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

January 19, 2024

OFFICE MEMORANDUM

AD-2024- **43**

ASSIGNMENT AS FRONT DESK OFFICERS

To: **JOSE H. BUSTAMANTE**
Administrative Aide III

ALTHEA MARIE D. LATORRE
Contract of Service Employee

1. With reference to Office Memorandum No. 103, s. 2023 re: Monitoring of the Customer/Client Satisfaction Measurement Results, you are hereby assigned as permanent Front Desk Officers.
2. As such, you are expected to:
 - 2.1 act as frontline officer in-charge of the Visitor's Lounge of the Office;
 - 2.2 assist walk-in clients availing frontline services of the Office;
 - 2.3 facilitate automatic generation of referral slip and Certificate of Appearance of walk-in clients;
 - 2.4 assist clients in answering the Customer Satisfaction Survey Form;
 - 2.5 encode clients' Customers Satisfaction Measurement (CSM) in the CSM system;
 - 2.6 submit consolidated daily results of CSM to Public Affairs Unit;
 - 2.7 assist Public Affairs Unit (PAU) in the preparation of CSM results; and
 - 2.8 perform related works as directed by higher authorities.
3. Please be guided accordingly.


EVELYN R. FETALVERO CESO IV
Regional Director

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