



Republic of the Philippines
DEPARTMENT OF EDUCATION
Region VII, Central Visayas
SCHOOLS DIVISION OF NEGROS ORIENTAL
www.depednegor.net


October 18, 2018

UNNUMBERED MEMORANDUM

TO : Assistant Schools Division Superintendents
Chief, CID & SGOD
Division Education Program Supervisors
Section Heads

SUBJECT : **ASSIGNED PERSONNEL TO MAN THE PUBLIC ASSISTANCE AND COMPLAINT DESK**

1. This is to inform everyone that a new list of personnel is assigned to man the Public Assistance and Complaint Desk (PACD) and is expected to observe the following;
 - Be attentive, acknowledge every person coming to the office.
 - SMILE!
 - Establish eye contact
 - Tell them your name
 - Ask how you can help
 - Give the customer your full attention
 - Be polite and courteous
 - Respond when they need you
 - know your customer's business
 - Do what's necessary and beyond.
 - Take those extra steps to keep the customer happy
 - Deliver at the time when service is needed.
 - Behave and act in an ethical manner
 - Keep the customer advised.
 - Identify potential problem areas, solve them, and be able to handle change
 - Deliver what the customer expects
 - Give and retrieved the feedback form
2. The assignment schedule will start on Monday, October 18, 2018.
3. For your information and guidance.


WILFREDA D. BONGALOS, Ph.D., CESO V
Schools Division Superintendent

18 OCT 2018

Schedule of Assigned Personnel at Public Assistance and Complaint Desk (PACD)

DATE	NAME
Oct. 22, 2018	Bayot, Sheena Lee R
Oct. 23, 2018	Fesarit, Ana Mae C
Oct. 24, 2018	Saguban, Izra Faye
Oct. 25, 2018	Tamparia, Evalyn A
Oct. 26, 2018	Salimbagat, Florevil Sheba D
Sat & Sun	
Oct. 29, 2018	Uy, Jefferson D
Oct. 30, 2018	Empeso, Cris Angelo
Oct. 31, 2018	Gao-gao, Remylin V
Nov. 1, 2018	HOLIDAY
Nov. 2, 2018	HOLIDAY
Sat & Sun	
Nov. 5, 2018	Mayagma, Ellen R
Nov. 6, 2018	Quirit, Elizabeth S
Nov. 7, 2018	Bajar, Myrna Roy V
Nov. 8, 2018	Abrasado, Aurora R
Nov. 9, 2018	Elemia, Ma. Irene Cecilia
Sat & Sun	
Nov. 12, 2018	Currell, Junica Stephanie N
Nov. 13, 2018	Duhaylungsod, Alijane Mae A
Nov. 14, 2018	Reyes, Mayette S
Nov. 15, 2018	Saga, Analou G
Nov. 16, 2018	Ticon, Alfredo Jr L
Sat & Sun	

DATE	NAME
Nov. 19, 2018	Sayre, Felix Jr E
Nov. 20, 2018	Cabano, Mamie S
Nov. 21, 2018	Valencia, Rock C
Nov. 22, 2018	Diaz, Jian A
Nov. 23, 2018	Omale, Kecylien Je Q
Sat & Sun	
Nov. 26, 2018	Duran, Antonio Ricardo E
Nov. 27, 2018	Pinero, Francisco Jr M
Nov. 28, 2018	Villegas, Eva May C
Nov. 29, 2018	Laguio, Jesus S
Nov. 30, 2018	HOLIDAY
Sat & Sun	
Dec. 3, 2018	Andalajao, Dennis Charl F
Dec. 4, 2018	Cabajon, Jenith C
Dec. 5, 2018	Cimafranca, Dennis C
Dec. 6, 2018	Empeso, Regina Clarina E
Dec. 7, 2018	Gemina, Joseph R
Sat & Sun	
Dec. 10, 2018	Macahig, Iryll Mae S
Dec. 11, 2018	Mate, Emma S
Dec. 12, 2018	Ruiz, Marsha, D
Dec. 13, 2018	Grapa, Gigi R
Dec. 14, 2018	Labe, Gina B
Sat & Sun	
Dec. 17, 2018	Campoy, Jerry M
Dec. 18, 2018	Celis, Annalee R
Dec. 19, 2018	Barot, Amalia G
Dec. 20, 2018	Yurong, Farren Leign B
Dec. 21, 2018	Enardecido, Rosalie A