



Office of the Secretary

FEB 13 2008

DepED MEMORANDUM
No. **66**, s. 2008

**FRONTLINE SERVICES MANAGEMENT SEMINAR-WORKSHOP
FOR NON-TEACHING PERSONNEL**

To: Undersecretaries
Assistant Secretaries
Bureau Directors
Directors of Services/Centers and Heads of Units
Regional Directors
Schools Division/City Superintendents

1. The Staff Development Division-Human Resource Development Service (SDD-HRDS) will conduct a 4-day live-in seminar-workshop on Frontline Services Management for Non-Teaching Personnel on the following dates and venues:

REGIONS	DATES	VENUES
I, II, III, IV-A, CAR	October 7-10, 2008	Pagsanjan, Laguna
IV-B, V, VI, VII, NCR	October 21-24, 2008	Ecotech Center, Cebu City
VIII, IX, X, CO	November 4-7, 2008	Tacloban City
XI, XII, CARAGA, ARMM	November 19-22, 2008	Davao City

2. The program aims to achieve the following objectives:


- a. inculcate among participants positive work attitudes particularly the value of courtesy 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. demonstrate how a Public Assistance Counter should be managed in order to facilitate efficient and effective delivery of service to the public.

3. Participants of the program are non-teaching personnel of the Department, which include HRMOs, secretaries, clerks, administrative assistants, and other technical staff who perform secretarial, coordinating and administrative functions. Each region will send 20 participants to ensure that all divisions are represented. Please submit the names of participants to Ms. Ma. Elena B. Deacosta/Ms. Mercelita Maranan of SDD-HRDS. For further inquiries, please contact telefax nos. 633-7237/638-8638.

4. 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. Check out will be in the morning, a day after the training proper.

5. 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 and staff as well as transportation, per diem (before and after the training), extra duty allowance of the training staff and facilitators and honoraria of external resource speakers and other incidental expenses of the training are chargeable against Training and Development Funds subject to the usual accounting and auditing rules and regulations.

6. Immediate dissemination of this Memorandum is desired.


JESLI A. LAPUS
Secretary

Reference: None

Allotment: 1—(D.O. 50-97)

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

EMPLOYEES
PROGRAMS
SEMINARS
WORKSHOPS

Sally - Frontline Services
December 27, 2007