~27~~ 2019. The three-day training has the following objectives:
  - a. Orient the participants regarding the contents of Republic Act 6713;
  - b. Equip the Level 1 employees with both soft and hard skills of customer service in the workplace;
  - c. Inculcate on the participants the value of Basic Customer Service skills in the realizing their duties and responsibilities in their own workplace.
2. Participants to the training are the following Level 1 employees:

<b>DO Level 1 Employees Recommended for BCS Skills Training</b>	
Mel W. Alingbas	Janelyn G. Bugnay
Jaro P. Rosal	Jocelyn J. Guidayos
Dyesebel Mocyat	Emily A. Diw-ayan
Zonia Mae C. Quipot	Agustina M. Jackfrey
Nadia G. Ossic	Julia O. Aroco
Richelle M. Dioayan	Mercedes E. Paclos
Belin A. Carbonel	Kymberly Jenny B. Lee
Angelika Wakat	Crizalyn Mae M. Salvino
Freddie C. Himson	Teresita F. Santos
Puriza D. Aguindang	Joanna D. Owao
Ellyn B. Begawen	Nikki M. Tobias
Frank Bagullo	Jenalyn B. Cura
Josan L. Sagantiyoc	Ryan George A. Siano
Shanilu P. Bandao	Rudyline M. Alingbas
Elrodiza M. Bautista	Vima G. Cadungog
Jermilyn D. sab-it	Anna Fe C. Anton
Rechelle G. Fianza	Dave N. Bagta

Jannah L. Nawen	Joana Marie B. Bayeng
Michael C. Bilayan	Romea A. Paterno
Lizelle L. Lupante	Jacqueline B. Balwang
Cliftone K. Bangse-il	Ermelinda D. Pablo
Argel L. Guindayan	Jhonton L. Camti
Marlyn M. Wankey	Glenford B. Carino
Esther V. Douglas	Lester John L. Balagot
Anfe M. Calapen	Josephine B. Pino
Jovelyn G. Suclad	Janice S. Bawas
Zenaida B. Panayo	Maria Suzette S. Lagasca
Lucyl E. Medon	Jennifer D. Pulido
Juliene C. Diaz	Jhonton L. Camti
Genevieve A. Yog-a	Zenaida U. Catanes

- The venue of the training will be disseminated in a separate memorandum.
- Snacks and lunch will be charged against Division HRTD Fund, while transportation and other incidental expenses will be charged to local funds subject to the usual accounting and auditing rules and regulations.
- All participants are enjoined to arrive at the training venue on time. Please be guided by the program matrix below:

<b>PROGRAM OF ACTIVITIES</b>			
	<b>Day 1</b>	<b>Day 2</b>	<b>Day 3</b>
7:30 – 8:00	Registration		
8:00 – 8:30	Opening Program National Anthem Opening Prayer Opening Remarks	MOL	MOL
8:30 – 10:00	Public Service and Service Excellence (CSC)	Basic Customer Service: Soft Skills	Basic Customer Service: Hard Skills
10:00 – 10:15	Health Break	Health Break	Health Break
10:00 - 12:00	Public Service (CSC)	Soft Skills: Session 2	Hard Skills: Session 2
12:00 – 1:00	Lunch Break	Lunch Break	Lunch Break
1:00 – 3:00	8 Norms of Conduct	Simulation Activity/ Processing	DepEd Manual of Style
3:00 – 3:15	Health Break	Health Break	Health Break
3: 15 – 4:45	8 Norms of Conduct	Personality Development	Workshop Presentation & Processing
4:45 – 5:00	Processing/Open Forum	Awarding of Certificate to the Speaker	Awarding of Certificates Closing Program

- Immediate dissemination of and strict compliance to this memorandum is desired.