



Republic of the Philippines
Department of Education
Region VII, Central Visayas
DIVISION OF TAGBILARAN CITY
City of Tagbilaran



March 31, 2017

DIVISION MEMORANDUM
NO. 208, s. 2017

ACHIEVING EXCELLENCE IN CUSTOMER SERVICE THE ARTA

TO: All Division Chiefs, Education Program Supervisors
Public Schools District Supervisor
Public and Private Elementary and Secondary School Heads
All Others Concerned

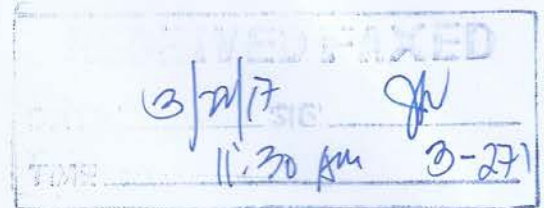
1. DepEd Tagbilaran City disseminates to the field the contents of the invitation letters received by this Office dated March 22 and 24, 2017 pertaining to the conduct of a **Competency Enhancement Seminar-workshop on "Achieving Excellence in Customers Service the ARTA Way"** this **April 28, 2017** at the **Office's Multi-Purpose Hall B, 14th Level Sudlon, Lahug, Cebu City**.
2. Invited to participate are the agencies designated Bilis Aksyon Partners (BAPs), second level employees including department heads and division chiefs especially those assigned in the frontline services and HRMOs.
3. For complete details, please read enclosures attached.
4. Wide dissemination of this communication is expected.


VIRGINIA C. ZAPANTA, Ed.D., CESO V
Schools Division Superintendent 



March 16, 2017

DR. VIRGINIA C. ZAPANTA
 Schools Division Superintendent
 Department of Education - Tagbilaran City Division
 Old City Hall Building, Tagbilaran City, Bohol



Dear Dr. Zapanta:

Cognizant of the need to continuously promote customer service effectiveness, this Office will conduct a **Competency Enhancement Seminar-Workshop on "Achieving Excellence in Customer Service the ARTA Way"** on **April 28, 2017** at this Office's **Multi-Purpose Hall B, 4th Level Sudlon, Lahug, Cebu City**. This Competency Enhancement Workshop is designed to hone practical skills and techniques to ensure customer service excellence. At the same time, equip the agencies in meeting the challenges of RA 9485 and their own situations – fulfilling customer expectations in the process and complying internal mandates, improving staff morale, and gaining deeper insights into conditions that have impact on the agency mission while increasing productivity, and reducing costs.

Target participants are the agencies designated Bilis Aksyon Partners (BAPs), Second level employees including department heads and division chiefs especially those assigned in the frontline services and HRMOs. Heads of service offices and agencies are encouraged to attend the said training program. A minimal training fee of **Php 1,400.00** per participant shall be collected to cover costs of materials/handouts, meals and snacks, honoraria of resource persons and such other incidental expenses.

For confirmation, please send thru fax the duly-filled confirmation slip, to **Ms. Rosemarie A. Miñoza** of this Office's Public Assistance and Liaison Division (PALD) at telephone numbers **(032) 414-7488; 253-9050** or send it through our email account at **cscro7@yahoo.com** or **ram.noza@csc.gov.ph**. Deadline for submission is on **April 21, 2017**.

Very truly yours,

[Signature]
EDITHA D. LUZANO
 Acting Director IV

CONFIRMATION

This is to confirm that the following personnel will participate in the said seminar:

Name	Designation/Position
1) _____	Designated BilisAksyon Partner
2) _____	Alternate BilisAksyon Partner
3) _____	Frontliner/Staff

Approved by:

Printed Name & Signature

In a Race to Serve

Responsive, Accessible, Courteous and Effective Public Service



March 16, 2017

VIRGINIA C. ZAPANTA, Ed.D., CESO V
Schools Division Superintendent
Deped Tagbilaran City Division
6300 Tagbilaran City



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