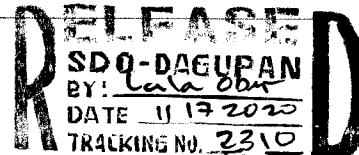




Republic of the Philippines  
**Department of Education**  
REGION I  
SCHOOLS DIVISION OFFICE DAGUPAN CITY

Division Memorandum  
No. 147, s. 2020



TO: Assistant Schools Division Superintendent  
School Heads  
Public Elementary and Secondary Schools  
Non-Teaching Personnel


DATE: November 17, 2020

Subject: Civil Service Commission Basic Customer Service Training

This is to inform you that this office will conduct a training on Civil Service Commission Basic Customer Service which will be held at the Regency Hotel on November 18-19, 2020. Training will start at exactly 8:00 AM. Participants are requested to come on time.

Attached is the list of participants for the said training.

For your information, dissemination, and compliance.

  
**AGUEDO C. FERNANDEZ, CESO VI**  
Assistant School Division Superintendent  
Officer-in-Charge  
Office of the School Division Superintendent



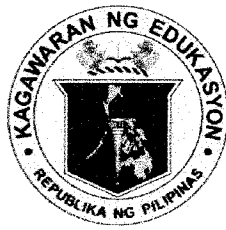
Address: Burgos St., Poblacion Oeste, Dagupan City  
Telephone No: (075) 615-2645 | 615-2649  
Website: [depeddagupan.com](http://depeddagupan.com)  
email: [dagupan.city@deped.gov.ph](mailto:dagupan.city@deped.gov.ph)



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Republic of the Philippines  
**Department of Education**  
REGION I

**SCHOOLS DIVISION OFFICE DAGUPAN CITY**

**List of Participants**

**Administrative Officer II**

1. Kimberly Mamaril
2. Delaila Anselmo
3. Kimberly Ann Rosario
4. Arabella Sabado
5. Joanne Salayog
6. Nob Den De Vera
7. Marion Solis
8. Michael Urbano
9. Marife Mercado
10. Rochelle Ann Corpuz
11. Marla Grace Ober
12. Marilyn Caballero
13. Millicent Antonio
14. Rosario Cason
15. Adelina Fabroa
16. Darlita Cabero

**Administrative Assistant II (SHS)**

17. Maria Luisa Perez
18. Christine Grace Abayan
19. Marjude Zamora
20. Barney Ray Reamon
21. Evangeline Salazar
22. Juan Paulo Inzon
23. Gemma Resurreccion
24. Sarah Joy Sadaba
25. Shirley Nacinopa

**Administrative Officer II (SHS)**

26. Vina Paula de Guzman
27. Cresencio Caparas, Jr.
28. Mary Jane Samson

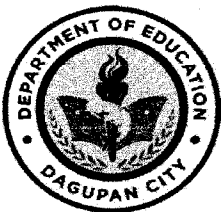
**Registrar I (SHS)**

29. Braiceleen Ortillo
30. Maricel Callejo
31. Vicente Valbuena, Jr.

**SDO Personnel**

32. Magdalena Calulut
33. Aprille Eve Diaz
34. Jellie Solis
35. Allan Manaois
36. Rosette Ramos
37. Gardenia Ferrer
38. Lester Cruz
39. Angelita Liwag
40. Lilia De Guzman

8 SGOD Staff and Officials



**Address:** Burgos St., Poblacion Oeste, Dagupan City  
**Telephone No:** (075) 615-2645 | 615-2649  
**Website:** [depeddagupan.com](http://depeddagupan.com)  
**email:** [dagupan.city@deped.gov.ph](mailto:dagupan.city@deped.gov.ph)



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**BASIC CUSTOMER SERVICE SKILLS TRAINING (BCSST)**  
 DepEd, Division of City Schools (Dagupan City)  
 November 18-19, 2020

**SCHEDULE OF ACTIVITIES**

TIME	ACTIVITIES/TOPICS	RESOURCE SPEAKER
<b>DAY 1</b> 18-Nov		
7:30AM - 8:00AM	REGISTRATION/OPENING PROGRAM	<i>Program Evaluator</i>
8:01AM - 12:00Nn	<b>INTRODUCTION AND COURSE OVERVIEW</b> <ul style="list-style-type: none"> <li>• Welcome Greetings and Introductions</li> <li>• Course Objective</li> </ul> <b>SERVICE EXCELLENCE AND ITS IMPORTANCE</b> <ul style="list-style-type: none"> <li>• Relevance of Public Service Excellence</li> <li>• Common Pitfalls in Organizational Change Efforts</li> <li>• Characteristics of Excellent Service</li> </ul>	<b>Dir. Rogelio T. Del Rosario</b> Director II-CSTO Eastern Pangasinan
12:01 - 12:59PM	HEALTH BREAK	
1:00PM - 5:00PM	<b>THE CUSTOMER</b> <ul style="list-style-type: none"> <li>• The Customer is Always</li> <li>• Memorable Customer Experiences</li> <li>• Who is the Customer</li> <li>• Customer Mapping</li> </ul> <b>MOMENTS OF TRUTH (MOTs)</b> <ul style="list-style-type: none"> <li>• Cycle of Service</li> <li>• Moment of Truth</li> <li>• Customer Expectations</li> </ul>	
<b>DAY 2</b> 19-Nov		
8:00AM - 12:00Nn	RECAPITULATION <b>CREATING SERVICE EXCELLENCE ENVIRONMENT</b> <ul style="list-style-type: none"> <li>• Understanding the Customers                             <ul style="list-style-type: none"> <li>* What Drives Us Crazy</li> <li>* Analyzing Customer Characteristics</li> <li>* Keeping the Customer Satisfied</li> </ul> </li> <li>• Understanding Ourselves                             <ul style="list-style-type: none"> <li>* Customer Style Snapshot</li> </ul> </li> </ul> <b>HANDLING COMPLAINTS AND DIFFICULT CUSTOMERS</b> <ul style="list-style-type: none"> <li>• Eight-Step Gift Formula</li> <li>• Turning Terrorist Customers to Partners</li> <li>• The Dirty Dozen</li> </ul>	<b>Ms. Imelda A. Sabado</b> Supvg. Human Resource Specialist <b>CSCROI</b>
12:01PM - 12:59PM	HEALTH BREAK	
1:00PM - 5:00PM	<b>CREATING CUSTOMER FRIENDLY PRACTICES</b>  Course Integration and Closing <i>Home Sweet Home</i>	
		<i>SME and Program Evaluator</i>

*Approved:*

  
**HEDY JOSE B. LARDIZABAL**  
 Director IV

HRD: