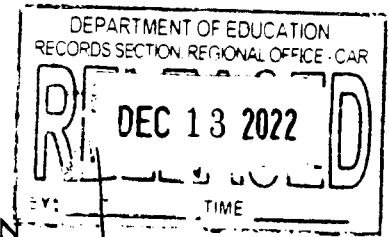




Republic of the Philippines  
**Department of Education**  
CORDILLERA ADMINISTRATIVE REGION



December 9, 2022

**REGIONAL MEMORANDUM**

No. 602-2022

**NEAP LAUNCH POST ACTIVITY EVALUATION AND CURRENT TRENDS ON FRONT OFFICE SERVICING CUM CAPABILITY BUILDING-BATCH 2**

To: Assistant Regional Director  
Schools Division Superintendents, SDOs Baguio City and Benguet  
All Other Concerned

1. The National Educators Academy of the Philippines in the Region (NEAPR) shall conduct the **Current Trends in Front Office Servicing and NEAP Launch Post Activity Evaluation cum Capability Building-Batch 2** on **December 19-21, 2022** at a venue to be announced later.
2. This activity aims to provide an avenue to revisit facilitating and hindering factors towards effective and quality service expected from the Regional Technical Working Group (RTWG) in the adaptive normal as an offshoot of the NEAP Launch hosted by this Office in June 2022. Specific objectives are reflected in Enclosure 1.
3. To effectively attain the objectives reflected in the matrix, participants (Enclosure 2) are advised to confirm attendance via <https://tinyurl.com/ATTENDneapcar> before **December 14, 2022**.
4. Travel expenses shall be charged to local funds, while board and lodging and other expenses shall be charged against NEAP Downloaded Funds, both subject to existing accounting and auditing rules and regulations.
5. In the event that confirmed onsite participants are not able to join the activity, they shall refund the amount defrayed by this Office.
6. For inquiries and clarifications, please contact NEAPR through Chief Education Supervisor, NEAP-CAR OIC Jennifer Ande at 09190073814.
7. Immediate and widest dissemination of this Memorandum is directed.

  
**ESTELA P. LEON-CARIÑO EdD, CESO III**  
Director IV/ Regional Director

NEAPCAR/JPA/lb



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## Enclosure 1. Matrix of Activities

| <b>DAY 0</b>                      |   |   |  |  |
|-----------------------------------|---|---|--|--|
| 1:00-5:00 PM                      | Travel to the venue   |   |  |  |
| 5:00-6:00 PM                      | Pre Activity Meeting for the TWG; Rooming/ orientation for the participants   |   |  |  |
| <b>DAY 1</b>                      |   |   |  |  |
| 8:30 – 9:00 AM<br>Opening Program | Preliminaries-AVP -<br>c/o NEAP CAR<br><br>Acknowledgment of<br>Participants<br>- Laureen B. Likigan                        | Opening Remarks<br>-Florante E. Vergara | Welcome Message<br>- RD Estela L. Cariño<br><br>Statement of Purpose<br>Jennifer P. Ande   | Levelling of<br>Expectations<br>Dexter B. Andres |
| <b>DATE / TIME</b>                | <b>ACTIVITY / TOPIC</b>   | <b>SPEAKER</b>                          | <b>OBJECTIVE / OUTPUT</b>  |  |
| 9:00 – 10:30 AM                   | <b>A Future Thinking Leader: Establishing the essence of leadership amongst RO personnel as members of the Regional TWG</b> | <b>RD ESTELA L. CARIÑO</b>              | This session aims to provide a general update on industry knowledge while providing effective customer service in the government sector, specifically to: <ol style="list-style-type: none"> <li>1. Provide an overview of using interpersonal skills as leaders to ensure that customer needs are accurately identified</li> <li>2. Demonstrate strategies to assess customer needs for urgency</li> <li>3. Appreciate observation of priority for service delivery</li> </ol>                                    |  |
| 10:30 – 10:45 AM                  | Health Break  | <b>JONALYN C. AMBRONA</b>               |  |  |
| 10:45 – 12:00 NN                  | <b>NEAP Launch and Ed Tech Awards: A challenge conquered</b>  |   |  |  |
| 12:00 – 1:00 PM                   | Lunch Break   |   |  |  |
| 1:00 – 2:30 PM                    | <b>Session 1: All out to serve: ideals of quality service and realities in the workplace</b>                                |   |  |  |
| 2:30 – 2:45 PM                    | Health Break  |   |  |  |
| 2:45 – 3:15 PM                    | Workshop for Session 1  |   |  |  |
| 3:15 – 5:00 PM                    |   |   |  |  |
| <b>DAY 2</b>                      |   |   |  |  |
| 8:30 – 9:00 AM                    | Preliminaries<br>Facilitator  | c/o CLMD<br>Laureen B. Likigan          |  |  |
| 9:00 – 10:30 AM                   | <b>Session 2: Shine at your finest: compliance and safety, responsibilities as an individual and as an employee</b>         | <b>CLEMENTE D. BANDAÑO</b>              | This session generally aims to promote workplace hygiene procedures while performing safe workplace practices. Specifically, participants shall be able <ol style="list-style-type: none"> <li>1. Provide an overview of industry standards and the actual setup;</li> <li>2. Follow hygiene procedures by showing alignment vis enterprise and legal requirements;</li> <li>3. Identify and prevent hygiene risks by demonstrating action to minimize risks within scope of individual responsibility.</li> </ol> |  |
| 10:30 – 10:45 AM                  | Health Break  |   |  |  |
| 10:45 – 12:00 NN                  | Continuation of Session 2   |   |  |  |
| 12:00 – 1:00 PM                   | Lunch Break   |   |  |  |
| 1:00 – 2:30 PM                    | Photodocumentation activity: industry standards   |   |  |  |
| 2:30 – 2:45 PM                    | Health Break  |   |  |  |
| 2:45 – 3:15 PM                    | Presentation of WS 1 and 2  |   |  |  |
| 3:15 – 5:00 PM                    |   |   |  |  |
| <b>DAY 3</b>                      |   |   |  |  |
| 8:30 – 9:00 AM                    | Preliminaries<br>Facilitator  | c/o Admin<br>Nover Keithley S. Mente    |  |  |
| 9:00 – 10:30 AM                   | <b>Session 3: Polished for team performance</b>   | <b>ROSE MELODY FLORES</b>               | This session generally aims to facilitate team-oriented communication for effective enactment in the delivery of frontline services. Specifically, participants shall be able to: <ol style="list-style-type: none"> <li>1. Converse effectively regardless of diverse backgrounds</li> <li>2. Consider cross cultural differences in the interpretation of instructions and service requests.</li> </ol>  |  |
| 10:30 – 10:45 AM                  | Health Break  |   |  |  |
| 10:45 – 12:00 NN                  | Continuation of Session 3   |   |  |  |
| 12:00 – 1:00 PM                   | Lunch Break   |   |  |  |
| 1:00 – 2:30 PM                    | <b>Workshop for Session 3</b>   |   |  |  |
| 2:30 – 2:45 PM                    | Health Break  |   |  |  |
| 2:45 – 4:15 PM                    | Closing Program   |   |  |  |
| 4:15 – 5:00 PM                    |   |   |  |  |

### Training mechanics:

To enable attainment of activity objectives and address the competency gaps of personnel on result focus, self-management and teamwork, the following conditions shall be met by the training venue:

1. Ensure isolation of participants from possible distraction which may compromise the overall result of the activities scheduled; and
2. Guarantee the participant's focus, openness and continuity of thoughts in the sharing of current situation.

Enclosure 2. List of Participants

**A. TRAINING MANAGEMENT**

1. RD Estela L. Cariño EdD, CESO III/ ARD Florante E. Vergara
2. Jennifer P. Ande, Chief Education Supervisor (Program Manager)
3. Lauren B. Likigan, Focal Person
4. Dexter B. Andres, Learning Facilitator
5. Rushel A. Minong, Documenter/ Secretariat

**B. REGIONAL OFFICE COMMITTEE REPRESENTATIVES\***

6. Protocol Officers/ Ushers & Usherettes (CLMD)
7. Invitations/ Secretariat (Attendance, Certificates, CA) (FTAD/ HRDD)
8. Stage Setup, Design & Decoration/ Hall Preparation, Health & Sanitation  
External Preparations (QAD/ ESSD)
9. Publicity & Documentation (PAU)
10. Tokens & Souvenirs (Finance)
11. Billeting/ Rooming (PPRD)
12. ICT Tech Support (ICTU)
13. Parking, Peace & Order and Transportation (Admin/ QAD)
14. Logistics (Procurement/ AMS/ Cashiering)

**C. TVL TEACHERS**

15. Cosalan, Marivic K.
16. Faroden, Helen Clare C.
17. Abdon, Winston C.
18. Baguilet, Jennelyn L.
19. Jayvee L. Lee
20. Grace E. Cuyahon
21. Mary Ann P. Dajucon
22. Irish C. Banga-an
23. Juliet S. Bassuit
24. Julia S. Samdao
25. Michelle T. Apnoyan
26. Alexis N. Vicente
27. Joceylen E. Tabios
28. Gayle Ann P. Inso
29. Jermilene E. Ngateg
30. Maria Teresa C. Dauz
31. Rachelle S. Aludos
32. Anderson Siano
33. Emmanuel R. Estrella
34. Liza P. Diez
35. Alvin Jay B. Corpuz

*\* Please refer to RM No. 268, s. 2022 for the composition of the committees*