



Republic of the Philippines  
**Department of Education**  
 REGION VIII - EASTERN VISAYAS

June 5, 2023

**OFFICE MEMORANDUM**

No. **331** s. 2023

**IN-HOUSE TRAINING ON FRONT OFFICE SERVICE FOR  
 REGIONAL OFFICE PERSONNEL**

To: Regional Office Division Chiefs  
 Section/Unit Heads  
 All Others Concerned

1. This Office, through the Human Resource Development Division (HRDD), shall conduct an In-house Training on Front Office Service for Regional Office Personnel on **August 16-18, 2023** at **RELC NEAP-RVIII, DepEd RO8 Compound, Government Center, Candahug, Palo.**
2. The activity aims to:
  - a. acquire a comprehensive understanding of the importance of frontline servicing in the education sector;
  - b. develop practical skills in communication, problem-solving, conflict resolution, active listening, rapport building, and utilizing feedback mechanisms to enhance frontline servicing in the education sector; and
  - c. foster a customer-centric attitude, embracing empathy, professionalism, adaptability, open-mindedness, and a commitment to continuous improvement in order to provide exceptional frontline service in the office.
3. The participants to this activity are 25 regional office personnel and shall be identified in a separate issuance.
4. Incurred expenses during the conduct of this activity such as meals, snacks and venue rental shall be charged to the OPDNTF FY 2023, subject to usual accounting and auditing rules and procedures.
5. Immediate dissemination of and compliance with this Memorandum are desired.

**EVELYN R. FETALVERO, CESO IV**  
 Regional Director *EF*



HRDD- CPDA



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Enclosure 1 of OM no \_\_\_\_\_, s 2023

**IN-HOUSE TRAINING ON FRONT OFFICE SERVICE FOR  
REGIONAL OFFICE PERSONNEL**


August 16-18, 2023

RELC NEAP-R, DepEd Regional Office VIII Compound, Government Center, Palo

**Activity Matrix**

<b>Time/Day</b>	<b>Day 1</b>	<b>Day 2</b>	<b>Day 3</b>
8:30AM – 9:00AM	<b>Opening Program</b>	<b>Management of Learning</b>	<b>Management of Learning</b>
9:01AM -12:00AM	Session 1: <b>Understanding the Importance of Frontline Servicing in the Education Sector</b>	Session 3: <b>Mastering Effective Communication Skills for Positive Interactions</b>	Session 5: <b>Resolving Conflict and Diffusing Difficult Situations in a Professional Manner</b>
12:01NN-1:00PM	<b>LUNCH</b>		
1:01PM-4:00PM	Session 2: <b>Building Rapport and Establishing Trust with Colleagues and Clients</b>	Session 4: <b>Enhancing Active Listening Skills for Improved Customer Service</b>	Session 6: <b>Continuous Improvement and Feedback Mechanisms for Frontline Servicing</b>
4:01PM -4:30PM			<b>Closing Program</b>

Prepared by:

  
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Noted by:

  
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