



JUN 08 2009

DepED MEMORANDUM
No. **256**, s. 2009

CUSTOMER RELATIONS AND OFFICE DECORUM TRAINING
FOR FRONTLINE PERSONNEL

To: Undersecretaries
Assistant Secretaries
Bureau Directors
Directors of Services/Centers and Heads of Units
Regional Directors
Schools Division/City Superintendents
Heads, Public and Private Elementary and Secondary Schools

1. In line with Civil Service Commission's (CSC) directive on "Mamamayan Muna, Hindi Mamaya Na" and the Department of Education's effort of providing quality service to the internal and external public, the Staff Development Division-Human Resource Development Service (SDD-HRDS) will conduct a 3-day seminar-workshop on **Customer Relations and Office Decorum Training for Frontline Personnel** on the following dates and venues:

Regions	Dates	Venue
I, II, CAR and V	July 7-9, 2009	Within the area of San Mateo, Rizal
III, IV-A, NCR and Central Office	October 6-8, 2009	Within the area of Tagaytay City
X, XI, XII and CARAGA	October 27-29, 2009	Within the area of Cagayan de Oro City
VI, VII, VIII and IX	November 17-19, 2009	Within the area of Cebu City

2. The training aims to:

- a. develop skills on counter-serving skills, active listening, telephone manners, customer relations, conflict resolution and problem solving;
- b. instill the values of courtesy, urgency and commitment among DepED employees to understand/appreciate DepED's new policies, thrusts and directions; and
- c. provide working knowledge on current initiatives of Civil Service Commission on frontline service management.

3. Participants to the training are non-teaching personnel which include clerks, secretaries, administrative assistants, HRMOs and other technical staff in the regions, divisions and schools in both elementary and secondary who perform secretarial, coordinating and administrative functions.

4 Each region will send 20 participants ensuring that all divisions are represented. The list of participants should be sent a week before the training to SDD-HRDS addressed to Ms. Nerissa L. Losaria, Asst. Chief, OIC, SDD-HRDS. For further clarifications/questions please contact Ms. Beth C. Acosta, SDD-HRDS, DepED Central Office, Meralco Avenue, Pasig City at telefax nos. (02) 633-7237/638-8638.

5 Participants are expected to be at the venue at 5:00 p.m. on Day 0 (a day before the training proper). First meal will be dinner of Day 0.

6. Travel and per diem of participants are chargeable against local funds while board and lodging expenses, honoraria and travel and per diem of external facilitators and resource persons, travel and per diem of project staff, supplies, function room rental, and contingency funds are chargeable against HRTD (Human Resources Training and Development), subject to the usual accounting and auditing rules and regulations.

7. Immediate dissemination of this Memorandum is desired.


JESLI A. LAPUS
Secretary

Reference:

N o n e

Allotment: 1—(D.O. 50-97)

To be indicated in the Perpetual Index
under the following subjects:

EMPLOYEES
SEMINARS
TRAINING PROGRAMS
WORKSHOPS

Madel: Office Decorum Training
4-2-09