



ADVISORY No. 12 s. 2023

January 19, 2024

In compliance with DepEd Order (DO) No. 8, s. 2013
This advisory is issued not for endorsement per DO 28, s. 2001,
but only for the information of DepEd Officials,
Personnel/staff, as well as the concerned public

INVITATION TO THE ENHANCING SERVICE DELIVERY PROGRAM

Human Resource and Innovations and Solutions, Inc. (HURIS) will be conducting an Enhancing Service Delivery Program. The activity will be on February 15-16, 2024 at the Astoria Plaza Hotel, Pasig City.

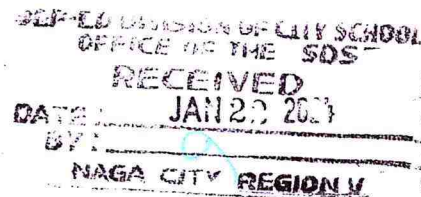
The objective of this program is to:

- gain a deeper insight on the crucial role they play every time they deal with a customer,
- enhance quality customer service skills through effective communication,
- improve the efficiency, effectiveness, transparency, and accountability of service delivery, and
- develop practical solutions for the improvement of services.

Interested in securing a slot please send an email to hrdd@deped.gov.ph

Participation is on a voluntary basis only.

For information.



HRDD/smn/mvl
01/19/2024



Republika ng Pilipinas
Kagawaran ng Edukasyon
REHIYON V

TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD NAGA

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

For information.

February 2, 2024

By the Authority of the Schools Division Superintendent:

[Signature]
DRANTE R. SANTELICES
PCPS
Off. Schools Division Superintendent
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@deped.gov.ph



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ADVISORY No. 20 s. 2023

January 19, 2024

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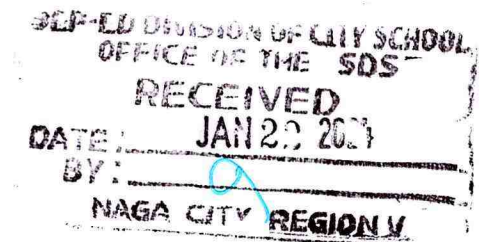
The objective of this program is to:

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- enhance quality customer service skills through effective communication,
- improve the efficiency, effectiveness, transparency, and accountability of service delivery, and
- develop practical solutions for the improvement of services.

Interested in securing a slot please send an email to consult@huris.com.ph.

Participation is on a voluntary basis only.

For information.



HRDD/smn/mvt
01/19/2024

24010080
02 FEB 2024

DEPED V BICOL REGION

From: Huris <consult@huris.com.ph>
Sent: Wednesday, 17 January 2024 3:32 pm
To: DEPED V BICOL REGION
Subject: REGISTER NOW! Enhancing Service Delivery on February 15 - 16, 2024

DEPARTMENT OF EDUCATION
RECEIVED
RECORDS SECTION, REGIONAL OFFICE NO. V
JAN 17 2024
BY: [Signature]
TIME: 3:32 P.M.



HURIS

CSC ACCREDITED PROGRAM

ENHANCING SERVICE DELIVERY

FEBRUARY 15-16, 2024
MA. LOURDES TAN-TUAZON

ASTORIA PLAZA HOTEL, PASIG CITY
IN-PERSON - PHP 11,760.00 VAT INCLUSIVE

REGISTER NOW!

THIS TRAINING PROGRAM IS NOT COVERED BY DBM CIRCULAR 563, ITEM 2.2 FOR GOVERNMENT AGENCIES

Our customers make or break our organization, and our Enhancing Service Delivery program shares how frontline roles can influence their overall experience, as well as show how we can ensure a positive one for them.

Join us on February 15 to 16, 2024 at the Astoria Plaza Hotel in Pasig City!

Let's talk! Slots are limited! Hurry and reserve yours.

2024 Hybrid Setup (Virtual and In-Person) Leadership Development Programs:

24010080
02 FEB 2024

<https://forms.gle/SMbeajKuTzktWgiT8>

2024 Hybrid Setup (Virtual and In-Person) CSC Accredited Programs:

<https://forms.gle/WY5CF7DXjKCGAdAD8>

Program Objectives:

At the end of the program participants will be able to:

- Gain a deeper insight on the crucial role they play every time they deal with a customer,
- Enhance quality customer service skills through effective communication.
- Improve the efficiency, effectiveness, transparency and accountability of service delivery
- Develop practical solutions for the improvement of services.

Program Outline:

- Understanding Customer Service
 - The Need for Good Customer Service
 - Internal and External Customers
- The Service Triangle
 - Service Strategy
 - Revisiting the Vision/Mission/Strategy
 - From Vision to Service Strategy
 - Service Delivery System
 - Understanding the Delivery System
 - Force Field Analysis

- Process Flow Charting
- Process Analysis using the Questioning Pattern
- Application on actual process
- Service Front Liners
- Steps to Service Quality
 - Attitude: The Willingness to Serve
 - Locus of Control
 - The Attitude of a Service Professional
 - Communication: Our Link to Customers
 - Symbolic Communication
 - Verbal Communication
 - Non-Verbal Communication
- Action Planning for Service Quality

Register Now!

24010080
n 2 FEB 2024

LEADERSHIP DEVELOPMENT PROGRAMS

FOR CESB REACCREDITATION

FACE-TO-FACE

REGULAR RATES

2-DAY PROGRAMS

16 HOURS | 8 HOURS/DAY

PHP 17,920.00 VAT INC.

3-DAY PROGRAMS

24 HOURS | 8 HOURS/DAY

PHP 26,880.00 VAT INC.

DISCOUNTED RATES

GO-GETTER RATE

(EARLY BIRD DISCOUNT)

Rate is valid if you made your payment 10 working days before the conduct of the program.

2-DAY PROGRAM - PHP 17,360.00 VAT INC.

3-DAY PROGRAM - PHP 26,040.00 VAT INC.

TROUPE RATE

(GROUP DISCOUNT)

Rate is valid for 5 or more registrants from the same agency for the same program.

5% OFF THE REGULAR RATE

PROGRESSIVE DEVELOPMENT RATE

(CONTINUOUS LEARNER DISCOUNT)

Rate is valid on your 4th and subsequent program registration within the calendar year.

2-DAY PROGRAM - PHP 16,844.80 VAT INC.

3-DAY PROGRAM - PHP 25,267.20 VAT INC.

VIRTUAL

REGULAR RATES

4-DAY PROGRAMS

16 HOURS | 4 HOURS/DAY

PHP 13,440.00 VAT INC.

6-DAY PROGRAMS

24 HOURS | 4 HOURS/DAY

PHP 20,160.00 VAT INC.

DISCOUNTED RATES

GO-GETTER RATE

(EARLY BIRD DISCOUNT)

Rate is valid if you made your payment 2 weeks before the conduct of the program.

4-DAY PROGRAM - PHP 13,160.00 VAT INC.

6-DAY PROGRAM - PHP 19,740.00 VAT INC.

TROUPE RATE

(GROUP DISCOUNT)

Rate is valid for 5 or more registrants from the same agency for the same program.

5% OFF THE REGULAR RATE

PROGRESSIVE DEVELOPMENT RATE

(CONTINUOUS LEARNER DISCOUNT)

Rate is valid on your 4th and subsequent program registration within the calendar year.

4-DAY PROGRAM - PHP 12,633.60 VAT INC.

6-DAY PROGRAM - PHP 18,950.40 VAT INC.

CSC ACCREDITED PROGRAMS

FACE-TO-FACE

REGULAR RATES

2-DAY PROGRAMS

16 HOURS | 8 HOURS/DAY

PHP 17,024.00 VAT INC.

3-DAY PROGRAMS

24 HOURS | 8 HOURS/DAY

PHP 25,536.00 VAT INC.

DISCOUNTED RATES

GO-GETTER RATE

(EARLY BIRD DISCOUNT)

Rate is valid if you made your payment 10 working days before the conduct of the program.

2-DAY PROGRAM - PHP 16,352.00 VAT INC.

3-DAY PROGRAM - PHP 24,528.00 VAT INC.

TROUPE RATE

(GROUP DISCOUNT)

Rate is valid for 5 or more registrants from the same agency for the same program.

5% OFF THE REGULAR RATE

PROGRESSIVE DEVELOPMENT RATE

(CONTINUOUS LEARNER DISCOUNT)

Rate is valid on your 4th and subsequent program registration within the calendar year.

2-DAY PROGRAM - PHP 16,002.56 VAT INC.

3-DAY PROGRAM - PHP 24,003.84 VAT INC.

VIRTUAL

REGULAR RATES

1-DAY PROGRAMS

4 HOURS | 4 HOURS/DAY

PHP 4,480.00 VAT INC.

2-DAY PROGRAMS

8 HOURS | 4 HOURS/DAY

PHP 7,728.00 VAT INC.

4-DAY PROGRAMS

16 HOURS | 4 HOURS/DAY

PHP 13,440.00 VAT INC.

DISCOUNTED RATES

GO-GETTER RATE

(EARLY BIRD DISCOUNT)

Rate is valid if you made your payment 2 weeks before the conduct of the program.

1-DAY PROGRAM - PHP 4,256.00 VAT INC.

2-DAY PROGRAM - PHP 7,504.00 VAT INC.

4-DAY PROGRAM - PHP 13,216.00 VAT INC.

TROUPE RATE

(GROUP DISCOUNT)

Rate is valid for 5 or more registrants from the same agency for the same program.

5% OFF THE REGULAR RATE

PROGRESSIVE DEVELOPMENT RATE

(CONTINUOUS LEARNER DISCOUNT)

Rate is valid on your 4th and subsequent program registration within the calendar year.

1-DAY PROGRAM - PHP 4,144.00 VAT INC.

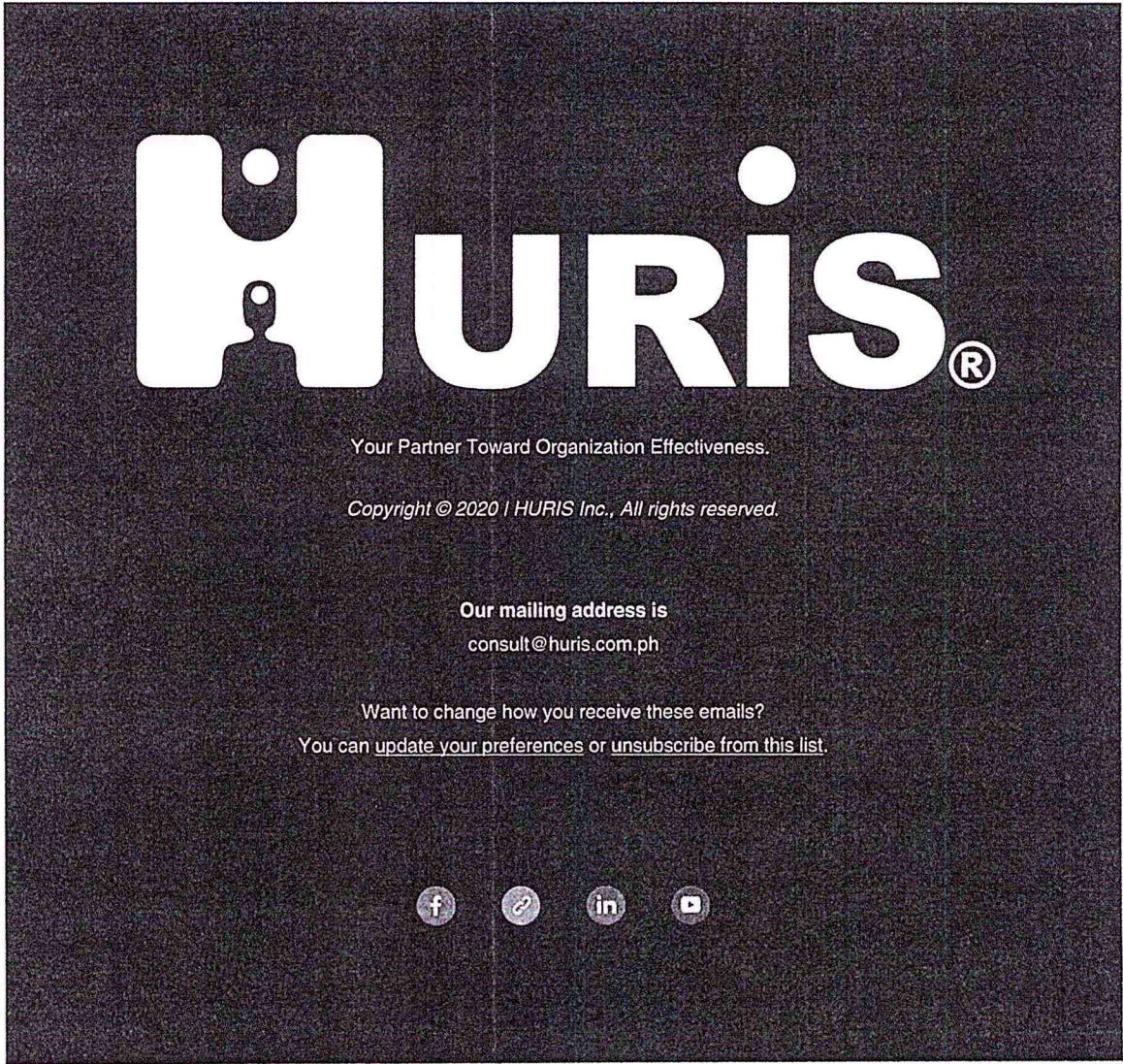
2-DAY PROGRAM - PHP 7,392.00 VAT INC.

4-DAY PROGRAM - PHP 13,104.00 VAT INC.

About HURIS

24010080
n 2 FEB 2024

Human Resource Innovations and Solutions, Inc. (HURIS) is a human resource and organization development consultancy and solutions provider, established in 2005. By deep-diving into their organizations, we provide our clients comprehensive and value-driven business solutions and services, focusing on human resource business processes, ranging from the set-up of organizations to post-employment management. Part of our solutions is to design and conduct learning and development programs that address the needs of corporate leaders and future leaders of those clients, so that they reach their organizational goals and optimum efficiency.



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02 FEB 2024