



Visayas State University

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Office of the President

4 September 2014

MEMORANDUM NO. 213

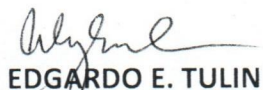
Series of 2014

- T O:** All Vice Presidents, Deans, Directors & Department/Office Heads Concerned
- R E:** Reorientation Workshop Among Frontliners on Good Customer Service, Work Values & Anti-Red Tape Law

Please be informed that as part of the university's desire to improve effectiveness and efficiency of its administrative support services especially in dealing with our immediate clients which are the students, a Reorientation Workshop among frontliners on good customer service, work values and Anti-Red Tape Law will be conducted on **September 10, 2014** at the **Center for Continuing Education**.

In view of this, all Vice Presidents, Deans, Directors, Departments and Office Heads are directed to allow the frontline staff in their respective units (see attached list) to attend the abovementioned activity. Deans of satellite campuses are likewise requested to send their frontliners to this workshop. Please confirm attendance of your staff to Ms. Felicisima Israel of ODAHRD. Attached is a copy of the program of activities.

Please be guided accordingly.


EDGARDO E. TULIN

Officer-in-Charge

LIST OF FRONT DESK IN-CHARGE OF VARIOUS OFFICES IN VSU

	NAME	DESIGNATION	DEPT./OFFICE	REMARKS
1	ABAPO , JANE M.	Lab. Tech. I	DOPAC	
2	ABAYABAY , ANTONIO Y.	Admin. Aide 4	FARMI	
3	ABIT , RAUL L.	Admin. Asst 1	ACRO	
4	ABOGADIE , EDITHA R.	Admin. Aide 3	DPM	
5	ALACIO , STELLAMARIS D.	Encoder	DCDEx	J.O.
6	ALBISO , ELIZABETH B.	Admin. Aide 4	OP	
7	ALCOBER , LUVILLA G.	Clerk	DGE	
8	ANDRES , DALISAY F.	Admin. Aide 6	DE	
9	ARPOCEPLE , DAHLIA R.	Clerk	DCE	
10	ARRADAZA , ASUNCION C.	Admin. Asst.1	Security	
11	BAGARINAO , ISABELO P.	Admin. Aide 3	ASO	
12	BAGARINAO , JENEFER T.	Clerk	Legal	J.O.
13	BALBARINO , YOLANDA U.	Admin. Aide 3	Cash Division	
14	BALTAZAR , ADORA FE F.	Admin. Aide 6	Library (College)	
15	BASLAN , MARIA FE A.	Admin. Aide 4	DMPS	
16	CACHUELA , LUZMINDA G.	Admin. Aide 3	DDC	
17	CALLEJA , JUVY C.	Clerk	URC/CAC	J.O.
18	CANO , RONILO V.	Admin. Asst. 1	OVPPRG	
19	CAPRICHIO , JOSEROSE B.	Admin. Aide 4	DASS	
20	CERNA , NORMA C.	Admin. Aide 3	Security	
21	CO , JOCELYN T.	Admin. Aide 4	ODF	
22	CODOG , JANNET LESLIE EVELYN	Admin. Aide 3	CON	J.O.
23	COSARES , TERESITA Y.	Admin. Aide 4	ISRDS	
24	CRUZ , ANTONETTE S.	Clerk	DME	J.O.
25	CUEVAS , ARRAH MAE B.	Clerk	Guesthouse/Pavi	J.O.
26	DARGANTES , EDITHA F.	Admin. Aide 3	HELVMU	
27	DIAZ , FE REMEDIOS L.	Admin. Aide 6	OVPRE	
28	DUATIN , CECIL JOY Y.	Admin. Aide 6	OGS	
29	DURAN , GILDA D.	Admin. Aide 4	DOH	
30	ESPINOSA , GRACIANA M.	Admin. Aide 4	Records	
31	FERNANDEZ , BERNARDITO R.	Admin. Aide 3	DPBG	
32	FILIPINO , CARMELA G.	Admin. Aide 6	DOPAC	
33	FLANDEZ , ARLIN B.	Admin. Aide 4	IASO	
34	FLORES , MA. ZAIDA A.	Admin. Aide 3	NARC	
35	FORNES , MERCEDES V.	Admin. Aide 3	Library (HS)	
36	GAYANILO , MA. FE L.	Admin. Aide 4	ODAHRD	
37	GOFREDO , TEOFILO G.	Admin. Aide 3	SPPMO	
38	GONZAGA , ERNESTO A. JR.	Admin. Aide 3	BIDANI	
39	GONZALES , EDNA L.	Admin. Aide 4	DFS	
40	GORRE , ELVIRA B.	Admin. Asst. 1	ITEEM	
41	GRAVADOR , MERLE N.	Admin. Aide 3	PRPEO	
42	GUCELA , MARIFE C.	Clerk	DBS	J.O.
43	GUINIPAAN , ARLYN A.	Admin. Aide 6	DMPS	

44	GUMBA	, POLICARPO C. JR.	Admin. Aide 4	DAS	
45	ISRAEL	, JOEL M.	Admin. Aide 3	CVM	
46	ISRAEL	, EDDIE M.	Admin. Aide 6	DYDC	
47	ISRAEL	, ANTONIETA D.	Admin. Aide 3	OUS	
48	JAYME	, LORENDA G.	Admin. Aide 3	Philrootcrops	
49	JAYME	, DAVE PETER G.	Clerk	Budget	J.O.
50	LEMONS	, SHEILA MARIE C.	Admin. Aide 4	IO	
51	LORETO	, GINA A.	Clerk	GSD	J.O.
52	LUNA	, MERIAM M.	Admin. Aide 3	USSO	
53	MANAGBANAG	, ARACELI M.	Admin. Aide 3	IHK	
54	MASCARIÑAS	, FAYE AILEEN S.	Admin. Aide 6	MMDC	
55	MONTEJO	, ANALOU S.	Admin. Aide 6	DCHM	
56	NAYRE	, GILDA P.	Admin. Aide 4	DLABS	
57	NUÑEZ	, MARIA A.	Admin. Aide 4	Cash Division	
58	ORAÑO	, PAMELA P.	Admin. Aide 3	QAC	
59	ORQUILLA	, MARILYN A.	Admin. Aide 6	DTE	
60	RACHO	, GLENDA E.	Admin. Aide 4	Hospital	
61	SABEJON	, ARIEL M.	Clerk	Property	J.O.
62	SARZONA	, CLARITA M.	Admin. Aide 3	OVPAF	
63	SOLIS	, REMENITA J.	Admin. Aide 6	CAFS	
64	STA. IGLESIA	, MARILOU L.	Admin. Aide 3	OVPRE	
65	SUGANOB	, CARLITO O.	Admin. Aide 4	DFST	
66	TABINAS	, JULIE A.	Admin. Aide 4	DBM	
67	TABROSA	, LUCILYN L.	Admin. Aide 3	VLHS	
68	TIDOY	, IMELDA A.	Admin. Aide 4	Philrootcrops	
69	URDANETA	, PAMELA H.	Admin. Aide 4	NCRC	
70	VALENZONA	, RANDY S.	Admin. Aide 3	Accounting	J.O.
71	VALENZONA	, ERLINDA S.	Admin. Aide 6	OVPI	
72	VERGARA	, RAFAEL B. JR.	Admin. Aide 4	DCST	
73	VILLAS	, NORMA O.	Admin. Aide 4	Registrar's Office	
74	YAMON	, VALERIE V.	Clerk	DAE	

Reorientation of Frontliners on Good Customer Service, Work Values
& Anti-Red Tape Law
September 10, 2014

8:00–8:30 a.m.	Registration		
8:30–9:00 a.m.	Opening Program Invocation Pambansang Awit Opening Remarks	-	Dr. Roberto Guarte
9:00–12:00 a.m.	Good Customer Service & Making Work Values Work in the Workplace	-	Dr. Lourdes B. Cano
12:00–1:00 P.M.	Lunch Break		
1:00–2:00 p.m.	Anti-Red Tape Law & Anti-sexual harassment Policies	-	Atty. Rysan C. Guinocor
2:00–3:30 p.m .	Reorientation on VSU SPMS	-	Dr. Lourdes B. Cano
3:30–4:45	Self Analysis & Covenant Signing	-	
4:45–5:00 p.m.	Closing Program Invocation Impressions from 2 participants Intermission Message Intermission Closing Remarks	- - - - - -	Participants Dr. Jose L Bacusmo Participants Dr. Roberto C. Guarte

Objectives of the Seminar

1. To reorient participants of the basic concept on customer service, good work values and its purpose which is customer satisfaction
2. To reorient participants of the Anti-Red Tape Law and Anti-Sexual harassment for their implementation and compliance