



VISAYAS
STATE UNIVERSITY

**OFFICE OF THE
PRESIDENT**




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MEMORANDUM NO. 576
Series of 2024

TO: Ms. Charmagne Faith F. Capuno

RE: Designation as Customer Feedback Officer

FROM:  DR. PROSE IVY. G YEPES
University President

DATE: July 1, 2024

By virtue of the authority vested in me by the VSU Board of Regents and as recommended by the QMO, you are hereby designated as Customer Feedback Officer effective July 1, 2024 until December 31, 2024 or unless sooner revoked or terminated by higher authorities.

You are tasked to do the following:

1. Identify and assess customers' needs to achieve satisfaction by collecting and analyzing customer information;
2. Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution;
3. Keep records of customer interactions, process customer accounts and file documents;
4. Provide accurate, valid and complete information by using the right methods/tools and following communication procedures, guidelines and policies;
5. Build sustainable relationships and trust with customer accounts through open and interactive communication; and
6. Do other tasks related to customer satisfaction services and feedback.

Moreover, you are entitled to the privileges granted and the responsibilities attached to the position subject to pertinent policies.

Please be guided accordingly.

OFFICE OF THE PRESIDENT

2/F Administration Building, Visayas State University
PQWW+RJM, Baybay City, Leyte, Philippines 6521
Email: op@vsu.edu.ph | Website: www.vsu.edu.ph
Phone: +63 53 565 0600 Local 1000



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FM-OOP-01
V05 06-06-2024
No. **24-576**