



JVD TRAINING SERVICES

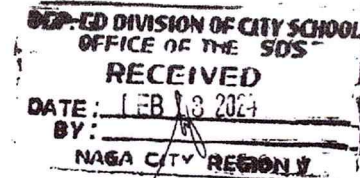
5/F WIL-VIC Building # 125 Kamias Road, Quezon City
Email - jvdtraining@yahoo.com
Tel No. 8 5516287 / Mobile No.0916 1700559

4:50 pm

10-2024
214

February 13, 2024

DR. SUSAN S. COLLANO
Schools Division Superintendent
DEPED – NAGA CITY DIVISION OFFICE
Naga City



Dear Sir/Madam:

JVD Training Services will be conducting two (2) seminars on the following subjects as follows:

- ❖ Effective Communication & its Importance in Handling Public Complaints
March 25 and 26, 2024
8:00am – 5:00pm
Camelot Hotel #35 Mother Ignacia Ave., Diliman Quezon City.
Registration fee: Php 4,000.00
- ❖ Fiber and IP Network Essential
April 17 18, and 19, 2024
8:00am – 5:00pm
Camelot Hotel #35 Mother Ignacia Ave., Diliman Quezon City.
Registration fee: Php 6,000.00

The registration fee shall be paid in cash / check **per participant**, payable to JVD Training Services. This includes the module of subject matter, breakfast, lunch, snacks and certificate of completion.

We hope you will send your representatives to this training.

To confirm your attendance, please kindly reply with your filled-up registration form. For inquiries and clarifications, you may reach out to us at Mobile # (0916) 1700559 and look for Ms. Cristy

God bless and Mabuhay!

Truly yours,

Joel V. De Guzman
JOEL V. DE GUZMAN
President



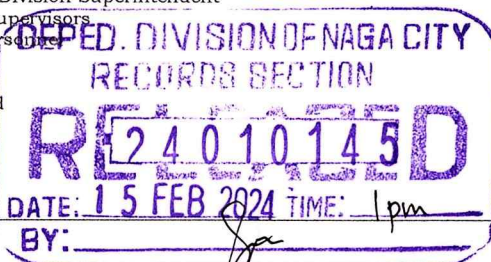
Republika ng Pilipinas Kagawaran ng Edukasyon REHIYON V

TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD NAGA

February 14, 2024

To: Assistant Schools Division Superintendent
Chief Education Supervisors
CID and SGOD Personnel
OSDS Unit Heads
Public School Heads
All Others Concerned

For information.



Susan S. Collano
SUSAN S. COLLANO CESO V
Schools Division Superintendent

DM 31, s. 2019 Rider Rev. 01



Roxas Avenue, Brgy. Triangulo, Naga City, Camarines Sur
0981 630 0070
naga.city@depd.gov.ph







Course Title **Effective Communication & its Importance in Handling Customer Complaints**

Duration 2 days

Schedule March 25 - 26, 2024, 8am - 5pm

Venue Camelot Hotel, Quezon City

Course Overview When we deal with other people, most of us tend to rely on instinct. Studying the art of communication will enable us to do this much more effectively. In this course, you will be aware of the flow of communication and have the opportunity to practice effective communication techniques, particularly when handling complaints in the office or workplace.

Learning Outcomes

- Identify the principles and concepts behind communication
- Demonstrate the skills necessary to practice effective communication
- Effectively apply communication skills in handling customer complaints

Brief Outline

- I. Communication concepts
 - a) Definition
 - b) Kinds of Communication
 - c) The Communication Process
- II. Communication Skills
 - a) Steps to Effective Communication
 - b) Understanding Communication Barriers
 - c) Situational Communication: Role Playing
- III. Communicating with the Customer
 - a) Who is your Customer
 - b) Different Customer Needs
- IV. Handling Customer Complaints
 - a) Why Customers Complain
 - b) Customer Expectations
 - c) Value and Impact of Customer Complaints
 - d) Complaint Handling
 - e) Role Playing

24010145
15 FEB 2024

Registration Form

Effective Communication & its Importance in Handling Customer Complaints

Class Schedule : March 25-26, 2024
Class Hours : 8:00 am to 5:00 pm
Venue : Camelot Hotel, #35 Mother Ignacia Avenue, Quezon City
Standard Course Fee: ☐ Php 4,000.00 (live out seminar) or ☐ Php 6,000.00 (live in seminar)
**Kindly check the box for which package they will opt of*

Course fee includes class instruction, course materials, certificate of completion, and use of ancillary equipment and hardware. Audio or video recording of the training course is strictly prohibited. JVD Training Services reserves the right to make changes to the information contained herein without prior notice.

Name of Participants:

1. _____ Position: _____ Email/Mobile: _____
2. _____ Position: _____ Email/Mobile: _____
3. _____ Position: _____ Email/Mobile: _____
4. _____ Position: _____ Email/Mobile: _____
5. _____ Position: _____ Email/Mobile: _____

***If registering individuals exceed five (5), kindly use multiple copies of this registration form.**

AUTHORIZING OFFICER / CONTACT PERSON:

Name: _____ Position: _____
Company Name/Department: _____
Tel / Mobile No. _____ Signature _____
Printed Name

POLICIES ON REGISTRATION

1. Standard Registration fee of PHP 4,000/ PHP 6,000 can be paid during the training day itself or deposit the registration fee under JVD Training Services with SB (Security Bank) Account no. **00000-30849320**.
2. **Cancellations are accepted (3) working days prior to the training dates. Note: No Advice of cancellation is considered to be paid. Substitutions can be made any time.**
3. Kindly email back this reservation form to us at jvdtraining@yahoo.com or call us at (02) 8 5236242 / Mobile # 09106497534 / 0945 3856995 to ensure your seat is reserved.

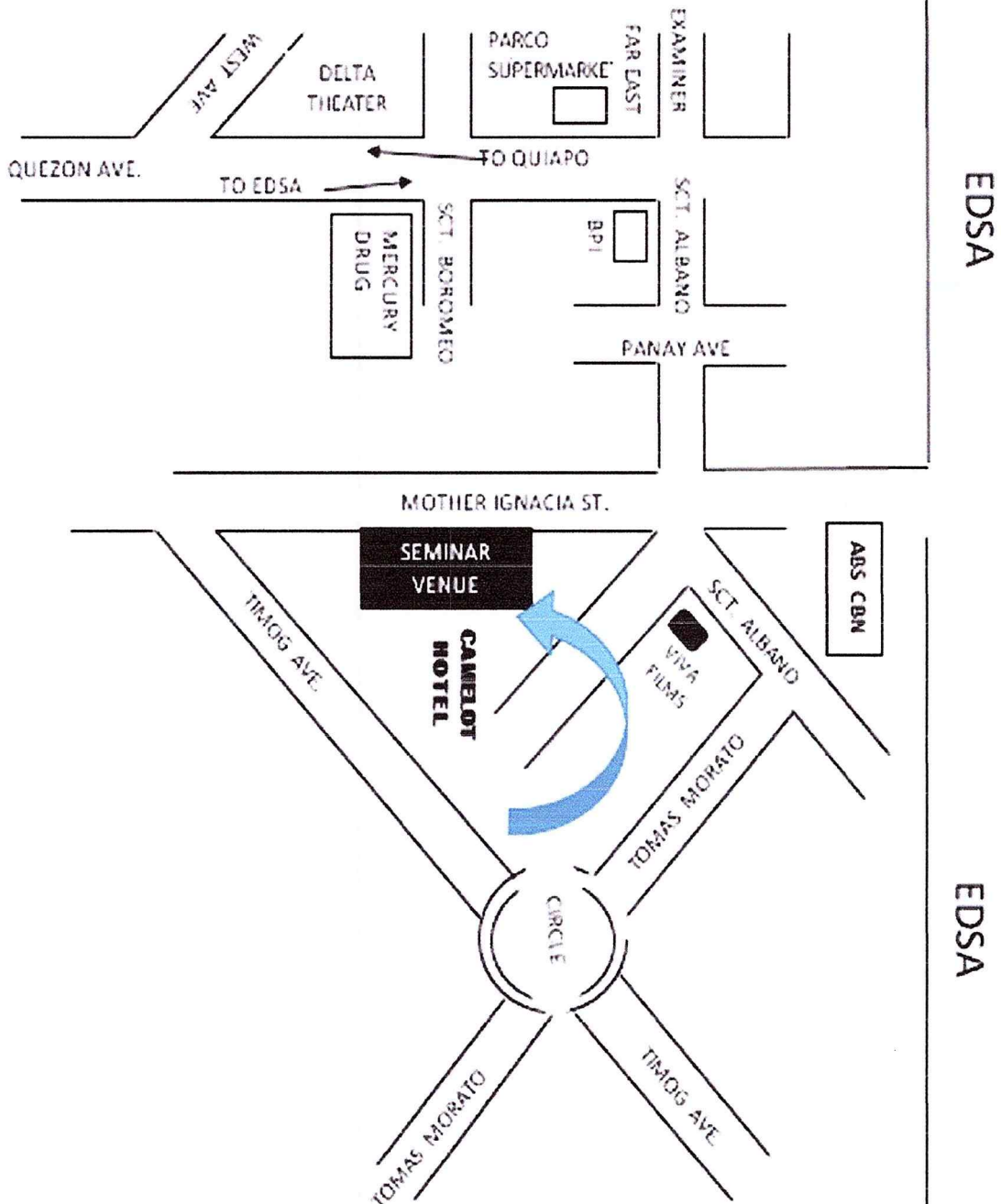
24010145
15 FEB 2024

CAMELOT HOTEL

#35 Mother Ignacia Ave. ~~Biliran~~, Quezon City

(02) 373 2101

LOCATION MAP



24010145
15 FEB 2024



JVD TRAINING SERVICES

FIBER AND IP NETWORK ESSENTIAL

April 17,18 and 19, 2024

Description:

A three-day course designed to provide participants in-depth knowledge and skills on fiber optic technology and IP network. This includes discussion and demonstration of fiber optic installation (splicing) and testing and setting-up of an IP Network. Basic understanding on cybersecurity will also be discussed.

Objectives:

- Familiar with the applications of Fiber Optic in networking technology;
- Acquire skills on installation and testing of fiber optic cable
- Identify different IP network technology and protocols
- Set-up and configure IP Network

Course Outline:

A. Fiber Optic Network Technology

1. Fiber Optic Properties
2. Fiber Optic Network Components
3. Basic Design: Fiber Optic Loss Budget
4. Splicing and Testing (Demonstration)

B. Networking Concepts

- a. Network Architectures
- b. Network Topologies and Standards
- c. Network Components
- d. IP Addressing
- e. IP Addresses Classes
- f. Assigning IP Addresses
- g. Subnetting
- C. Setting-up/Configuring IP Network (Wired & Wireless)
 - a. Network Cabling (UTP and Fiber Optic Cable)
 - b. Configure Wired LAN
 - c. Configure Wireless LAN
 - d. Configuring a Router for WAN/Internet Connection

24010145
15 FEB 2024

Registration Form

FIBER AND IP NETWORK ESSENTIAL

Class Schedule : April 17, 18 and 19, 2024

Class Hours : 8:00 am to 5:00 pm

Venue : Camelot Hotel, #35 Mother Ignacia Avenue, Quezon City

Standard Course Fee: ☐ **Php 6,000.00 (live out seminar)** or ☐ **Php 12,000.00 (live in)**

**Kindly check the box for which package they will opt of*

Course fee includes class instruction, course materials, certificate of completion, and use of ancillary equipment and hardware. Audio or video recording of the training course is strictly prohibited. JVD Training Services reserves the right to make changes to the information contained herein without prior notice.

Name of Participants:

1. _____ Position: _____ Email/Mobile: _____
2. _____ Position: _____ Email/Mobile: _____
3. _____ Position: _____ Email/Mobile: _____
4. _____ Position: _____ Email/Mobile: _____
5. _____ Position: _____ Email/Mobile: _____

AUTHORIZING OFFICER / CONTACT PERSON:

Name: _____ **Position:** _____

Company Name/Department: _____

Tel: _____ **Mobile No.** _____ **Email adds** _____

Signature: _____
PRINTED NAME

POLICIES ON REGISTRATION

1. Standard Registration fee of PHP 6,000 can be (Paid during the training day itself or deposit the registration fee under JVD Training Services with SB (Security Bank) Account no. 00000-30849320.
2. **Cancellations are accepted (3) working days prior to the training dates. Note: No Advice of cancellation is considered to be paid. Substitutions can be made any time.**
3. Kindly email back this reservation form to us at jvdtraining@yahoo.com or call us at (02) 87269768 / Mobile **No. 09161700559** to ensure your seat is reserved.

24010145
15 FEB 2024



REPUBLIC OF THE PHILIPPINES
KAGAWARAN NG PANANALAPI
KAWANIHAN NG RENTAS INTERNAS
REVENUE REGION NO.

07A
040

3RC0000964769

2303

CERTIFICATE OF REGISTRATION

203-561-874-000 DE GUZMAN, JOCEL VILLANUEVA

09/28/1999

UNIT G A4 BLDG. 149 ERMIN GARCIA ST.
E. RODRIGUEZ
QUEZON CITY 1102

TAX TYPE

INCOME TAX
REGISTRATION FEE
WITHHOLDING TAX - EXPANDED/OTH

PERCENTAGE TAX - QUARTERLY
WITHHOLDING TAX - COMPENSATION

TRADE NAME

J V D TRAINING SERVICES

LINE OF BUSINESS / INDUSTRY

8159 OTHER PRIVATE EDUCATION
SERVICES, N.E.C.

Business Registration
11/11/2019

REMINDERS:

FILING OF REQUIRED TAX RETURN/S TO CONFORM WITH ABOVE TAX TYPE/S WITH OR WITHOUT OPERATION TO AVOID PENALTIES

INCOME TAX			
SINGLE PROPRIETOR 1701Q		CORP/PART/ASSOC 1702Q	
1st Qtr	MAY-15	1st Qtr	MAY 30
2nd Qtr	AUG 15	2nd Qtr	AUG 29
3rd Qtr	NOV 15	3rd Qtr	NOV 29
1701	APR 15	1702	APR 15

WITHHOLDING TAX - EXPANDED	
1601EQ	- Every last day of the month after the close of the month
0619E	- Monthly Return every 10th of the mo
1604E	- Annual Information Return - March 01
WITHHOLDING TAX - COMPENSATION	
1801-C	10th day of the following month
1604-CF	- Annual Information Return-January 31

WITHIN 30 DAYS FROM REGISTRATION DATE
AUTHORITY TO PRINT INVOICES AND RECEIPTS should be
accomplished.

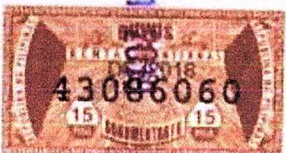
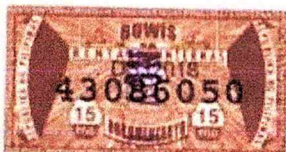
BOOKS OF ACCOUNTS shall be registered before the
deadline for filing of the first quarterly income tax return or the
annual income tax return whichever comes earlier.

VAT	
2550M	- 20th day of the following month
2550Q	- Every 25th day after the close of each quarter

PERCENTAGE TAX	
2551Q	1st Quarter April 25
	2nd Quarter July 25
	3rd Quarter October 25
	4th Quarter January 25

RENEWAL OF ANNUAL REGISTRATION FEE ON OR
BEFORE JANUARY 31 USING BIR FORM 0605

IMMEDIATELY INFORM THIS DISTRICT OFFICE IN CASE OF
TRANSFER/CESSATION OF REGISTRATION AND OTHER
CONCERNS BY FILING FORM 1905



CORAZON R. BALINAS

MYRNA F. SALAZAR
Chief Client Support Section

COMPLETED REQUIREMENTS

Dated: _____

- ☐ Registered by SEC as Unclassified
☐ Submitted Payments

24010145
15 FEB 2024

Kindly deposit your payments with our bank account details below

- *Bank Name: Security Bank (SB)*
- *Account Name: JVD TRAINING SERVICES*
- *Account Number: 00000-30849320*
- *Branch: Kamias Road Corner Anonas Extension, Quezon City*

or to our Gcash account:

- *Account Name: JOCEL DE GUZMAN*
- *Gcash Number: 09161700559*

24010145
15 FEB 2024