

Republic of the Philippines  
Department of Education  
REGION V - BICOL  
SCHOOLS DIVISION OFFICE OF CATANDUANES

**UNNUMBERED MEMORANDUM**

SGOD-UM-01-31-2024/CPG

To: Assistant Schools Division Superintendent  
Division Chiefs  
Public Schools District Supervisors  
School Heads  
All Other Concerned

From:   
**SOCORRO V. DELA ROSA, CESO V**  
Schools Division Superintendent

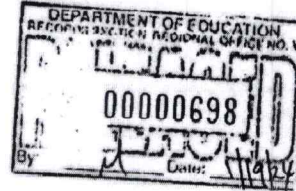
Date: January 31, 2024

Subject: **INVITATION TO THE ENHANCING SERVICE DELIVERY PROGRAM**

1. This is in connection with the invitation of Human Resource and Innovations and Solutions, Inc. inviting interested participants to attend Enhancing Service Delivery Program on **February 15-16, 2024 at the Astoria Plaza Hotel, Pasig City.**
2. Attached is the invitation for your reference.
3. Participation in this program is on a voluntary basis only.
4. For information.



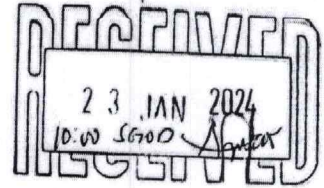
San Roque, Virac, Catanduanes  
052-8114003  
catanduanes@deped.gov.ph  
www.depedrovcatanduanes.com / www.catanduanes.deped.gov.ph



**ADVISORY No. 12 s. 2023**

January 19, 2024

In compliance with DepEd Order (DO) No. 8, s. 2013  
This advisory is issued not for endorsement per DO 28, s. 2001,  
but only for the information of DepEd Officials,  
Personnel/staff, as well as the concerned public



**INVITATION TO THE ENHANCING SERVICE DELIVERY PROGRAM**

Human Resource and Innovations and Solutions, Inc. (HURIS) will be conducting an Enhancing Service Delivery Program. The activity will be on February 15-16, 2024 at the Astoria Plaza Hotel, Pasig City.

The objective of this program is to:

- gain a deeper insight on the crucial role they play every time they deal with a customer,
- enhance quality customer service skills through effective communication,
- improve the efficiency, effectiveness, transparency, and accountability of service delivery, and
- develop practical solutions for the improvement of services.

Interested in securing a slot please send an email to [consult@huris.com.ph](mailto:consult@huris.com.ph).

Participation is on a voluntary basis only.

For information.

DEPARTMENT OF EDUCATION  
**RECEIVED**  
RECORDS SECTION, REGIONAL OFFICE NO. V  
JAN 17 2024  
BY: [Signature]  
TIME: 3:32 P.M.

**DEPED V BICOL REGION**

**From:** Huris <consult@huris.com.ph>  
**Sent:** Wednesday, 17 January 2024 3:32 pm  
**To:** DEPED V BICOL REGION  
**Subject:** REGISTER NOW! Enhancing Service Delivery on February 15 - 16, 2024



**HURIS.**

**CSC ACCREDITED PROGRAM**

**ENHANCING SERVICE DELIVERY**

**FEBRUARY 15-16, 2024**  
**MA. LOURDES TAN-TUAZON**

ASTORIA PLAZA HOTEL, PASIG CITY  
IN-PERSON - PHP 11,760.00 VAT INCLUSIVE

**REGISTER NOW!**

THIS TRAINING PROGRAM IS NOT COVERED BY DBM CIRCULAR 563, ITEM 2.2 FOR GOVERNMENT AGENCIES

Our customers make or break our organization, and our Enhancing Service Delivery program shares how frontline roles can influence their overall experience, as well as show how we can ensure a positive one for them.

Join us on February 15 to 16, 2024 at the Astoria Plaza Hotel in Pasig City!

Let's talk! Slots are limited! Hurry and reserve yours.

2024 Hybrid Setup (Virtual and In-Person) Leadership Development Programs:

<https://forms.gle/SMbeajKuTzktWgiT8>

2024 Hybrid Setup (Virtual and In-Person) CSC Accredited Programs:

<https://forms.gle/WY5CF7DXJKCGAdAD8>

---

### **Program Objectives:**

At the end of the program participants will be able to:

- Gain a deeper insight on the crucial role they play every time they deal with a customer,
  - Enhance quality customer service skills through effective communication.
  - Improve the efficiency, effectiveness, transparency and accountability of service delivery
  - Develop practical solutions for the improvement of services.
- 

### **Program Outline:**

- Understanding Customer Service
  - The Need for Good Customer Service
  - Internal and External Customers
- The Service Triangle
  - Service Strategy
  - Revisiting the Vision/Mission/Strategy
  - From Vision to Service Strategy
  - Service Delivery System
  - Understanding the Delivery System
  - Force Field Analysis

- Process Flow Charting
- Process Analysis using the Questioning Pattern
- Application on actual process
- Service Front Liners
- Steps to Service Quality
  - Attitude: The Willingness to Serve
    - Locus of Control
    - The Attitude of a Service Professional
  - Communication: Our Link to Customers
    - Symbolic Communication
    - Verbal Communication
    - Non-Verbal Communication
- Action Planning for Service Quality

---

**Register Now!**

---

Huris.

## LEADERSHIP DEVELOPMENT PROGRAMS

FOR CESB REACCREDITATION

### FACE-TO-FACE

#### REGULAR RATES

**2-DAY PROGRAMS**      **3-DAY PROGRAMS**  
 16 HOURS | 8 HOURS/DAY      24 HOURS | 8 HOURS/DAY  
 PHP 17,920.00 VAT INC.      PHP 26,000.00 VAT INC.

#### DISCOUNTED RATES

##### GO-GETTER RATE (EARLY BIRD DISCOUNT)

*Rate is valid if you made your payment 10 working days before the conduct of the program.*

2-DAY PROGRAM - PHP 17,360.00 VAT INC.  
3-DAY PROGRAM - PHP 26,040.00 VAT INC.

##### TROUPE RATE (GROUP DISCOUNT)

*Rate is valid for 5 or more registrants from the same agency for the same program.*

5% OFF THE REGULAR RATE

##### PROGRESSIVE DEVELOPMENT RATE (CONTINUOUS LEARNER DISCOUNT)

*Rate is valid on your 4th and subsequent program registration within the calendar year.*

2-DAY PROGRAM - PHP 16,844.80 VAT INC.  
3-DAY PROGRAM - PHP 25,267.20 VAT INC.

### VIRTUAL

#### REGULAR RATES

**4-DAY PROGRAMS**      **6-DAY PROGRAMS**  
 16 HOURS | 4 HOURS/DAY      24 HOURS | 4 HOURS/DAY  
 PHP 13,440.00 VAT INC.      PHP 20,160.00 VAT INC.

#### DISCOUNTED RATES

##### GO-GETTER RATE (EARLY BIRD DISCOUNT)

*Rate is valid if you made your payment 2 weeks before the conduct of the program.*

4-DAY PROGRAM - PHP 13,160.00 VAT INC.  
6-DAY PROGRAM - PHP 19,740.00 VAT INC.

##### TROUPE RATE (GROUP DISCOUNT)

*Rate is valid for 5 or more registrants from the same agency for the same program.*

5% OFF THE REGULAR RATE

##### PROGRESSIVE DEVELOPMENT RATE (CONTINUOUS LEARNER DISCOUNT)

*Rate is valid on your 4th and subsequent program registration within the calendar year.*

4-DAY PROGRAM - PHP 12,633.60 VAT INC.  
6-DAY PROGRAM - PHP 18,950.40 VAT INC.

Huris.

## CSC ACCREDITED PROGRAMS

### FACE-TO-FACE

#### REGULAR RATES

**2-DAY PROGRAMS**      **3-DAY PROGRAMS**  
 16 HOURS | 6 HOURS/DAY      24 HOURS | 8 HOURS/DAY  
 PHP 17,024.00 VAT INC.      PHP 25,536.00 VAT INC.

#### DISCOUNTED RATES

##### GO-GETTER RATE (EARLY BIRD DISCOUNT)

*Rate is valid if you made your payment 10 working days before the conduct of the program.*

2-DAY PROGRAM - PHP 16,382.80 VAT INC.  
3-DAY PROGRAM - PHP 24,628.80 VAT INC.

##### TROUPE RATE (GROUP DISCOUNT)

*Rate is valid for 5 or more registrants from the same agency for the same program.*

5% OFF THE REGULAR RATE

2-DAY PROGRAM - PHP 15,372.80 VAT INC.  
3-DAY PROGRAM - PHP 23,259.20 VAT INC.

##### PROGRESSIVE DEVELOPMENT RATE (CONTINUOUS LEARNER DISCOUNT)

*Rate is valid on your 4th and subsequent program registration within the calendar year.*

2-DAY PROGRAM - PHP 14,602.56 VAT INC.  
3-DAY PROGRAM - PHP 22,003.84 VAT INC.

### VIRTUAL

#### REGULAR RATES

**1-DAY PROGRAMS**      **2-DAY PROGRAMS**      **4-DAY PROGRAMS**  
 4 HOURS | 4 HOURS/DAY      8 HOURS | 4 HOURS/DAY      16 HOURS | 4 HOURS/DAY  
 PHP PHP 4,480.00 VAT INC.      PHP 7,728.00 VAT INC.      PHP 12,440.00 VAT INC.

#### DISCOUNTED RATES

##### GO-GETTER RATE (EARLY BIRD DISCOUNT)

*Rate is valid if you made your payment 2 weeks before the conduct of the program.*

1-DAY PROGRAM - PHP 4,256.00 VAT INC.  
2-DAY PROGRAM - PHP 7,504.00 VAT INC.  
4-DAY PROGRAM - PHP 12,216.00 VAT INC.

##### TROUPE RATE (GROUP DISCOUNT)

*Rate is valid for 5 or more registrants from the same agency for the same program.*

5% OFF THE REGULAR RATE

1-DAY PROGRAM - PHP 4,144.00 VAT INC.  
2-DAY PROGRAM - PHP 7,132.00 VAT INC.  
4-DAY PROGRAM - PHP 11,604.00 VAT INC.

##### PROGRESSIVE DEVELOPMENT RATE (CONTINUOUS LEARNER DISCOUNT)

*Rate is valid on your 4th and subsequent program registration within the calendar year.*

1-DAY PROGRAM - PHP 4,032.00 VAT INC.  
2-DAY PROGRAM - PHP 7,180.00 VAT INC.  
4-DAY PROGRAM - PHP 11,092.00 VAT INC.

About HURIS

Human Resource Innovations and Solutions, Inc. (HURIS) is a human resource and organization development consultancy and solutions provider, established in 2005. By deep-diving into their organizations, we provide our clients comprehensive and value-driven business solutions and services, focusing on human resource business processes, ranging from the set-up of organizations to post-employment management. Part of our solutions is to design and conduct learning and development programs that address the needs of corporate leaders and future leaders of those clients, so that they reach their organizational goals and optimum efficiency.



Your Partner Toward Organization Effectiveness.

Copyright © 2020 | HURIS Inc., All rights reserved.

Our mailing address is  
[consult@huris.com.ph](mailto:consult@huris.com.ph)

Want to change how you receive these emails?  
[You can update your preferences or unsubscribe from this list.](#)



## Submission of Accomplishment Report

PNO Catanduanes <pnocatanduanes11@gmail.com>

Mon 1/22/2024 12:59 PM

To:pbmdoczafe@gmail.com <pbmdoczafe@gmail.com>;opag2\_catanduanes@yahoo.com <opag2\_catanduanes@yahoo.com>;Population Catanduanes <catanduanespopulation@gmail.com>;PEO Admin <catanduanespeo2021@gmail.com>;pdrmo catanduanes <pdrmoccatanduanes22@gmail.com>; catanduanes@ro5.dost.gov.ph <catanduanes@ro5.dost.gov.ph>;catanduanes@deped.gov.ph <catanduanes@deped.gov.ph>;catsu1961@catsu.edu.ph <catsu1961@catsu.edu.ph>;pdocatanduanes@gmail.com <pdocatanduanes@gmail.com>;records.catanduanes@dar.gov <records.catanduanes@dar.gov>; ro5.catanduanes@dti.gov.ph <ro5.catanduanes@dti.gov.ph>;DOLE RO5 Catanduanes <ro5\_catanduanes@dole.gov.ph>; TESDA PROVINCIAL OFFICE CATANDUANES <region5.catanduanes@tesda.gov.ph>;veterinaryofc-catanduanes@gmail.com <veterinaryofc-catanduanes@gmail.com>;catanduanes.pswdo@gmail.com <catanduanes.pswdo@gmail.com>; catanduanes.pswdo@yahoo.com <catanduanes.pswdo@yahoo.com>

Good Afternoon from the Provincial Nutrition Office, may we follow up the Memorandum no. 014-A series of 2024 dated January 16, 2024 Submission of Accomplishment Report.

You may submit the accomplishment report to the PNC Secretariat/G.O.-Nutrition Office or at our email address [pnocatanduanes11@gmail.com](mailto:pnocatanduanes11@gmail.com).

Thank you for your continued support to nutrition programs.