



APR 21 2010

DepEd MEMORANDUM
No. 172, s. 2010

**SEMINAR-WORKSHOP ON FRONTLINE SERVICE MANAGEMENT (FSM)
FOR NON-TEACHING PERSONNEL**

To: Bureau Directors
Regional Directors
Directors of Services, Centers and Heads of Units
Schools Division/City Superintendents
Heads, Public Secondary Schools

1. The Department of Education (DepEd) through the Staff Development Division - Human Resource Development Service (SDD-HRDS) will conduct a 3-day Seminar-Workshop on Frontline Service Management for Non-Teaching Personnel by cluster on the following dates and venues:

Regions	Dates	Venues
CAR, I, II and III	September 7-9, 2010	Tagaytay City
IV-A, IV-B, V and NCR	September 28-30, 2010	Subic, Olongapo City
VI, VII, VIII, CO and ARMM	October 12-14, 2010	Tacloban City
IX, X, XI, XII and CARAGA	October 26-28, 2010	Zamboanga City

2. The seminar-workshop aims to :

- a. inculcate among the participants positive work attitudes particularly the value of courtesy, urgency and commitment among DepEd employees for a productive agency-client relationship;
- b. provide participants with knowledge of various counter service skills and techniques in successful handling of public needs, problems and complaints; and
- c. provide working knowledge on current initiatives of the Civil Service Commission on frontline service management.

3. The participants to the program are non-teaching personnel of the Department, which include secretaries, clerks, administrative assistants, and other technical staff who perform secretarial, coordinating and administrative functions. Regions shall send (20) twenty participants each. The regional office shall determine the composition of the regional delegation, ensuring that most divisions are represented.


4. All concerned are requested to submit the names of the participants one (1) week before the training proper, addressed to Ms. Nerissa L. Losaria, Assistant Chief, Officer-in-Charge, SDD-HRDS, DepEd Central Office, Meralco Avenue, Pasig City. For further inquiries, please contact Ms. Ma. Elena B. Deacosta at telefax nos.: (02) 633-7237 and (02) 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 at dinner of Day 0.

6. Transportation and per diem (before and after the training) and other allowable expenses of participants are chargeable against the funds of the office concerned or local funds. Board and lodging of participants, resource persons, facilitators and project staff as well as transportation, per diem (before and after the training), honoraria of resource persons, project staff and facilitators and other incidental expenses of the training are chargeable against Human Resource Training and Development (HRTD) Funds subject to the usual accounting and auditing rules and regulations.

7. Immediate and wide dissemination of this Memorandum is desired.


RAMON C. BACANI
Undersecretary
Officer-in-Charge

Reference:

DepEd Memorandum: No. 66, s. 2008

Allotment: 1—(D.O. 50-97)

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

EMPLOYEES
PROGRAMS
SEMINARS
WORKSHOPS

R: Sally: frontline service mgt. (FMS)
February 4, 2010