



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

July 26, 2023

OFFICE MEMORANDUM

No. **457**, s. 2023

UPDATES ON THE CONDUCT OF THE IN-HOUSE TRAINING ON FRONT OFFICE SERVICE FOR REGIONAL OFFICE PERSONNEL

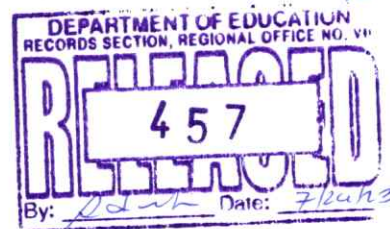
To: Regional Office Division Chiefs
Section/Unit Heads
All Others Concerned

1. In reference to Office Memorandum no. 331, s.2023, dated June 5, 2023 re: In-house Training on Front Office Service for Regional Office Personnel, this Office, through the Human Resource Development Division (HRDD), announces the participants and resource persons of the said activity.
2. Attached are the list of participants and the activity matrix with the resource persons of the various sessions.
3. Functional Division Chiefs are requested to use the provided template to confirm the attendance of their participant/s. They are also advised to ensure their participation in the three-day activity within the specified timeframe to meet the objectives of the event.
4. All other provisions in the aforementioned Office Memorandum consistent with this memorandum are still enforced.
5. Immediate dissemination of and compliance with this Memorandum are desired.

HRDD- CPDA

9172

EVELYN R. FETALVERO, CESO III
Regional Director



Enclosure 1 of OM no **457**, 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

Time/Day	Day 1	Day 2	Day 3
8:30AM – 9:00AM	Opening Program	Management of Learning	Management of Learning
9:01AM -12:00AM	Session 1: Understanding the Importance of Frontline Servicing in the Education Sector Mr. Ariem V. Cinco AO V, RO 8	Session 3: Mastering Effective Communication Skills for Positive Interactions Dr. Reynaldo B. Garnace SPED Generalist, New York	Session 5: Resolving Conflict and Diffusing Difficult Situations in a Professional Manner Dr. Josemilo P. Ruiz OIC-ASDS, Borongan City
12:01NN-1:00PM	LUNCH		
1:01PM-4:00PM	Session 2: Building Rapport and Establishing Trust with Colleagues and Clients Dr. Jose Mariano E. Barril HR Officer, Leyte	Session 4: Enhancing Active Listening Skills for Improved Customer Service Dr. Reynaldo B. Garnace SPED Generalist, New York	Session 6: Continuous Improvement and Feedback Mechanisms for Frontline Servicing Mr. Ariem V. Cinco AO V, RO 8
4:01PM -4:30PM			Closing Program

Prepared by:

Noted by:


CLARK DAVE P. ARANTE
 Education Program Specialist II


ALEJANDRA B. LAGUMBAY PhD
 HRDD Chief

Enclosure 2 of OM no _____, s 2023

LIST OF PARTICIPANTS

No	Functional Division/ Section/ Unit	No of Target Pax
1	ORD Proper	1
2	OARD	1
3	ORD-PAU	1
4	ORD-LU	1
5	ORD-ICTU	1
6	CLMD Proper	1
7	CLMD-LRMDC	1
8	ESSD Proper	1
9	ESSD-EFS	1
10	ESSD-HNS	1
11	ESSD-SPPS	1
12	FTAD	1
13	QAD	1
14	HRDD Proper	2
15	HRDD-NEAP	1
16	PPRD	1
17	AD Proper	1
18	AD-AMS	1
19	AD-CS	1
20	AD-GSS	1
21	AD-PS	1
22	AD-RS	1
23	BAC	1
24	FD	1

Prepared by:

Noted by:


CLARK DAVE P. ARANTE
 Education Program Specialist II


ALEJANDRA B. LAGUMBAY PhD
 HRDD Chief

Enclosure 3 of OM no _____, s 2023



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CONFIRMATION LETTER

DR. EVELYN R. FETALVERO, CESO III

Regional Director
DepEd Region VIII
Candahug, Palo, Leyte

Ma'am:

May I respectfully submit our confirmed participant/s to the **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.**

Name	Position	Signature

Very truly yours,

Chief, (Functional Division)