

## Methodology/Strategy

The orientation will be done in a Hybrid Setting where participants are in one location and Dr. Lourdes B. Cano will serve as a virtual lecturer. The said activity will be a virtual lecture via video conferencing with audio-visual presentation, role playing, human dynamic activities, workshops, and sharing of ideas.

**Resources Needed.** Laptop/desktop computer and other basic IT needs for Hybrid setting.


## Expected Outcomes:

- Healthcare personnel equipped with a customer/client-focused mindset with the purpose of satisfying, if not exceeding the expectations of their customers/clients/patients
- Staffs can provide a high standard of care and support to every service user.
- With the work values they exhibit they can create a safe, welcoming, nurturing, environment where they and their co-workers are able to develop and grow at their own pace to maximize their potential emotionally, physically, intellectually, socially and spiritually.
- Be aware of work values and how to make said work values work in the workplace
- Provide excellent customer service to clients for their satisfaction that exceeded customer expectation
- Identify customers and how to provide excellent service to them
- Follow by heart the rules on good customer service

## Estimated Budget:

Particulars	Cost in peso (Php)
Honorarium for the 2-day in-house training for Resource Per (0.023 x 90,078 (SG 24) x 16 hours)	₱33,148.80
AM Snacks (33 pax x ₱80.00 x 2 days)	₱5,280.00
PM Snacks (33 pax x ₱80.00 x 2 days)	₱5,280.00
Lunch (33 pax x ₱200.00 x 2 days)	₱13,200.00
Office Supplies	₱1,000.00 <sup>2,000</sup>
Miscellaneous <sup>AF</sup>	₱1,000.00 <sup>AF</sup>
<b>TOTAL</b>	<b>₱58,908.80</b>


Prepared by:

  
**ARIANNE J. CAINTIC**  
Training Assistant


Availability of funds:

  
**ALICIA M. FLORES**  
Budget Officer

Recommending approval:

  
**HONEY SOFIA V. COLIS**  
OIC-Director, ODHRM

APPROVED:

  
**EDGARDO E. TULIN**  
President